PUBLICATION SCHEME FOR AVICENNA RETAIL LTD

Document prepared by:	Document approved by:	Date next review due:
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Welcome to the Publication Scheme for Avicenna Retail Ltd about NHS services provided as required by the Freedom of Information Act 2000.

This Publication Scheme is a complete guide to the information made routinely available to the public about National Health Service Pharmaceutical Services.

HOW MUCH DOES IT COST?

The publications are free unless otherwise indicated.
How is the information made available?

The information is available from:
Superintendent Pharmacist
Avicenna Retail Ltd
Selsdon House
212-220 Addington Rd
South Croydon.
CR2 8LD

CLASS 1 – WHO WE ARE AND WHAT WE DO.

Avicenna Retail Ltd is a privately owned group of 110 independent pharmacies serving Wales (45) and England (94).

The registered office is at:
Selsdon House
212-220 Addington Rd
South Croydon.
CR2 8LD
Telephone: 02086519933
Email: customercare@avicennapharmacy.org

The locations of the individual pharmacies can be obtained via our website or by contacting us by letter or telephone at our registered office.

- The company employs registered pharmacists to manage individual pharmacies. The company may also employ locum pharmacists. Our pharmacists are supported by fully trained staff.
- Details of key personnel at individual pharmacies may be obtained from our registered office.
- Some information will be withheld, including personal, sensitive, and confidential information about individuals that is protected by GDPR.
- A list of all our locations can be found on our website together with the opening hours of each pharmacy.
- Bilingual practice leaflets displaying the pharmacy opening times are also available at individual pharmacies.

CLASS 2 – WHAT WE SPEND AND HOW WE SPEND IT.

- All patients living in Wales registered with a general practitioner based in Wales are entitled to free prescriptions. No charge is payable for drugs or appliances supplied on a WP10 prescription.
- Charges are applicable to some patients presenting English FP10 prescriptions for dispensing in Welsh pharmacies, however many patients presenting English FP10 prescriptions may be exempt from prescription charges if they fall into certain categories. Full details of patients entitled to free English prescriptions can be obtained from the NHS UK website. www.nhs.uk. Telephone 111.
- All the pharmacies in the Avicenna group are contracted to provide NHS services. Full details of eligibility and remuneration for these services can be obtained from the NHS Wales Shared Services Partnership, NHS Business Service Authority or can be viewed using the online version of the Drug Tariff.
- Information in this class will be published only where it does not and is not likely to adversely affect the commercial position of the firm or practice.

CLASS 3 – WHAT OUR PRIORITIES ARE AND HOW WE ARE DOING

- Our aim as a company is to provide the highest standards of pharmaceutical service in the localities we serve. We endeavour to make our services available to all patients. We are continually reviewing and improving our premises to ensure accessibility to all patients. We provide free home delivery services to all patients that are unable to access the pharmacy. Our pharmacists and staff are fully trained in accordance with their roles and adhere to clear standard operating procedures. These procedures are designed to ensure the quality and safety of the services we provide.
- Our pharmacies are routinely inspected by the General Pharmaceutical Council, the Health Boards and members of the Community Health Council. As a part of our commitment to the NHS Pharmacy Contract we carry out a practice-based audit on a service and make improvements where necessary. We participate in multi-disciplinary audits as required by the Health Boards.

CLASS 4 – HOW WE MAKE DECISIONS

None available.

CLASS 5 – OUR POLICIES AND PROCEDURES

- Avicenna Standard Operating Procedures
- Health and Safety policy
- Complaints procedures (including those covering requests for information and operating the publication scheme)
- Confidentiality and Data Protection policies
- Waste Management File

CLASS 6 – LISTS AND REGISTERS

None available.

CLASS 7 – THE SERVICES WE OFFER

(Note: All services may not be available at every branch)

WALES AND ENGLAND

- Dispensing of drugs, medicines and Drug tariff listed appliances
- Patient medication records
- Free Prescription collection service
- Free prescription delivery service
- Services to care homes
- Syringe and needle exchange schemes
- Repeat dispensing schemes
- Disposal of unwanted medicines
- Advice from the pharmacist
- Substance misuse service
- Stoma and appliance supply
- Seasonal Influenza Vaccinations NHS and Private

WALES ONLY

- CCPS (Clinical Community Pharmacy Service)
  - CAS (Common Ailments Service
  - STTT (Sore Throat Test and Treat)
  - EMS (Emergency Medicines Supply)
  - EC (Emergency Contraception)
  - BQS (Bridging and QuickStart Contraception)
- DMR (Discharge Medicines Reviews)
- PIPS (Pharmacist Independent Prescribing Service)
- HMQ Level 2&3 (+/- varenicline) (Help Me Quit – Smoking Cessation)
- Supervised Consumption
- Patient Returned Sharps
- MAR (Medicine Administration Record) charts
- MAS (Medicines Administration Service)
- Pivotell
- Care Home Support and Medicines Optimisation

- JIC (Just in Case) packs – End of Life medication provision
- Palliative (+/- anticoagulant/high cost antibiotic etc) Medicines Stock
- Antiviral Medicines Stock
- Respiratory Rescue Medication
- Waste Reduction Service
- Triage and Treat (HDUHB only)
- BBV (Blood Borne Virus) Testing (Pilot)

ENGLAND ONLY

- Minor ailments schemes
- Discharge Medicines Service
- New Medicines Service
- Community Pharmacist Consultation Service (CPCS)
- Anti-hypertensive Service
- Smoking Cessation Service
- Contraception Service

NHS Funded services are provided free of charge to patients. Drugs and appliances dispensed on WP10 prescription forma are free of charge to patients. Drugs and appliances dispensed on FP10 prescriptions carry a levy for some groups of patients. See notes above.

Health promotion and Information leaflets are available at our pharmacies without charge.