

Information available from BobatM Ltd (Bobat Pharmacy) under the Freedom of Information Act model publication scheme

Information covered by this scheme is only about the pharmaceutical services we provide under contract to the National Health Service.

Information to be published	How the information can be obtained eg hard copy, website	Cost
Class1 - Who we are and what we do (Organisational information, structures, locations and contacts)		
Company or pharmacy background	Online at www.bobatpharmacy.co.uk	NONE
Contact details for the pharmacy	Online at www.bobatpharmacy.co.uk	NONE
Details of those providing NHS funded services	Online at www.bobatpharmacy.co.uk	NONE
Opening hours	Online at www.bobatpharmacy.co.uk	NONE
Class 2 - What we spend and how we spend it (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit)		
	<p>The prescription charge is set annually by the Department of Health. Some patients can get free prescriptions under certain circumstances - please ask for leaflet HC11 (also see http://www.dh.gov.uk/en/Healthcare/Medicinespharmacyandindustry/Prescriptions/NHScosts/index.htm for current fees and further information).</p> <p>Anyone who has to pay could save money with a pre-payment certificate (PPC). You can call 0845 850 0030 to buy one over the phone or to get more details (or see http://www.nhsbsa.nhs.uk/1127.aspx for more information and current prices)</p> <p>The prescription charge is a tax paid directly to the NHS. It is not received by the pharmacist and does not form part of any remuneration to the pharmacy for NHS pharmaceutical services.</p> <p>The NHS pays us a dispensing fee for each prescription item which we dispense. Current information</p>	NONE

	<p>on the dispensing fee which we receive can be found in the Drug Tariff, available from the Stationary Office. The Prescription Pricing Authority (www.ppa.nhs.uk) produces the Drug Tariff monthly. (See also http://www.psn.org.uk/).</p> <p>Some information in this class may not be released because it is confidential or commercial information or its release may be prejudicial to the conduct of the pharmacy's affairs.</p>	
<p>Class 3 - What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews)</p>		
Plans for the development and provision of NHS services	<p>Information relating to inspections carried out by the Primary Care Trust can be obtained directly from them. The contact details are on the pharmacy practice leaflet.</p> <p>Some information in this class may not be released because it is confidential or commercial information or its release may be prejudicial to the conduct of the pharmacy's affairs.</p> <p>Contact the Superintendent Pharmacist, on 02392 663945 or email christian.thimbleby@bobatpharmacy.co.uk</p>	£10 (max)
Audit of NHS income	<p>Information in this class may not be released because it is confidential or commercial information or its release may be prejudicial to the conduct of the pharmacy's affair.</p> <p>Contact the Superintendent Pharmacist, on 02392 663945 or email christian.thimbleby@bobatpharmacy.co.uk</p>	NONE
<p>Class 4 - How we make decisions (Decision making processes and records of decisions)</p>		
Records of decisions made in the firm affecting the provision of NHS services	<p>Contact the Superintendent Pharmacist, on 02392 663945 or email christian.thimbleby@bobatpharmacy.co.uk</p> <p>Some information in this class may not be released because it is confidential or commercial</p>	NONE

	information or its release may be prejudicial to the conduct of the pharmacy's affair.	
Class 5 - Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities)		
Equality and diversity policy	Contact the Superintendent Pharmacist, on 02392 663945 or email christian.thimbleby@bobatpharmacy.co.uk	NONE
Health and safety policy	Contact the Superintendent Pharmacist, on 02392 663945 or email christian.thimbleby@bobatpharmacy.co.uk	NONE
Complaints procedures (including those covering requests for information and operating the publication scheme)	BobatM Ltd (t/a Bobat Pharmacy) complies with the NHS policy for complaints. Details of how to complain are published on the Practice leaflet for the pharmacy. The complaints policy is in line with the Pharmaceutical Services Regulations and the NHS Complaints Policy. If you cannot resolve the problem or if you prefer not to raise the complaint with the pharmacy directly you may contact the Primary Care Trust or the Superintendent Pharmacist - 02392 663945 or email christian.thimbleby@bobatpharmacy.co.uk	NONE
Records management policies (records retention, destruction and archive)	Our pharmacies comply with the NHS code of practice on confidentiality, for more details contact the Superintendent Pharmacist, 02392 663945 or email christian.thimbleby@bobatpharmacy.co.uk	NONE
Data protection policies	We are registered under the Data Protection Act and abide by the Data Protection Act principles.	NONE
Policies and procedures for handling requests for information	Contact the Superintendent Pharmacist, on 02392 663945 or email christian.thimbleby@bobatpharmacy.co.uk	NONE
Class 6 - Lists and Register		

	http://www.pharmacyregulation.org/	NONE
Class 7 - The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public and businesses)		
The services provided under contract to the NHS	Dispensing of drugs, medicines and Drug Tariff listed appliances <ul style="list-style-type: none"> • patient medication records • prescription collection services • EPS • services to care homes • repeat dispensing schemes • disposal of unwanted medicines • advice from the pharmacist • prescription collection and delivery service • emergency supplies • smoking cessation support • medicines usage reviews • new medicines service • community monitored dosage systems 	NONE
Charges for services	Some services are provided free of charge, other NHS services attract a prescription charge as described above. Private and veterinary prescriptions will attract a charge.	NONE, unless explicitly stated otherwise.
Information leaflets	A practice leaflet is available at our pharmacy and online at www.bobatpharmacy.co.uk . A selection of health related leaflets are available free of charge. We provide information for health campaigns promoted by the Primary Care Trust.	