

Gateway number 17365

PHARMACY PRACTICE LEAFLET

The below outlines the requirements to fulfil paragraph 26(2)(a)(i)¹ of Schedule 1 to the National Health Service (Pharmaceutical Regulations) 2005.

Approved Particulars

The practice leaflet must include the following:

1. Name, address and telephone number of the pharmacy;
2. If owned by a company based elsewhere, the contact details for their head office;
3. Opening hours;
4. List or description of NHS services available at the pharmacy (including advanced, but not necessarily enhanced services);
5. Access arrangements for disabled customers;
6. NHS Direct details as follows: "When the pharmacy is closed, for any health problem advice and details of other health services, contact NHS Direct, 24 hours a day. Call 0845 4647 or visit www.nhs.uk/nhsdirect";
7. Notice that the pharmacy is not obliged to serve violent or abusive customers;
8. Notice that the pharmacy complies with the Data Protection Act and the NHS code on confidentiality;
9. Detail of how to find out more about services offered, comment on those services, or make a complaint;
10. Contact details of the local PCT; and
11. The leaflet may refer to healthcare-related non-NHS services provided by the pharmacy, but if it does so, it must be under a separate heading "Other services we provide", .

The leaflet must be printed using a plain font in **minimum size 12 pt** (the minimum size recommended by the Royal National Institute for the Blind), with sufficient contrast between print and background colour.

The leaflet must be branded with the NHS logo and the pharmacy descriptor line "Providing NHS Services" in the bottom right hand corner on the first

¹ Incorporating SI 683/2008

page. The NHS logo must, as a registered trademark, be used in accordance with the NHS identity guidelines for pharmacies, available at: www.nhsidentity.nhs.uk A pharmacy/practice logo may be used as well, if the pharmacy has one.

The effective date for these approved particulars is 1 July 2012.