

## Information available from Tesco Pharmacy under the Freedom of Information Act model publication scheme

The Freedom of Information Act 2000 (FOIA) requires all public authorities to adopt and maintain a publication scheme. In 2008 the Information Commissioner's Office (ICO) introduced a single generic model publication scheme, for adoption by all public authorities that are subject to FOIA.

The model publication scheme commits a public authority to 'produce and publish the method by which the specific information will be available so that it can be easily identified and accessed by members of the public'. This is a very general scheme based on the principle that all public authorities need to recognise the public interest in the transparency of the services provided for and paid for by the general public. It is a commitment to make information easily available to the public.

Those providing pharmaceutical services under contract to the NHS in England, Wales and Northern Ireland or by other arrangement with the public sector, for example services commissioned by local authorities, are public authorities specifically in respect of information relating to those services.

### Information available

Information covered by this scheme is only about the pharmaceutical services we provide under contract to the National Health Service and/or to other public sector organisations. It does not include any information that is not held or is otherwise exempt from release.

<b>Information to be published</b>	<b>How the information can be obtained</b> (e.g. hard copy, website)	<b>Cost</b>
<p><b>Class 1 - Who we are and what we do (current)</b></p> <p>Tesco is a private limited company. Details about the organisation can be found free of charge at <a href="http://www.tesco.com">www.tesco.com</a></p> <p>Tesco (pharmacy) has entered into contractual obligations with Primary Care Organisations ("PCOs") throughout England, Wales and Scotland for the provision of pharmaceutical services under section 41 of the Health Act 1977. Tesco (Pharmacy) is contracted to provide a range of NHS services and a full list of these appears in Class 7.</p> <p>Our pharmacists all work under the direction of our Superintendent Pharmacist. The following information is available in relation to each of our pharmacies on request in writing to the Superintendent Pharmacist at Tesco, Checkout, Shire Park, Kestrel Way, Welwyn Garden City, Hertfordshire, AL7 1GA.</p> <ul style="list-style-type: none"> <li>• The job title or full name of each of our registered Pharmacist(s) at the pharmacy who is on the Statutory List of the relevant PCO, together with their details which appear on that Statutory List.</li> <li>• The job title or full name of any other key personnel at the pharmacy.</li> <li>• The organisational structure of the pharmacy.</li> <li>• The details of whether each individual is full-time or part-time. Our pharmacies may also employ locum pharmacists from time to time.</li> </ul>		

<b>Information to be published</b>	<b>How the information can be obtained</b> (e.g. hard copy, website)	<b>Cost</b>
Company or pharmacy background	Tescopharmacysuperintendent@Tesco.com	Free
Contact details for the practice	Tescopharmacysuperintendent@Tesco.com	Free
Details of those providing NHS-funded services and services funded by other public authorities in the firm or pharmacy	<a href="https://www.nhs.uk/pages/home.aspx">https://www.nhs.uk/pages/home.aspx</a>	Free
Opening hours	<a href="https://www.nhs.uk/pages/home.aspx">https://www.nhs.uk/pages/home.aspx</a> <a href="https://www.tesco.com/">https://www.tesco.com/</a>	Free
Meetings with pharmaceutical companies and other medical suppliers.	[Not available]	

## **Class 2 – What we spend and how we spend it**

All our Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit are detailed on <https://www.tescopl.com/>

Details of prescription charges are available on request at each of our pharmacies. Certain patients are exempt from prescription charges under certain circumstances. Details of exemptions are set out in leaflet HC11, which is available on request at each of our pharmacies, or upon written request from the Superintendent Pharmacist at Tesco Pharmacy Checkout, Shire Park, Kestrel Way, Welwyn Garden City, Hertfordshire, AL7 1GA.

Patients who are not exempt from prescription charges may purchase Prepayment Certificates for prescriptions. This means that you can pay a fixed amount in advance for all the prescriptions that you may need in a 4- month or a 12-month period. It may be worth considering the purchase of a Pre-Payment Certificate if you expect to have more than 5 prescription items in a 4 -month period, or more than 15 prescription items in a 12- month period. Further details of Pre-Payment Certificates are set out in leaflet FP95, which is available on request at each of our pharmacies, or upon written request from the Superintendent Pharmacist at Tesco Pharmacy Checkout, Shire Park, Kestrel Way, Welwyn Garden City, Hertfordshire, AL7 1GA. The prescription charges that you pay are not kept by us – we pass them directly to the National Health Service. The NHS pays us a dispensing fee for each prescription item which we dispense. Current information on the dispensing fee which we receive is available upon written request from the Superintendent Pharmacist at Tesco Pharmacy Checkout, Shire Park, Kestrel Way, Welwyn Garden City, Hertfordshire, AL7 1GA.

There may be circumstances in which some of the material in this Class cannot be released, for example because it is confidential or commercial information, or it is personal data under the Data Protection Act 1998, or because the appropriate officer designated for these purposes under the Act has taken the view that releasing the information may be prejudicial to the conduct of our affairs.

Information to be published	How the information can be obtained (e.g. hard copy, website)	Cost
Total cost to the NHS and other public sector organisation(s) to which we provide our contracted services.	[Not available]	
<p><b>Class 3 – What our priorities are and how we are doing</b></p> <p>Our strategies and plans, performance indicators, audits, inspections and reviews are available at <a href="https://www.tescopl.com/">https://www.tescopl.com/</a></p>		
Plans for the development and provision of NHS and other public sector services	Our work with the NHS for the provision of NHS services is continually reviewed and enhanced. Information about new plans and our provision of NHS services is available on written request from the Superintendent Pharmacist at Tesco Pharmacy Checkout, Shire Park, Kestrel Way, Welwyn Garden City, Hertfordshire, AL7 1GA	Free
Inspection reports by regulators, or links to the reports	<a href="https://inspections.pharmacyregulation.org/">https://inspections.pharmacyregulation.org/</a>	Free
Audit of NHS and other, public sector income (outline only)	[Not available]	
<p><b>Class 4 – How we make decisions</b></p> <p>Information about our values, mission and purpose can be downloaded from the About Us section of Tesco plc website at <a href="https://www.tescopl.com">https://www.tescopl.com</a></p>		
Records of decisions made in the business affecting the provision of NHS and other public sector services.	Tescopharmacysuperintendent@Tesco.com	
<p><b>Class 5 – Our policies and procedures</b></p> <p>(Current written protocols, policies, and procedures for delivering our services and responsibilities)</p> <p>Current information only</p>		
Policies and procedures about customer service	<a href="https://www.tesco.com/">https://www.tesco.com/</a>	Free
Internal instructions to staff and policies relating to the delivery of services	Tescopharmacysuperintendent@Tesco.com	

<b>Information to be published</b>	<b>How the information can be obtained</b> (e.g. hard copy, website)	<b>Cost</b>
Policies and procedures about recruitment and employment of staff	<a href="https://www.tesco-careers.com/">https://www.tesco-careers.com/</a>	Free
Equality and diversity policy	<a href="https://www.tesco-careers.com/">https://www.tesco-careers.com/</a>	Free
Health and safety policy	Tescopharmacysuperintendent@Tesco.com	Free
Complaints procedures (including those covering requests for information and operating the publication scheme)	<a href="https://www.tesco.com/help/contact/">https://www.tesco.com/help/contact/</a>	Free
Records management policies (records retention, destruction and archive)	<a href="https://www.tesco.com/help/privacy-and-cookies/privacy-centre/">https://www.tesco.com/help/privacy-and-cookies/privacy-centre/</a>	Free
Confidentiality and data protection policies	<a href="https://www.tesco.com/help/privacy-and-cookies/privacy-centre/">https://www.tesco.com/help/privacy-and-cookies/privacy-centre/</a>	Free
Policies and procedures for handling requests for information	<a href="https://www.tesco.com/help/privacy-and-cookies/privacy-centre/">https://www.tesco.com/help/privacy-and-cookies/privacy-centre/</a>	Free
<b>Class 6 – Lists and Registers</b>		
Currently maintained lists and registers only		
Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice)	<a href="https://www.pharmacyregulation.org/">https://www.pharmacyregulation.org/</a>	Free
<b>Class 7 – The services we offer</b>		
(Information about the services we offer, including leaflets, guidance and newsletters produced for the public)		
Current information only		
The services provided under contract to the NHS and to other public authorities	<a href="https://www.nhs.uk/pages/home.aspx">https://www.nhs.uk/pages/home.aspx</a>	Free
Charges for any of these services	Available in stores	Free
Information leaflets	Available in stores	Free
Out of hours arrangements	Most services available seven days a week and late evenings. Opening hours available at <a href="http://www.tesco.com">www.tesco.com</a>	Free