

## Superdrug Publication Scheme Document

The publication scheme gives information about our organisation and the classes of information we make available.

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

Information covered by this scheme relates to Superdrug Pharmacy services we provide under contract to the National Health Service (NHS). Some information may not be provided if it is confidential, commercial information or classed as personal data under the Data Protection Act.

The table below details the information available, how it can be obtained and whether there is a cost attached.

Information available	How the information can be obtained (eg hard copy, website)	Cost
<p><b>Class 1 - Who we are and what we do</b></p> <p>Superdrug Stores plc is a private limited company owned by ASWatson. Details about individual pharmacies can be (if appropriate) provided by contacting our customer service team at <a href="http://www.superdrug.com/contact">www.superdrug.com/contact</a></p>		
<p>Pharmacy locations, opening times and contact details</p>	<p>Details of our Pharmacy department and locations are available on our website at <a href="https://www.superdrug.com/">https://www.superdrug.com/</a></p> <p>Our company registered address is: 51 Sydenham Road, Croydon, CR0 2EU</p>	<p>Free</p>
<p>Contact details for FOI publication scheme</p>	<p>The Superdrug Customer Team 51 Sydenham Road Croydon Surrey CR0 2EU</p>	<p>Free</p>
<p>Details of those providing NHS-funded services</p>	<p>You can find details of the different services we offer at NHS Choices and in the stores where we offer them. NHS Choices: <a href="https://www.nhs.uk/pages/home.aspx">https://www.nhs.uk/pages/home.aspx</a> Each pharmacy will have a personal practice leaflet outlining their services.</p>	<p>Free</p>

Opening hours	Opening hours for all our stores are available at <a href="https://www.superdrug.com/">https://www.superdrug.com/</a>	Free
<b>Class 2 - What we spend and how we spend it</b>		
Our latest audited annual accounts are available from the public register at Companies House.		
Total cost to the NHS	Details of prescription charges are available on request from each pharmacy. Details of prescriptions charges you have paid are not kept by us.	Free
	Total cost to the NHS is not available	N/A
<b>Class 3 - What our priorities are and how we are doing</b>		
Strategies	Not available	N/A
Inspection reports by GPhC	Not currently available from the GPhC	N/A
Plans for the development and provision of NHS services and Audit of services	Not available	N/A
<b>Class 4 - How we make decisions</b>		
Records of decisions made in the business	Not available	N/A
<b>Class 5 - Our policies and procedures</b>		
Customer Experience	<a href="https://www.superdrug.com/customerpromise">https://www.superdrug.com/customerpromise</a>  The Superdrug Customer Team 51 Sydenham Road Croydon Surrey CR0 2EU	Free
Privacy Policy	<a href="https://www.superdrug.com/acc/privacypolicy">https://www.superdrug.com/acc/privacypolicy</a>	Free
Standard Operating Procedures (SOPs)	Each pharmacy operates under set SOPs, copies of which are held at each location. Not Available on request as can be commercially sensitive.	N/A
CSR	<a href="https://www.superdrug.com/csr">https://www.superdrug.com/csr</a>	Free
Equality and diversity policy	Available on request through Customer Service Team at <a href="http://www.superdrug.com/contact">www.superdrug.com/contact</a>	Free

	The Superdrug Customer Team 51 Sydenham Road Croydon Surrey CR0 2EU	
Confidentiality and data protection policies	Available on request through Customer Service Team at <a href="http://www.superdrug.com/contact">www.superdrug.com/contact</a>  The Superdrug Customer Team 51 Sydenham Road Croydon Surrey CR0 2EU	Free
Policies and procedures for handling requests for information	Available on request through Customer Service Team at <a href="http://www.superdrug.com/contact">www.superdrug.com/contact</a>  The Superdrug Customer Team 51 Sydenham Road Croydon Surrey CR0 2EU	Free
<b>Class 6 - Lists and register</b>		
Not held.		
<b>Class 7 - The services we offer</b>		
Pharmacy services we offer under contract with the NHS include (at some or all of our pharmacies):		
<ul style="list-style-type: none"> <li>• Dispensing NHS prescriptions</li> <li>• Repeat Prescriptions</li> <li>• Emergency Contraception</li> <li>• Services to Care homes</li> <li>• Vaccination Service</li> <li>• Needle Exchange</li> <li>• Supervised drug misuse schemes</li> <li>• Minor Ailment Scheme</li> <li>• Locally Commissioned Patient Group Directions</li> <li>• Smoking Cessation</li> <li>• Safe Disposal of unwanted medicines</li> <li>• Patient medication records</li> <li>• Provision of Oxygen (Northern Ireland Only)</li> <li>• Medicine Use Reviews</li> <li>• New Medicines Service</li> <li>• Discharge Medication Reviews</li> <li>• Chronic Medication Service</li> </ul>		Free

- Pharmacy Advice
- Signposting

NHS Choices can be used to locate pharmacies offering these services. Each pharmacy will have a Practice Leaflet outlining the services offered and how they are funded.