

## **CLINICAL GOVERNANCE SYSTEM ACCEPTABLE TO THE SECRETARY OF STATE: SUPPLIER OF APPLIANCES PRACTICE LEAFLET**

In 2009, Schedule 3 to the National Health Service (Pharmaceutical Services) Regulations 2005 was amended by the National Health Service (Pharmaceutical Services) (Appliances) (Amendment) Regulations 2009<sup>1</sup>. Paragraph 13AA includes:

*‘a requirement that the supplier of appliances should produce in an approved manner, a practice leaflet containing approved particulars in respect of each of the premises from which the supplier provides pharmaceutical services ‘.*

The “approved particulars” suppliers of appliances’ practice leaflets are required to contain are set out below:

### **Approved particulars**

The practice leaflet must include the following:

1. Name, address and telephone number of the supplier of appliances.
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 supplier of appliances (including Advanced services)
5. Access arrangements for disabled customers
6. Ways in which services can be accessed; by telephone, by internet etc.
7. NHS Direct details as follows: ‘When the supplier of appliances is closed, health advice and information, including details of other local health services, is available round the clock from NHS Direct. You can use: - NHS Direct online at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) - NHS Direct Interactive on digital TV - The NHS Direct telephone service. Call 0845 4647’.
8. Notice that the supplier of appliances is not obliged to serve violent or abusive customers.
9. Notice that the supplier of appliances complies with the Data Protection Act and the NHS code on confidentiality.
10. Detail of how to find out more about services offered, comment on those services, or make a complaint.
11. Contact details of the local PCT.
12. The leaflet may, under a separate heading ‘Other services we provide’, refer to healthcare-related non-NHS services provided by the supplier of appliances.
13. The leaflet must be posted to patients who access the supply of appliances by telephone or internet once a year.

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<sup>1</sup> <http://www.legislation.gov.uk/ukxi/2009/3340/contents/made> - S.I. 2009/3340