

Form to report pressure to use a particular pharmacy

Your full name _____

Your address _____

Contact number _____

Email address _____

Name of the surgery/organisation which you believe has influenced you to use a particular pharmacy

Name of the pharmacy you have been asked to use

Any further details about what has happened

I consent to this information being considered by NHS England and/or the relevant professional regulatory body.

Signed

Date ____ / ____ / ____

Please

- a) hand this form into a member of the pharmacy staff, to be sent to the relevant bodies, or
- b) send this form directly to: NHS England, PO Box 16738, Redditch, B97 9PT, and/or, General Medical Council, Fitness to Practice Directorate, 3 Hardman Street, Manchester, M3 3AW, and/or, General Pharmaceutical Council, 129 Lambeth Road, London, SE1 7BT

Your Prescription Your Choice





You can choose which pharmacy you use.

You might choose to use a particular pharmacy because:

- It's easy to get to
- The staff are particularly informative or helpful
- They dispense your prescription efficiently
- The opening hours suit your lifestyle
- They always have your medicine in stock
- The rest of your family use that pharmacy

Or it might be for some other reason. What's important is that nobody, including GPs, surgery staff or pharmacists, should try to influence your choice unless it's specifically in your best interests as a patient and customer. If you feel that you have been pressured to use a particular pharmacy, or someone has not been completely open about their financial interest in you doing so, you have the right to complain.

We can pass your complaint to the relevant authority. Complete the details at the back, and we will send the form to the NHS and professional regulator who seek to enforce your rights as a patient. Alternatively, if you would prefer to contact them directly, their details are below:

- NHS England (which is responsible for commissioning NHS GP and Pharmacy services)
Address: PO Box 16738, Redditch, B97 9PT
Tel: 0300 311 22 33 **Email:** england.contactus@nhs.net
General Medical Council (which is the professional regulatory body for GPs)
Address: Fitness to Practice Directorate, 3 Hardman Street, Manchester, M3 3AW
Tel: 0161 923 6602 **Email:** practice@gmc-uk.org
• **General Pharmaceutical Council** (which is the professional regulatory body for pharmacists)
Address: 129 Lambeth Road, London, SE1 7BT
Tel: 020 3365 3603 **Email:** concerns@pharmacyregulation.org

The General Medical Council tells doctors:

"If you, or someone close to you, or your employer, has a financial or commercial interest in an organisation providing healthcare such as . . . a pharmacy you must not allow that interest to affect the way you prescribe for, advise, treat, refer or commission services for patients. You must be open and honest with your patients about any such interests that could be seen to affect the way you prescribe for, advise, treat, refer or commission services for them."

You must not try to influence patients' choice of healthcare services to benefit you, someone close to you, or your employer. If your organisation dispenses medicines, you must not allow your financial or commercial interests to affect the way you prescribe."

The General Pharmaceutical Council tells pharmacists:

"Act with honesty and integrity to maintain public trust and confidence in your profession."

"Avoid conflicts of interest and declare any personal or professional interests you have."