

SCHEDULE 10

Schedule 5, paragraph 72

INFORMATION TO BE INCLUDED IN A CONTRACTOR'S LEAFLET

A contractor's leaflet shall include—

1. The name of the party or parties comprising the contractor.
2. In the case of an agreement where a qualifying body is a party—
  - (a) the names of the directors, the company secretary and the shareholders of that body; and
  - (b) the address of that body's registered office.
3. The full name of each person performing services under the agreement.
4. In the case of each health care professional performing services under the agreement, his professional qualifications.
5. Whether the contractor undertakes the teaching or training of health care professionals or persons intending to become health care professionals.
6. Where the contractor provides essential services its practice area, by reference to a sketch diagram, plan or postcode.
7. The address of each of the contractor's premises.
8. The contractor's telephone and fax number and the address of its website (if any).
9. Whether the contractor's premises have suitable access for disabled patients and, if not, the alternative arrangements for providing services to such patients.
10. How to register as a patient.
11. The right of patients to express a preference of practitioner in accordance with paragraph 17 of Schedule 5 and the means of expressing such a preference.
12. The services available under the agreement.
13. The opening hours of the contractor's premises and the method of obtaining access to services throughout the core hours.
14. The criteria for home visits and the method of obtaining such a visit.
15. The arrangements for services in the out of hours period (whether or not provided by the contractor) and how the patient may access such services.
16. Where the contractor is other than a Primary Care Trust, if the services referred to in paragraph 15 are not provided by the contractor, the fact that the relevant body referred to in paragraph 26 is responsible for commissioning the services.
17. The name and address of any local walk-in centre.
18. The telephone number of NHS Direct and details of NHS Direct online.
19. The method by which patients are to obtain repeat prescriptions.
20. If the contractor offers repeatable prescribing services, the arrangements for providing such services.
21. If the contractor is a dispensing contractor, the arrangements for dispensing prescriptions.
22. How patients may make a complaint or comment on the provision of services.
23. The rights and responsibilities of the patient, including keeping appointments.

**Status:** This is the original version (as it was originally made). This item of legislation is currently only available in its original format.

**24.** The action that may be taken where a patient is violent or abusive to a party to the agreement who is an individual, any member of the contractor's staff or other persons present on the contractor's premises or in the place where treatment is provided under the agreement.

**25.** Details of who has access to patient information (including information from which the identity of the individual can be ascertained) and the patient's rights in relation to disclosure of such information.

**26.** The name, address and telephone number of the relevant body with which the contractor is a party to the agreement.

**27.** The fact that details of primary medical services in the area may be obtained from the relevant body where it is a Primary Care Trust or the contractor where it is a Primary Care Trust.