

Changes to legislation: There are outstanding changes not yet made by the [legislation.gov.uk](https://www.legislation.gov.uk) editorial team to *The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013*. Any changes that have already been made by the team appear in the content and are referenced with annotations. (See end of Document for details) [View outstanding changes](#)

SCHEDULE 4

Terms of service of NHS pharmacists

PART 4

Other terms of service

[^{F1}Consultations held from distance selling premises and some small pharmacy premises

28B. An NHS pharmacist in respect of distance selling premises must ensure that there are arrangements in place at those premises which enable a person performing pharmaceutical services to communicate confidentially with a person accessing pharmaceutical services—

- (a) by telephone or another live audio link; and
- (b) via a live video link.]

Textual Amendments

F1 Sch. 4 paras. 28A, 28B inserted (1.1.2021) by [The National Health Service \(Charges and Pharmaceutical and Local Pharmaceutical Services\) \(Amendment\) Regulations 2020 \(S.I. 2020/1126\)](#), regs. 1(3), **15(1)**

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Changes and effects yet to be applied to the whole Instrument associated Parts and Chapters:

- blanket amendment words substituted by [S.I. 2023/1071 Sch. para. 1](#)