

SCHEDULE 6

Terms of service of dispensing doctors

Complaints procedures

8. Where a dispensing doctor is a provider of primary medical services or a PCTMS practice, or is employed or engaged by such a provider or practice, the complaints procedure established by—

- (a) the provider or practice; or
- (b) the provider or practice that employs or engages the dispensing doctor,

to deal with complaints in relation to the provision of primary medical services is also to apply in relation to a complaint about any matter reasonably connected with the provision of pharmaceutical services by that provider, practice or individual.