



Freedom of Information Act: publication scheme for Boots

(In England, Wales & Northern Ireland)

Guide to information provided under the model publication scheme

Welcome to Boots UK's and Boots Opticians' Freedom of Information Act Publication Scheme. This scheme has been designed to provide you with easy access to information about Boots in accordance with the requirements of the Freedom of Information Act 2000. As a leading healthcare provider, we are committed to transparency and accountability, and this publication scheme is one of the ways we fulfil our obligations under the law.

Under the Freedom of Information Act 2000 (the "Act"), all public authorities are required to have and operate a publication scheme approved by the Information Commissioner. Those providing pharmaceutical and ophthalmic services under contract to the National Health Service ("NHS") in England and Wales and to Health and Social Care ("HSC") in Northern Ireland are public authorities in respect of information relating to those services.

The Act gives you the right to request information held by public authorities, including Boots UK and Boots Opticians and we are dedicated to ensuring that you can exercise this right effectively. Through this publication scheme, we aim to proactively provide information that is frequently requested, ensuring that it is readily available to all members of the public.

It is the intention of the Information Commissioner that all public authorities should adopt and operate the one model scheme that has been approved. This is a very general scheme based on the principle that all public authorities need to recognise the public interest in the transparency of the services provided for, and paid for by, the general public. It is a commitment to make information easily available to the public.

Below, you will find a comprehensive guide to the information we make available and how to access it. We have organized the information into different categories to help you navigate through the scheme easily. Please note that some information may be exempt from disclosure under the Act, but we will strive to provide as much information as possible within the legal framework.

The information available from Boots UK Limited and Boots Opticians under the Freedom of Information Act model publication scheme

Information covered by this scheme relates to the pharmaceutical and ophthalmic services we provide under contract to the NHS, HSC and/or to other public sector organisations. It does not include any information that is held for other purposes or would be exempt from release.

The table below details the information available, how it can be obtained and whether there is a cost attached.

Information to be published	How the information can be obtained (for example, hard copy and/or website)	Cost
Class 1 - Who we are and what we do Organisational information, structures, locations and contacts	Available on our website at boots.com	Free
Company/pharmacy/opticians background	<p>For Boots pharmacies, our company registered address is:</p> <p>Boots UK Limited Nottingham NG2 3AA</p> <p>Further information regarding Boots UK Limited may be found on the UK Government Companies House website at: Boots UK Limited.</p> <p>For Boots Opticians, our company registered address is:</p> <p>Boots Opticians Professional Services Limited 1 Thane Road West, Nottingham NG2 3AA</p> <p>Further information regarding Boots Opticians may be found on the UK Government Companies House website at: Boots Opticians.</p>	Free
Contact details for the team that operates the FOI publication scheme	<p>Address:</p> <p>Boots UK / Boots Opticians Central Customer Care Team PO Box 5300 Nottingham NG90 1AA</p> <p>Phone: 0345 070 8090</p>	Free
Details of those providing NHS-funded services and services funded by other public authorities in the company or pharmacy	<p>For Boots UK's pharmacies, you can find details of the different services we offer here and the stores where we offer them on our Store Locator at boots.com. You can find details about our prescription services at Boots Prescriptions.</p> <p>For Boots Opticians, you can find details of the different services we offer at Boots Opticians.</p>	Free
Opening hours	Opening hours for all our stores are available on our store locator at boots.com	Free
Meetings with pharmaceutical/ophthalmic	Not available	

companies and other medical suppliers		
<p>Class 2 - What we spend and how we spend it</p> <p>Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit</p> <p>Information in this class will be published only where it does not and is not likely to adversely affect the commercial position of the company, or practice</p> <p>Total cost to the NHS and other public sector organisation(s) to which we provide our contracted services</p>	<p>For Boots pharmacies, information can be found in our company accounts which can be found here.</p> <p>For Boots Opticians, information can be found in our company accounts which can be found here.</p>	Free
<p>Class 3 - What our priorities are and how we are doing</p> <p>Strategies and plans, performance indicators, audits, inspections and reviews</p> <p>Plans for the development and provision of NHS and other public sector services</p>	<p>Please contact Boots Customer Care either:</p> <p>In writing:</p> <p>Boots Central Customer Care Team PO Box 5300 Nottingham NG90 1AA</p> <p>By phone: 0345 070 8090</p>	Free
<p>Inspection reports by regulators, or links to the reports</p>	<p>For Boots pharmacies, see the General Pharmaceutical Council website.</p> <p>Inspection reports are not published by the regulator for Boots Opticians.</p>	
<p>Audit of NHS and other public sector income</p>	<p>Not applicable.</p>	
<p>Class 4 - How we make decisions</p> <p>Decision-making processes and records of decisions</p> <p>Records of decisions made in the business affecting the provision of NHS and other public sector services</p>	<p>Not available</p>	
<p>Class 5 - Our policies and procedures</p> <p>Current written protocols, policies and procedures for delivering our services and responsibilities</p> <p>Policies and procedures for conducting business and delivering services</p>	<p>Available on the help section of boots.com</p>	Free

Internal instructions to staff and policies relating to the delivery of services	Not available	
Policies and procedures about recruitment and employment of staff	Boots is an equal opportunities employer. Further information is available here .	
Equality and diversity policy	We treat all of our customers equally and fairly. Further information is available here .	
Health and safety policy	<p>We seek to comply with health and safety law and requirements at all times.</p> <p>We operate a formal complaints procedure when handling NHS-related customer complaints. Details are available in leaflets in our pharmacies/opticians on our till receipts.</p>	
Complaints procedures including those covering requests for information and operating the publication scheme	<p>For more information, please contact Boots Customer Care either:</p> <p>In writing:</p> <p>Boots Central Customer Care Team PO Box 5300 Nottingham NG90 1AA</p> <p>Or by phone: 0345 070 8090</p>	Free
Records management policies (records retention, destruction and archive)	We seek to manage records in accordance with the Data Protection Legislation (such as the General Data Protection Regulation and the Data Protection Act 2018) and NHS Information Governance requirements.	Free
Confidentiality and data protection policies	Available on our website at boots.com	Free
Policies and procedures for handling requests for information	Available on our website at boots.com	Free
Class 6 - Lists and register Any publicly available register or list	None held	
Class 7 - The services we offer Information about the services we offer, including leaflets, guidance and newsletters produced for the public The services provided under contract to the NHS and to other public authorities	You can find details of the different services we offer here and the stores where we offer them on our Store Locator at boots.com	Free

Charges for any of these services	Available at stores, or the service commissioner	Subject to local variation
Information leaflets	Specific information is available at stores	Free
Out of hours arrangements	Specific information is available at stores	Free

If you have any questions, feedback, or require assistance regarding the Freedom of Information Act Publication Scheme or any other matter, our dedicated team is here to help. Reach out to us using the contact information provided on our website.

Boots is committed to upholding the principles of transparency and accountability, and we will regularly review and update this publication scheme to ensure it remains comprehensive and accessible. We believe that by providing easy access to information, we can foster trust and confidence in our services.

Note: Please be aware that this publication scheme applies specifically to Boots UK and Boots Opticians and may differ from the publication schemes of other organizations within the Boots group or the broader healthcare sector.

Date of last update: 20 July 2023