



Freedom of Information (Scotland) Act: publication scheme for Boots

Guide to information provided under the model publication scheme

Welcome to Boots UK's and Boots Opticians' Freedom of Information (Scotland) Act Publication Scheme. This scheme has been designed to provide you with easy access to information about Boots in accordance with the requirements of Section 23 of the Freedom of Information (Scotland) Act 2002 (the "Act"). 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.

The Act obliges pharmacies and opticians to respond to requests regarding information that it holds about NHS Pharmaceutical Services and NHS Ophthalmic Services, which are recorded in any format and create a right of access to that information. These rights are subject to some exemptions which have to be taken into consideration, before deciding what information can be released.

The Environmental Information (Scotland) Regulations 2004 enable similar access to environmental information as under the Freedom of Information (Scotland) Act 2002.

How much does it cost?

The publications are free unless otherwise indicated. Where information is provided at a cost, the charges will be calculated as set out in Class 6 below.

How is the information made available?

The information within each Class can be downloaded, is available in hard copy format from individual pharmacies or can be ordered from:

Boots
Central Customer Care Team
PO Box 5300
Nottingham
NG90 1AA

Telephone: 0345 070 8090

Your rights to information

In addition to accessing the information identified in this publication scheme, you are entitled to request information under the Act about NHS services provided from our pharmacies and opticians businesses.

The Act 2002 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.

Under Data Protection Legislation (such as the [UK General Data Protection Regulation](#) and the [Data Protection Act 2018](#)), you are also entitled to access your patient medication records or any other personal information held about you, and you can contact the pharmacist in any Boots pharmacy to do this.

Classes of information



All NHS information at Boots is held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information which can be legitimately withheld under the exemptions set out in the Act and Data Protection Legislation. This applies to all Classes within this Publication Scheme. The information within this Scheme is grouped into the following broad Classes:

1. Who we are

Boots is the UK's leading health and beauty retailer. For over 175 years, we've listened, learned and innovated, and continue to challenge ourselves to improve our products and services every day. With over 1,800 stores ranging from local community pharmacies to large destination health and beauty stores, our purpose is to support our customers and patients through every stage of their lives. We put our customers in control of their health and wellbeing and aim to unlock the beauty in everyone with our unrivalled depth and breadth of product offering. Our company registration number is 928555. Further information is available on our website www.boots-uk.com.

The Superintendent Pharmacist for Boots UK Limited is Claire Nevinson.

Details of the pharmacists employed in a specific pharmacy can be obtained by contacting that pharmacy directly. Alternatively, details of all pharmacists registered in the UK are available from the [General Pharmaceutical Council](#) -Telephone number: 020 3365 3400.

We may also employ locum pharmacists from time to time.

Boots Opticians Professional Services Limited is one of the leading opticians in the UK with over 500 practices of which around 165 operate on a franchise basis. Our company registration number is 6779221. Further information is available on our website www.boots.com/opticians

The details of all optometrists registered in the UK are available from [The General Optical Council](#). We may employ locum optometrists from time to time.

Pharmaceutical Services

NHS services are provided in the majority of our pharmacies, although a small number of Boots stores trade as pharmacies without NHS contracts.

Health Boards and other bodies have made arrangements with our pharmacies for the provision of NHS pharmaceutical services under current legislation. Our pharmacies are contracted to provide a range of NHS services (a list of some of these services appears below in Class 2).

Local pharmaceutical services schemes

Health Boards may contract locally for the provision of pharmaceutical and other services. Some of our pharmacies are involved in these schemes.

A complete list of pharmacies undertaking to provide pharmaceutical services to the NHS in a particular area, can be obtained by contacting the local Health Board.

2. Our services

We provide a range of services under contract to NHS Health Boards and free of charge. Some examples are:

- Dispensing of NHS prescriptions
- Pharmacy First (for minor illnesses)
- Syringe and needle exchange
- Safe disposal of unwanted medicines
- Flu vaccinations
- Sexual health services
- Palliative Care services



In addition, our pharmacies provide the remuneration:

following services for which there may not be any NHS

- Sale of over-the-counter medicines
- Advice from the pharmacist
- Prescription collection service
- Dispensing of private and veterinary prescriptions

Some services are not available in all pharmacies. The services provided in individual pharmacies are listed in the practice leaflet, which is available for members of the public to collect in stores providing NHS services. The practice leaflet also gives details of the opening hours for the pharmacy. The inclusion of pharmacies on the list of the local Health Board is subject to the Terms of Service. The Terms of Service for pharmacists can be obtained from the local Health Board or can be found in the [NHS \(Pharmaceutical Services\) \(Scotland\) Regulations 2009](#) on the Office of Public Sector Information website.

Optical Services

Boots Opticians provides free NHS eye examinations from those who are eligible. Certain customers may also be entitled to help from the NHS towards the cost of glasses or contact lenses if you require them. To understand if you are eligible, please contact any Boots Opticians store for details.

Opening times can vary across our stores, please visit our store locator [\(here\)](#) or contact our stores directly. Appointments may be booked online, in store or by telephone.

Protecting Your Privacy

If you bring a prescription to Boots, then we are required to record a basic amount of information about you on our computer systems. We are also able to supplement this with details of your medical conditions and/or specific medical needs. We can then use all this information to ensure you receive the correct advice from our staff.

We understand that your medical information is sensitive and personal and only you and authorised Boots colleagues will have access to it. We will only share this information with your permission or where we are legally obliged to do so. If you have a query about the information we hold on you, please ask the pharmacist or optician.

3. Financial and funding information

Prescriptions in Scotland are free.

Prescription forms from Wales, Northern Ireland and Isle of Man will be dispensed for free in Scotland.

Prescription forms from England will be charged at the current English rate of £9.90 per item, unless you are entitled to free prescriptions in England.

If you're exempt from charges, the pharmacy may ask you to show evidence that you're entitled to your free NHS prescriptions.

Boots Opticians receives a set fee for every eye examination and supplementary test performed on behalf of the NHS. This contributes to but does not fully cover expenses such as colleagues' salary, equipment costs and store running costs.

If you are not eligible for an NHS eye examination, please contact your local store for details of our current charges.



4. Regular publications and information for the public

We publish a range of information leaflets about medical conditions and the clinical services that we provide. These are all freely available from our pharmacies and opticians. Information on a wide range of conditions can also be found on our [website](#).

5. Complaints

Our aim is to provide you with the best level of service possible. If you are unhappy with our prescription service, please ask to speak to the pharmacist.

If you are still not satisfied, ask to speak with the Store Manager.

If in the unlikely event that you are still unhappy, please contact Boots Customer Care via:

- Telephone at 0345 070 8090
- Our website: www.boots-uk.com

Our complaints policy is in line with the NHS Pharmaceutical Services Regulations and the NHS Complaints Policy.

If you are not happy with our response, you can write to your local Health Board. Their address and telephone number will be provided on request.

If you are unhappy with the service you received in one of our opticians' stores, please speak to the store manager.

In the unlikely event that you are still unhappy, please contact Boots Customer Care via: boots.customercare@boots.co.uk or 0345 070 8090

If you are not happy with our response, you can contact your local Health Board or the Optical Consumer Complaints Service,

The Optical Consumer Complaints Service, <https://www.opticalcomplaints.co.uk> or 0344 800 5071

6. This publication scheme

In this Class, we will publish any changes we make to this publication scheme, the criteria on which our information management policies are made and a referral point for all enquiries regarding information management generally. We will also publish any proposed changes or additions to publications already available.



Changes to this publication

scheme

This publication scheme was updated in March 2025.

Enquiries regarding information management which involves patient data should be directed to:

Boots UK Limited
Central Customer Care Team
PO Box 5300
Nottingham
NG90 1AA

Telephone: 0345 070 8090

Cost of information

Generally, we will charge you only for hard copies or copying onto media (eg USB). Charges are as follows and will be reviewed regularly:

- Accessed from our website – free of charge, although any charges for Internet Service Provider (ISP) and personal printing costs need to be met by you

If you do not have internet access, a single printout (as on our website) is available by post from:

Boots UK Limited
Central Customer Care Team
PO Box 5300
Nottingham
NG90 1AA
0345 070 8090

Requests for multiple printouts, or for archived copies of documents which are no longer accessible or available on the web, may attract a charge for the retrieval, photocopy, postage etc. We will let you know the cost and charges that will have to be paid in advance. We will not provide printouts of other organisation's websites

- Current leaflets and brochures on, for example, services we offer to the public are available from our pharmacies free of charge
- Email will be free of charge
- Where there is a charge for patient medication records or other personal information, it is regulated under Data Protection Legislation (such as the General Data Protection Regulation and the Data Protection Act 2018)

Useful websites

for multiple printouts, or for archived copies of documents which are no longer accessible or available on the web, may attract

Boots websites:

- www.boots.com

Walgreens Boots Alliance:

- www.walgreensbootsalliance.com/

The Scottish Information Commissioner:

- www.itspublicknowledge.info



NHS Scotland:

- www.show.scot.nhs.uk

Scottish Government:

- www.scotland.gov.uk

NHS Freedom of Information:

- www.nhs.uk/for-you/your-rights/freedom-of-information/

NHS National Services Scotland:

- www.nhs.uk

Publications

Freedom of Information (Scotland) Act 2002:

- [Freedom of Information \(Scotland\) Act 2002 \(legislation.gov.uk\)](http://legislation.gov.uk)

Copyright

Material available through this publication scheme is subject to copyright and may not be copied without permission.

Summary

Information	How it can be obtained
List of Boots pharmacy and opticians addresses and telephone numbers	Available on our website at Store Locator (boots.com)
Individual Boots pharmacy address and telephone number	Available on our website at Store Locator (boots.com) and on in-store leaflets
Opening Hours	
List of NHS and non-NHS services	The privacy statement can be found here .
Complaints procedure	
Privacy Statement	
Pharmacists' names	Please ask the pharmacy staff at each pharmacy
Patient medication record	
List of pharmacies providing NHS services	Health Board
Terms of Service for Pharmacists	NHS (Pharmaceutical Services) (Scotland) Regulations 2009
Information on medical conditions	Available on our website at boots.com and in-store leaflets

Feedback

If you have any questions, feedback, or require assistance regarding this Publication Scheme or any other matter, our dedicated team is here to help. You may contact us at:

Boots UK Limited
Central Customer Care Team
PO Box 5300
Nottingham
NG90 1AA

Telephone: 0345 070 8090

If we are unable to resolve any complaint about our operation of the scheme, you can complain to the Scottish

Information Commissioner, who oversees the Act and whose contact details are below. There is a formal appeal mechanism in place when information is withheld. Further details on this are available on the [Commissioner's website](#) before this date.

The contact details for the Information Commissioner are:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife KY16 9DS
Telephone: 01334 464610
Email: enquiries@itspublicknowledge.info

Date of last update: March 2025

This Publication Scheme will be reviewed at regular intervals.