

Your first query:

"1. According to the PCT and Yellow pages/Thomson directories the number of pharmacies should be as follows:

- a. Alum rock road - 10 + 1 Highfield Rd = 11 all who have been open for more than 12 months - therefore 2 pharmacies missing - please provide such data as alum rock 10 and 11*
- b. Washwood Heath Road - 4 pharmacies*
- c. Coventry Road B10 & B25 - 6 - 1 pharmacy missing (2 new pharmacies opened in last 12 months and not included as per your letter)*
- d. CV3 - 14 pharmacies - ok*
- e. dy2 & b33 & b25 not included but should be as remainder*
- f. WHAT IS MEANT BY REMAINDER ON YOUR EMAIL as it is confusing*

.../...

2. First email which gave the total items and forms for June 07 – May 08 do not tally with your figures provided in todays email."

Our response:

"We can only provide what we hold within our systems; we are not responsible for what is published in the telephone directories and whether or not this is correct or up to date.

You requested pharmacy data for the following areas only

Alum Rock Road
Coventry Road Small Heath
Washwood Heath Road
Bordelsey Green East Rd
DY2 and CV3

You did not request pharmacy data for Highfield Rd, b33 & b25 (Request was - Items and forms dispensed per pharmacy in Alum Rock Road, Coventry Road Small Heath, Washwood Heath Road, Bordelsey Green East Rd, DY2 and CV3. But without the details of the pharmacies as identifying names may be confidential or a trade secret.). If you require this information you will have to submit a new request.

As per our systems:

"Alum Rock Road has 10, one of which opened in September 2007. Therefore we have supplied data for 9 pharmacies in this area.

Coventry Road has 7, one opened September 2007 and another opened in November. Therefore we have supplied data for 5 pharmacies in this area.

Washwood Heath Road has 5, one opened in December 2007. Therefore we have supplied data for the 4 pharmacies in this area within the remainder figure.

Bordesley Green East has 1. This is included in the remainder figures.

DY2 has 3. This is included in the remainder figures.

CV3 has 15, one opened in November 2007. Therefore we have supplied data for 14 pharmacies in this area.

The remainder covers those areas above which have less than 5 Pharmacies throughout the full year.

The original figures will be higher as they included pharmacies which opened during the year as the total did not allow these to be identified individually, whereas the monthly breakdown allows individual identification and they have had to be excluded.”

.../...

Your subsequent query:

*“Thank you for your response and having reviewed the PCT website their is information missing. However, please forward a FOI document and I shall make a fresh request as the information provided by PPA appears to be incorrect and also data is missing. If you would like me to list all the pharmacies in the relevent areas I can do this but would this be helpful to you. I.e. Alum rock road have the following sites been listed - BKS Pharmacy, Asif Pharmacy, Pal Pharmacy * 2, Dispharma Chemist, Solomons, Richyal, Hingleys, Lincolns, Care Pharmacy (as per PCT site) etc.”*

Our response:

“1. Our freedom of information request form is on our website at the following address (<http://www.epact.ppa.nhs.uk/foi/>). You should submit any requests using this form.

2. We have provided the information we hold, as supplied to us by the PCTs and upon which the pharmacists are re-imbursed by the NHS. If you submit the same request, you will get the same information as we can only supply the information we hold. If we do not hold information on a pharmacy then the pharmacy will not be able to submit prescriptions for re-imburement and will not be being paid by the NHS for their dispensing. The information we hold is verified by the PCTs and the Pharmacies, so is unlikely to be incorrect.

3. We have all the pharmacies you listed for Alum Rock Road in our system, which is 10 as previously stated of which one has been excluded due to opening part way through the year.

I hope this clarifies the issues.

The information supplied to you in my previous email with regards to the number of pharmacies held by us in each area is correct as far as NHS dispensing and reimbursement is concerned. This is the purpose for which we hold the data.”

Your latest query:

“The pharmacies as listed in my list have all been open more than 12 months as per PCT information. I.e. prior to June 2007 all 10 shops were opened.”

I am writing to advise you that the information you requested is not held by the Authority

According to our records the pharmacy did not begin reimbursement for dispensing until September 2007. This is the information we hold and upon which we must base any responses. This means that we did not process or re-imburse any prescriptions dispensed before this date. Our information is correct as this is the information upon which pharmacies receive their NHS reimbursement. We cannot do anything about incorrect information on other people’s services or sites.

We cannot provide any information other than that we have already provided as we do not hold it. We will not be responding to any further queries on this data as we do not hold any alternative information to that already provided.