

### SCHEDULE 3

#### OTHER CONTRACTUAL TERMS

#### PART 5

#### RECORDS, INFORMATION, NOTIFICATIONS AND RIGHTS OF ENTRY

##### **Patient information**

**35.**—(1) The contractor shall ensure that there is displayed in a prominent position in its practice premises, in a part to which patients have access—

- (a) in respect of its practice based quality assurance system referred to in paragraph 78, a written statement relating to its commitment to the matters referred to in paragraph 78(4);
- (b) such information relating to NHS Charges—
  - (i) as is supplied by the Relevant Body for the purposes of providing information to patients; or
  - (ii) in the case where the contractor is a Primary Care Trust, that it supplies to other contractors for this purpose; and
- (c) information about the complaints procedure which it operates in accordance with Part 6, giving the name and title of the person nominated by the contractor in accordance with paragraph 50(2)(a).

(2) The contractor shall—

- (a) compile a document (in this paragraph called a “patient information leaflet”) which shall include the information specified in Schedule 4;
- (b) review its patient information leaflet at least once in every period of 12 months and make any amendments necessary to maintain its accuracy; and
- (c) make available a copy of the leaflet, and any subsequent updates, to its patients and prospective patients.

(3) The requirements in sub-paragraph (2) do not apply to any contractor to the extent that it provides services to persons detained in prison.