

### SCHEDULE 3

#### TERMS OF SERVICE OF SUPPLIERS OF APPLIANCES

##### **Further activities to be carried out in connection with the provision of dispensing services**

8. In connection with the services provided under paragraph 3, a supplier of appliances shall—
  - (a) ensure that appropriate advice is given to patients about any appliances provided to them—
    - (i) to enable them to utilise the appliances appropriately, and
    - (ii) to meet the patient’s reasonable needs for general information about the appliances;
  - (b) provide appropriate advice to patients to whom they provide appliances on the safe keeping of the appliances;
  - (c) provide a patient with a written note of any appliance which is owed, and inform the patient when it is expected that the appliance will become available;
  - (d) keep and maintain records—
    - (i) of appliances provided, where it is necessary or desirable to do so in order to facilitate the continued care of the patient,
    - (ii) in appropriate cases, of advice given and any interventions or referrals made, and
    - (iii) of notes provided under sub-paragraph (c); and
  - (e) if he provides an appliance under an electronic prescription form, provide the patient, if he so requests, with a written record of the appliances ordered on that prescription.