

Freedom of Information Act

Publication Scheme (Updated December 2025)

Welcome to the Publication Scheme for Peacock and Murphy Opticians as required by the Freedom of Information Act 2000.

Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by Peacock and Murphy Opticians. It is a description of the information about our NHS services that we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

How much does it cost?

The publications are free unless otherwise indicated. Where information is provided at cost, the charges will be calculated as set out in Class 7.

How is the information made available?

The information within each Class is available in hard copy from:

*The Directors
Peacock and Murphy Opticians Ltd
27 Vicarage Road
Verwood
Dorset
BH31 6DR*

or can be viewed, downloaded or printed from our website.

Your Rights to Information

You are entitled to access the personal information that we hold on you; any such request should be made using our contact details below. If any data we hold is inaccurate, this will be corrected promptly on request. In certain circumstances you can request that we erase your data which we will do where this would not prevent us meeting our legal and regulatory obligations.

Feedback

If you have any comments about the operation of the Publication Scheme, or how we have dealt with your request for information from the scheme, please write to Mr Peacock or Mr Richardson at the address above.

Classes of Information

All NHS information at Peacock and Murphy Opticians is held, retained and destroyed within NHS guidelines and GDPR regulations. Our commitment to publish information excludes any information that can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000. From 2005, individual Classes are subject to exemptions, the main reasons being the protection of commercial interests and personal information under the Data Protection Act 1998. This Scheme had been written in accordance with those exemptions. The information on this Scheme is grouped into the following categories:

1) Who we are

Further information about our background, opening hours and staff can be found at our website www.peacockandmurphy.co.uk or by contacting us on 01202 825448

2) Our services

Peacock and Murphy Opticians provide free NHS eye tests for those who are eligible. You may also be entitled to vouchers that can be used towards the purchase of glasses or contact lenses if you require them. To find out if you are eligible for assistance please ask us for details.

The NHS has contracted with *Community Health and Eyecare Limited (CHEC)* for provision of the following services;

- NHS Post-Op Cataract Assessment
- NHS Community Ophthalmology Scheme IOP 1st Repeat
- NHS Community Ophthalmology Scheme IOP 2nd Repeat
- NHS GRRS
- NHS MECS (Flashes/Floaters Inc YAG/Minor op assessments)
- NHS Virtual Naevus

The NHS has contracted with *Optegra* and *Spa Medica* for provision of the following services;

- NHS Post-Op Cataract Assessment

Appointments for NHS eye tests can be booked over the phone, or by calling into the practice. If you are not eligible for the NHS eye test, please contact us for details of our current private charges.

3) Financial and funding information

For every full eye examination carried out and associated reports issued on behalf of the NHS including referral to GP or onward NHS treatment or assessment, this practice receives a set fee of £23.53. Where the time since the previous examination is less than the NHS minimum frequency period, no fee is received, except in special circumstances.

For every *CHEC* contracted NHS Post-Op Cataract Assessment carried out (and any associated GP, hospital reports and documents issued etc.) this practice receives a set fee of £38

For every *CHEC* contracted NHS Community Ophthalmology Scheme IOP 1st Repeat examination carried out (and associated GP, hospital reports and documents issued etc.) this practice receives a set fee of £15

For every *CHEC* contracted NHS Community Ophthalmology Scheme IOP 2nd Repeat examination carried out (and associated GP, hospital reports and documents issued etc.) this practice receives a set fee of £25

For every *CHEC* contracted NHS GRRS examination carried out (and associated GP, hospital reports and documents issued etc.) this practice receives a set fee of £40

For every *CHEC* contracted NHS MECS (Flashes/Floaters Inc Yag/Minor op assessments) examination carried out (and associated GP, hospital reports and documents issued etc.) this practice receives a set fee of £43

For every *CHEC* contracted NHS Virtual Naevus examination carried out (and associated GP, hospital reports and documents issued etc.) this practice receives a set fee of £43

For every *Optegra* or *Spa Medica* contracted NHS Post-Op Cataract Assessment examination carried out (and associated reports and documents issued etc.), this practice receives a set fee of £43

We do not receive any fees for any other follow-up tests, checks, consultations or procedures that do not constitute a full eye examination or fall outside the other schemes mentioned.

If you are not eligible for the NHS eye test, please contact us for details of our current private charges.

4) Regular publications and information for the public

A complete set of information about optical and ocular conditions, eye tests, glasses, and contact lenses, can be found on www.peacockandmurphy.co.uk

Some of this information is also available as patient leaflets. These are freely available from the practice. To request a leaflet by post, please write to:

*The Directors
Peacock and Murphy Opticians Ltd
27 Vicarage Road
Verwood
Dorset
BH31 6DR*

5) Complaints

If you have a complaint about any of our products or services, we recommended that you first discuss any problems with the person concerned in the practice.

If the matter cannot be resolved in this way or you are unsatisfied with the response you receive, we operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria. We are also part of the Optical Consumer Complaints Service (OCCS) which deals with complaints about non-NHS matters. They can be contacted by writing to the Optical Consumer Complaints Service, PO Box 4865, London, SE1 6ZB.

6) **Our policies and procedures**

- Complaints – please ask at reception if you require further details about our complaints procedure.
- Data protection – we are registered with the Data Protection Registrar and we are committed to upholding the eight Data Protection Principles of good information handling practice and compliance with GDPR regulations.
- Environmental Policy – we recognise the need for sustainable development and continually aim to improve the environmental effect of its activities. The Policy is available for viewing at our website.
- Health and safety – please ask at reception, visit our web site, or contact us for further details about our Health and Safety Policy. The Policy Statement is available for viewing at our web site.

7) **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 enquires regarding information management generally in practice. We will also publish any proposed changes or additions to publications already available.

Cost of Information;

For the most part, we will only charge for hard copies, or copies onto media. Charges are as follows and will be reviewed regularly.

- Accessed from our website – free of charge
- Single hard copies – free of charge
- Multiple hard copies, or archived copies will attract a charge for photocopying, retrieval and postage. We will inform you of the cost of these charges that will have to be paid in advance.

Part 3. Useful Resources

Websites:

- Information Commissioner
<https://ico.org.uk/>
- NHS Freedom of Information
<https://digital.nhs.uk/about-nhs-digital/contact-us/freedom-of-information>

Publications:

- NHS Openness Code
<https://www.gov.uk/government/publications/confidentiality-nhs-code-of-practice>

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For HMSO Guidance notes see www.hmsso.gov.uk/guides.htm.