

Primary + Eyecare

Publications Scheme 2025-2026

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Publication Scheme

Primary Eyecare Services ("the Company") has been established to specifically act as the lead for a network of local optical practices ("subcontractors") dedicated to deliver excellent eye care in the local community.

The Company's Director of Quality and Governance will be the coordinating commissioner's main point of contact within the Company.

The Publication Scheme is required by the Freedom of Information Act 2000.

Introduction

This Publication Scheme is a guide to the information routinely made available to the public by the company. It is a description of the information about our NHS services, which 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 all free unless otherwise indicated. Where information is provided at a 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 by writing to or emailing (preferred) to: Primary Eyecare Services,
Postal Address: Waulk Mill [2.2], 51 Bengal Street, Manchester. M4 6LN
Email Address: Compliance@primaryeyecare.co.uk

Your rights to information

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about the company under the Freedom of Information Act 2000. This supersedes the Code of Practice on Openness in the NHS.
- The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how you can make complaints if you need to.
- The Act obliges the company to respond to requests about the information that it holds and is recorded in any form and create a right of access to that information
- Under the Data Protection Act 2018, you are also entitled to access your clinical records or any other personal information held about you, and you can contact the above practice where your records are held.

Classes of Information

All NHS information at the company and its sub-contracting practices 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 Freedom of Information Act 2000.

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Where individual Classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 2018. This applies to all Classes within the Publication Scheme. The information on this Scheme is grouped into the following broad categories:

1. Who we are

The Company has been established to specifically act as the lead for a network of local optical practices (“subcontractors”) dedicated to deliver excellent eye care in the local community.

Details of all opticians and optometrists registered in the UK are available from the General Optical Council: <https://www.optical.org/>

About Us	Website
Contact Details	Website
Board of Directors and Senior Leadership Team	Website

2. Our Services

The company provides a free at the point of service across England for those who are eligible. To find out if you are eligible for assistance please ask for details in the practice and/or see further information at [Service Eligibility](#).

The Services We Offer	Website
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3. Financial and funding information

For every assessment performed on behalf of the NHS the optical practice receives a set fee from the local NHS commissioner.

4. Regular publications and information for the public

Information about optical and ocular conditions, eye examinations, spectacles and contact lenses can be found at each practice. Some of this information is available as patient leaflets. To request a set of leaflets by post, please write to the address below enclosing a stamped self-addressed envelope.

Eye Conditions	Website
Health and Wellbeing	Website

5. Complaints

If you have a complaint about any of our products or services, we recommend that you first discuss any problems with the manager at the practice.

If the matter cannot be resolved in this way or you are not satisfied with the response you receive please contact us via email Quality@primaryeyecare.co.uk or use the [contact form](#) on our website.

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A full copy of our complaints procedure is available on request.

6. Our policies and procedures

Company policies are made available to the public upon request.

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 enquiries regarding information management in the company. We will also publish any proposed changes or additions to publications already available.

8. Cost of Information

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD ROM). Some information is available free, but for others there may be a charge. Charges are as follows:

- a. Multiple printouts 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.
- b. Leaflets and brochures-free of charge for leaflets or booklets on, for example, services we offer to the public are available at the practices providing the services
- c. "Glossy" or other bound paper copies, or in some cases a CD Rom, video, or other mediums, are for charge.
- d. E-mail-will be free of charge unless it says otherwise

The charges will be reviewed regularly.

9. 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 or email (preferred) to:

Primary Eyecare Services

Postal Address: Waulk Mill (2.2) 51 Bengal Street, Manchester M4 6LN

Email Address: Compliance@primaryeyecare.co.uk

Useful Resources

Websites

- Information Commissioner's Office: <https://ico.org.uk/>
- NHS England Freedom of Information: [Freedom of information](#)
- FOI Act 2000: www.legislation.gov.uk
- Section 45 – Code of practice: [Request Handling](#)
- Section 46 – Code of practice: [Records Management](#)