

# NHS FREEDOM OF INFORMATION PROJECT BOARD/BRITISH MEDICAL ASSOCIATION MODEL PUBLICATION SCHEME FOR GENERAL PRACTICES

**Welcome to the Willow Green Surgery General Practitioner's Publication Scheme. This is a guide to the General Practitioners' (who practice together) within the partnership practice Publication Scheme as required by the Freedom of Information Act 2000.**

## **PART ONE: Introduction**

This Publication Scheme is a complete guide to the information routinely made available to the public by, Dr Stewart J. Wright, Dr Roma E. Roberts, Dr Rajesh Sanghani, Dr Lisa Amin and Dr. Sally Campbell. It is a description of the information about our General Practitioners and Willow Green Surgery 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 within each Class. [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 downloadable from the practice website and/or available in hard copy from Sandy Maslen or Nancy Turner, Practice Managers.

Please note there are different request processes for each class of information. The different procedures for different classes are detailed below:

<b>Classes of Information</b>	<b>Procedure for obtaining the information</b>	<b>Fee Y / N</b>
1. Who we are and what we do	Downloadable from practice website	N
2. Our services	Downloadable from practice website	N
3. What we spend and how we spend it/Financial information	In hard copy from the named person above	Y
4. What our priorities are and how we are doing	In hard copy from the named person above	Y
5. How we make decisions	In hard copy from the named person above	Y
6. Regular information	Downloadable from practice website	N
7. Complaints	Downloadable from practice website	N
8. Our policies and procedures	In hard copy from the named person above	Y



Class Description: *Details of the practice, organisational structures, key personnel and how we fit into the NHS*

The General Practice organisational structure:

Partners: Dr Stewart J. Wright, Dr Roma E. Roberts, Dr Rajesh Sanghani Dr Lisa Amin and Dr. Sally Campbell. Dr Sindy Williams is employed as a part time Retained General Practitioner. Dr Sarah Pledger is employed as a Flexible Career Scheme GP. Willow Green Surgery is a training practice and has a GP Registrar. Mrs Sandy Maslen and Mrs Nancy Turner are joint Practice Managers employed on a part time basis. Liz Hedges is employed as a full time Practice Nurse and Elizabeth Monoogian and Cynthia Hinchcliffe are employed as part time Practice Nurses. The Practice also employs two Health Care Assistants and Phlebotomist. Administration staff including Receptionists and Secretarial staff.

The local NHS structure:

Willow Green Surgery is part of West Sussex Primary Care Trust. The full address of the PCT is detailed in Part 3.

The NHS is a very large part of the public sector. A full list of local General Practices can be found on Primary Care Trust web site or the NHS local search web site. (Address detailed in Part 3).

There is a national NHS Plan that explains how the NHS is changing and sets out how the different parts function and work together. A copy is available on the Department of Health website.

The Willow Green Surgery provides general medical services for the geographical area of East Preston, Angmering, Kingston Gorse, Rustington and some eastern parts of Littlehampton.

This practice aims to follow National Institute for Clinical Excellence (NICE) and National Service Framework Guidelines. Copies of these can also be found on the NICE website or the Department of Health website.

A full list of services will be at Class 2 below

This practice adheres to the national General Medical Services contract. Some information will be withheld, including personal, confidential information about individuals, which is protected by the Data Protection Act 1998.

## **2. Our Services**

Class Description: *The range of services we provide under contract to the NHS*

The practice provides the following services. Where these are provided in partnership with other organisations, the partner organisations are detailed :-

<b>Service</b>	<b>In partnership with...</b>
Baby clinic	West Sussex PCT
Cervical cytology	
Child health surveillance	
Contraceptive services	

Counsellor	Arun Counselling Service
Disease management clinics	
District Nurse	West Sussex PCT
Flu clinics	
Health promotions clinics (well man/woman )	
Immunisations	
Maternity medical services	
Minor surgery services	
Parent craft	West Sussex PCT

The following services require information sharing, with other agencies:

Child protection

A full, up to date list of our services are detailed in our Practice Leaflet.

The following Data Protection policies and protocols have been agreed with other agencies about information sharing arrangements:

Caldicott Report

Security Policy for General Practice

Data Content Policy

Information Governance Policy

- Monday 8:00am to 7.30pm
  - Tuesday 8:00am to 6:00pm
  - Wednesday 7:30am to 6:00pm
  - Thursday 7:30am to 6:00pm
  - Friday 8:30am to 6:00pm
- } The Surgery door shuts at 6pm but Doctors remain on duty until 6.30pm

Appointments are available on Mondays, alternate Thursdays and one in four Saturdays but the surgery is not open for routine matters at these times.

Out of hours cover is provided by Harmoni.

Individuals can request an interpreter by contacting Sandy Maslen or Nancy Turner who will contact Language Line.

The main clinical interests of the GPs are as follows:

Dr S J Wright: Children's Medicine and Urology

Dr R Roberts: Gynaecology and Children's Medicine

Dr R Sanghani: Therapeutics and General Practice Education

Dr L Amin: Ear, nose and throat and Paediatrics

Dr S. Campbell: Dermatology

Dr S Williams

Dr S. Pledger: Women's Health and Family Planning

Common ailments and advice is offered on our website.

### **3. Financial and funding information**

Class Description: *Funding details and charging policies*

Willow Green Surgery receives money from West Sussex Primary Care Trust according to its contract (as per class 1) in exchange for services provided for patients.

The total amount of income received from the NHS before expenses in 2008 £1,197,792 and in 2009 £1,219,144.

The sum spent on drugs prescribed by the Practice in 2008/09 £1,410,445 and in 2009/10 1,423,272.

It should be noted that there may be circumstances where material cannot be released because it is confidential or commercial information or the appropriate officer designated for these purposes under the Act has taken the view that it may be prejudicial to the conduct of the Practice's affairs.

#### **4. What our priorities are and how we are doing**

Class description: *Performance information inspections and reviews*

Summary from the Practices 2009/10 Quality and Outcome Framework:

'Very friendly and welcoming practice, which has two practice managers in post. All staff work very well as a cohesive team, good systems and processes are in place to ensure high quality primary care to their patients.'

2008/09 Quality and Outcome Framework

'In the vast majority of areas the systems in place are outstanding and are supported by robust audit activity and competent administrators.'

#### **5. How we make decisions**

Class Description: *Decision making process*

Decisions are made by the Partners' at a Partners' Meeting. A Partners' Meeting shall be quorate if all but one of the Partners' are present in person or by proxy. Only Partners' may vote, each Partner shall have one vote and no Partner has a casting vote.

#### **6. Regular publications and information for the public**

Class Description: *Guidance and information leaflets*

The following information is published that relates to the clinical services provided by the Practice for patients and the public.

Emergency Contraception

Antimalarial Advice Leaflet

The Practice also holds information leaflets provided by outside agencies. Contact Reception for details of these. (If a specific leaflet is not held, we will refer you to the publisher).

The Practice publishes regular newsletters for patients, available at Reception.

#### **7. Complaints**

Class Description: *Policies, procedures and contacts for complaints*

Willow Green Surgery operates a compliments, comments, concerns and complaints procedure. A copy of which is available from Sandy Maslen or Nancy Turner, Practice Managers.

## 8. Our policies and procedures

Class Description: *General policies and procedures in use within the practice..*

The Practice operates the following policies and procedures:

Data Protection Act  
Prescribing and Prescription  
Health and Safety  
Advanced Access  
Out of Hours  
Violence and Aggression  
Equal Opportunities  
Back Up Policy  
Emergency and Business Continuity Plan  
Infection Control Policy  
Data Content Policy  
Information Governance Policy  
Validation of Address Policy  
Smart Card Policy  
Text Messaging Policy

Copies of the information can be obtained from Sandy Maslen or Nancy Turner, Practice Managers.

## 9. This Publication Scheme

Class Description: *How changes are made to this Publication Scheme and the criteria on which information management policies are made.*

This publication scheme will be reviewed and updated regularly. A summary of changes (e.g. a new class) made to this scheme will be listed below:

New class added	Feb 09	What our priorities are and how we are doing
New class added	Feb 09	How we make decisions

The criteria on which the Practice information management policies are made is listed below:

Clinical Governance Meetings  
Partners Meetings

All enquiries regarding information management generally should be made to Sandy Maslen or Nancy Turner, Practice Managers.

## Cost of Information

For the most part, we will charge you only for hard copies or copying onto media (e.g. computer disk). Some information is available free, but for others there may be a charge.

Willow Green Surgery will make a reasonable charge for providing information. The charges will vary according to how the information is made

available but will include staff time; administration costs; printing or photocopying costs; postage and any other out of pocket expenses incurred by the Practice in the provision of this information. Charges will be advised upon receipt of the request and must be agreed before the information is provided.

As a general guide, charges are as follows:

1. Via the *General Practice/Primary Care Trust Web Site* – Free of charge, although any charges for Internet Service provider and personal printing costs would have to be met by the individual. For those without Internet access, a single print-out as on the website would be available by post from Sandy Maslen or Nancy Turner, Practice Managers, or by personal application at the Willow Green Surgery. However, requests for *multiple printouts*, or for archived copies of documents which are no longer accessible or available on the web, may attract a charge for the retrieval. We will not provide printouts of other organisation's websites.
2. *Leaflets and brochures* - Free of charge for leaflets or booklets on, for example, services we offer to the public.
3. "*Glossy*" or other bound paper copies, computer disk, video or other mediums, might incur a 'hire' charge which will be passed on.
4. E-mail will be free of charge unless it says otherwise

The charges will be reviewed regularly.

### **PART THREE: Useful Resources**

#### **Web sites:**

- Willow Green Surgery – [www.willowgreensurgery.co.uk](http://www.willowgreensurgery.co.uk)
- The Information Commissioner - [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)
- The Lord Chancellor's Department - [www.lcd.gov.uk](http://www.lcd.gov.uk)
- The NHS Freedom of Information Act - [www.foi.nhs.uk](http://www.foi.nhs.uk)
- NHS Direct – [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)
- The West Sussex PCT– [westsussexpct.nhs.uk](http://westsussexpct.nhs.uk)
- NHS Local Search – [www.nhs.uk/root/localnhsservices/gp/default.asp](http://www.nhs.uk/root/localnhsservices/gp/default.asp)
- NICE – [www.nice.org.uk](http://www.nice.org.uk)
- Department of Health – [www.doh.gov.uk](http://www.doh.gov.uk)

#### **Addresses:**

- NHS West Sussex Primary Care Trust: The Causeway, Goring, West Sussex, BN12 6BT

**Publications:**

- NHS Openness Code - [www.doh.gov.uk/nhsexec/codemain.htm](http://www.doh.gov.uk/nhsexec/codemain.htm)
- FOI Act 2000 - [www.legislation.hmso.gov.uk/acts2000/2000036.htm](http://www.legislation.hmso.gov.uk/acts2000/2000036.htm)
- Code of Practice under Section 45 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)
- Code of Practice under Section 46 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)
- Statement of Fees and Allowances payable for General Medical Practitioners in England

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