

## Rights of Access under the Freedom of Information Act 2000

<b>Rights of Access under the Freedom of Information Act 2000</b>
The Freedom of information Act gives you the legal power to request any information that the practice holds. This may be minutes of meetings, access to service requirements and how the practice has spent money.
<b>Publication Scheme</b>
This is a catalogue of documents produced by the practice which is readily available for the public to access. The practice is committed to maintaining the information contained within the Publication Scheme, ensuring that the public access the most relevant and up to date documents.
<b>Requests for Information</b>
Anyone can request information that the organisation holds under the Freedom of Information Act, and you can expect a reply within 20 working days unless there is a good reason why this cannot be done.
<b>How to Make a Request for Information</b>
If you require information which is not within the publication scheme, you can request this from the practice manager. Your request for information must be in writing including: Your name Forwarding address; postal address or email address Clear description of the information you are requesting Telephone number; this is useful as it enables us to contact you quickly and efficiently if clarification is needed regarding your request (however you do not have to provide this).

### Information available from Newbridge Surgery under the Freedom of Information Model Publication Scheme

<b>Our Charges for Providing Information under this Scheme</b>
All documents that we make available free of charge under this Scheme are identified in the table below as "Free". All documents available under this Scheme for which we may charge a fee are identified as "★". We will make reasonable charges (which will include staff time, administrative costs, copy costs, postage and any other out of pocket expenses we incur) when we provide the following information: <ul style="list-style-type: none"><li>• Paper copies of certain documents;</li><li>• Supplying multiple print-outs;</li><li>• Supplying archived copies of documents that are held by the Practice but are no longer accessible or available via the Practice website</li></ul> Please contact Jackie Smith, Practice Manager, Newbridge Surgery, if you require a document for which a fee may be applicable. She will let you know the cost and charges that you will be required to pay us, in advance of us supplying the documents to you. Our charges will be reviewed regularly and be in line with other NHS organisations.

<b>How the Information can be obtained under this Scheme</b>
All documents that we make available under this Scheme can be viewed and / or downloaded from the Practice Website and / or made available in a leaflet and / or made available in hard copy format on request. We will despatch information within 20 working days from receipt of the request and fee. Information available on the website is also available in hard-copy format on request, although charges may apply - please contact Jackie Smith, Practice Manager, at the Practice for further details.

Information to be published	How the information can be obtained	Cost
<b>Class 1 - Who we are and what we do</b> (Organisational information, structures, locations and contacts) - This will be current information only		
Newbridge Surgery provides general medical services to patients in our agreed geographical area. We are under contract with NHS England, Birmingham Solihull and the Black Country Area Team to provide these NHS Services.	Practice leaflet and website	Free
<b>Doctors in the Practice</b> Partners: Drs Pickavance, Nazir & Badr GP Registrar: On rotation	Practice leaflet and website & NHS Choices Website	Free
<b>Contact details for the Practice</b> Telephone: 01902 751420 Email: m92029wolverhampton@nhs.net <a href="http://www.newbridgesurgerywolverhampton.nhs.uk">www.newbridgesurgerywolverhampton.nhs.uk</a>	Practice leaflet and website & NHS Choices Website	Free
<b>Opening hours</b> Monday, Tuesday, Wednesday, Friday 08:00-18:30, Thursday 08:00-17.30. Extended opening on Wednesday 07:00-08:00 Out of Hours: Telephone 111	Practice leaflet and website	Free
<b>Other staffing details:</b> Practice Manager, Practice Nurse, Health Care Assistant, Administration x 3, Reception x 8	Practice leaflet and website	Free

Information to be published	How the information can be obtained	Cost
<b>Class 2 – What we spend and how we spend it</b>		
The Practice receives money in accordance with the General Medical Services contract held with NHS England in exchange for services provided for our patients.		
Funding details and charging policies The practice receives funding for the provision of services from NHS England, Wolverhampton CCG and Wolverhampton Council. We make no charge for NHS Services.	Information available from Wolverhampton CCG / NHS England / Public Health England / Wolverhampton Council – application via the practice manager	★
Non-NHS Services – List of charges	Available for inspection at the reception desk	Free
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 Practices' affairs.		

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### Class 3 – What our priorities are and how we are doing

The Practice's priority is to provide the highest standard of clinical care to patients registered with the Practice, ensuring we work collaboratively with other healthcare providers and support organisations, to enable more of our patients to be treated in a primary care setting, closer to home.		
Developments In line with CCG priorities	See CCG website : <a href="http://www.wolverhamptonccg.nhs.uk">www.wolverhamptonccg.nhs.uk</a>	
Plans for development and provision of NHS services are detailed in our Practice Development Plan which we produce at the start of every new financial year, in April.	Hard copy by request from Practice Manager	Free
Continued participation in the Quality & Outcomes Framework (QOF). Our performance under the QOF can be found on the NHS IC website: <a href="http://qof.hscic.gov.uk/index.asp">http://qof.hscic.gov.uk/index.asp</a>	Website	Free
Continued participation in Enhanced Services – list available	Hard copy by request from Practice Manager	Free
Continued participation in Commissioning Group to provide greater services for patients, closer to Home.	Hard copy by request from Practice Manager	Free
A GP patient survey website provides details of our performance, and what patients think of us from the Patient Satisfaction Questionnaire, carried out annually <a href="http://www.gp-patient.co.uk">www.gp-patient.co.uk</a>	Website	Free
Our Patient Participation Group produces a report on a yearly basis, identifying key Patient issues, which we take into account in our future planning.	Practice Website	Free

Information to be published	How the information can be obtained	Cost
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### Class 4 – How we make decisions

Records of decisions made in the practice affecting the provision of NHS services. Decisions are made at the appropriate level meeting – partners meeting, full practice meeting, reception meeting, multi-disciplinary team meeting, patient participation group meeting. The practice retains sets of minutes of these meetings in line with its Records Retention Policy. Some minutes may contain commercially sensitive or data protected information which are not available within this Publication Scheme, and are shared with key personnel in the practice, including line managers who then brief their staff teams as necessary.	Hard copy by request from Practice Manager	★
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Information to be published	How the information can be obtained	Cost
<b>Class 5 – Our policies and procedures</b>		
Current information only.		
Policies and procedures about the employment of staff	Hard copy by request from Practice Manager	★
Internal instructions to staff and policies relating to the delivery of services	Hard copy by request from Practice Manager	★
Equality and diversity policy	Hard copy by request from Practice Manager	★
Health and safety policy	Hard copy by request from Practice Manager	★
Complaints procedures	Website and Hard Copy from Reception or practice foyer leaflet rack	Free
Records management policies (records retention, destruction and archive)	Hard copy by request from Practice Manager	★
Data protection policies	Hard copy by request from Practice Manager	★
Policies and procedures for handling requests for information	Hard copy by request from Practice Manager	★
Patients' charter	Practice Website	Free

Information to be published	How the information can be obtained	Cost
<b>Class 6 – Lists and Registers</b>		
Currently maintained lists and registers only.		
<p>We maintain our list of registered patients using the EMIS Web Clinical system which is fully computerised and paperless.</p> <p>At the present time, we have approximately 4400 patients registered with the Practice.</p> <p>The list is confidential.</p>		
<b>Any publicly available register or list</b>	Not held	

Information to be published	How the information can be obtained	Cost
<b>Class 7 – The services we offer</b>		
<p><b>The services we provide in accordance with the General Medical Services contract held with NHS England include the following:</b></p> <ul style="list-style-type: none"> <li>• A full range of General Medical Services</li> <li>• Baby Clinic &amp; immunisation</li> <li>• Blood Pressure Review</li> <li>• Cervical Cytology</li> <li>• Child health surveillance</li> <li>• Childhood developmental checks, vaccinations and immunisations</li> <li>• Contraceptive services</li> <li>• Disease management services including Asthma, Diabetes, Hypertension, Coronary Heart Disease and Chronic Obstructive Pulmonary Disease</li> <li>• Dressings</li> <li>• Ear Syringing</li> <li>• Flu Clinics</li> <li>• Health promotion services for young people and adults of all ages (Well man / Well woman)</li> <li>• Immunisations</li> <li>• Minor surgery services</li> <li>• New patient consultations</li> <li>• Phlebotomy</li> <li>• Post natal care</li> <li>• Removal of Stitches</li> <li>• Smoking Cessation Service</li> <li>• Travel and other immunisations</li> </ul>	<p>Practice leaflet and website.</p>	<p>Free</p>
<p><b>Enhanced Services</b></p> <p>These are NHS services not provided through Essential or Additional services and include more specialised services undertaken by GPs or nurses with special interests and allied health professionals and other services at the primary-secondary care interface.</p> <p>They may also include services addressing specific local health needs or requirements, and innovative services that are being piloted and evaluated.</p>	<p>Hard copies by request from Practice Manager</p>	<p>Free</p>
<p><b>The following services involve information sharing with other agencies:</b></p> <ul style="list-style-type: none"> <li>• Child protection,</li> <li>• General nursing,</li> <li>• Mental health,</li> <li>• Referral to Hospitals,</li> <li>• Social services,</li> <li>• Transport.</li> </ul>	<p>Leaflet: How we use your health records - Practice Website; On our Reception Desk; in the Practice Waiting Room.</p>	<p>Free</p>

<p><b>Charges for services made by the Practice</b></p> <p>No charge is made for all the services we provide under contract to the NHS.</p> <p>For the services we provide which are outside our contract to the NHS, there is a charge, which we keep in line with those recommended by the British Medical Association (BMA).</p> <p><u>Examples of non-NHS services for which GPs can charge their NHS patients are:</u></p> <ul style="list-style-type: none"> <li>• Certain travel vaccinations</li> <li>• Private medical insurance reports</li> <li>• Holiday cancellation claim forms</li> <li>• Referral for private care forms</li> <li>• Letters requested by, or on behalf of, the patient</li> </ul> <p><u>Examples of non-NHS services for which GPs can charge other institutions are:</u></p> <ul style="list-style-type: none"> <li>• Medical reports for an insurance company</li> <li>• Some reports for the DSS/Benefits Agency</li> <li>• Examinations of local authority employees</li> </ul> <p>We produce and publish a list of these Services and their associated charges.</p>	<p>On our Reception Desk</p>	<p>Free</p>
<p><b>Information Leaflets:</b></p> <ul style="list-style-type: none"> <li>• Practice Leaflet</li> <li>• Practice Newsletter</li> <li>• Patient Participation Group Reports</li> <li>• Access to medical records – application form</li> <li>• Access to medical Records – patient information leaflet</li> <li>• Carer’s Referral form</li> </ul> <p>The Practice also holds information leaflets provided by outside agencies:</p> <ul style="list-style-type: none"> <li>• We have a leaflet rack, supplied and merchandised by Waiting Room Information Services, Tel: 01489 860000, which is updated on a regular basis. A full publication list can be obtained by contacting the telephone number above.</li> </ul>	<p>Practice Website; On our Reception Desk; From leaflet Dispensers in the Practice Waiting Room.</p>	<p>Free</p>
<p><b>Out of Hours arrangements</b></p>	<p>Practice Website; Practice Leaflet</p>	<p>Free</p>