

# Luson Surgery



**FREEDOM OF INFORMATION ACT 2000**

## **PUBLICATION SCHEME**

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***Welcome to the Luson Surgery's publication scheme. This scheme is produced in accordance with the requirements of the Freedom of Information Act 2000.***

## **INTRODUCTION**

This Publication Scheme is a complete guide to the information routinely made available to the public by doctors Scott, Crabtree, Yates, Lister and Janes at Luson Surgery. It is a description of the information about our General Practitioners and practice, 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 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 of this publication.

### **How is the information made available?**

The information within each class is available in paper form from reception or by contacting the Practice Manager at the surgery. Written requests for our publications will be responded to within 20 working days, please include a stamped self addressed envelope with written requests.

## **YOUR RIGHTS TO INFORMATION**

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about our Practice under the NHS Openness Code 1995.
- The Freedom of Information Act 2000 recognizes that members of the public have the right to know how public services are organized and run, how much they cost and how decisions are made.
- From 1<sup>st</sup> January 2005 the Freedom of Information Act will oblige all General Practices to respond to requests about information that they hold and record in any format. The Act will create a right to access to that information. These rights are subject to some exemptions, which have to be taken into consideration before deciding what information can be released.
- New environmental information regulations may be introduced as early as 2003. These will enable similar access to environmental information as under the Freedom of Information Act 2000.
- Under the Data Protection Act 1998 you are also entitled to access your clinical records or any other personal information held about you by our practice. You can request to see your own medical record by writing to the Practice Manager at the surgery.

### **Feedback:**

We welcome suggestions about how this publication scheme and the presentation of the information itself might be improved. If you have any comments, or if you have any difficulty accessing any information please contact the Practice Manager.

## **CLASSES OF INFORMATION**

All information at Luson Surgery is held, retained and destroyed in accordance with NHS guidelines and our Practice Records Management Policy.

Our commitment to publish or supply information excludes any information, which can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000 or any information, which has been destroyed or updated in accordance with NHS guidelines and our Practice Records Management Policy.

Where individual classes are subject to exemptions, the main reasons are for example the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all classes within the publication scheme.

The information available under this scheme is grouped into the following broad categories:

### **Class 1 - Who we are**

This NHS practice is part of Taunton Deane Primary Care Trust and provides medical services for patients living within the boundaries of Wellington and outlying areas. A map of our practice area is available in our Practice Leaflet, which is available from reception.

A full list of the General Practices in this area and further details about how the Primary Care Trust fits into the NHS, a major part of the public sector, can be found ... on the Primary Care Trust web-site [www.tauntondeanepct.nhs.uk](http://www.tauntondeanepct.nhs.uk) or by writing to them at Wellsprings Road Taunton Somerset TA2 7PQ.

Our practice is contracted to provide General Medical Services for our registered patients under contract to the Taunton Deane Primary Care Trust in accordance with the National Statement of Fees and Allowances.

Some information about our practice will be withheld, including personal, confidential information about individuals, which is protected by the Data Protection Act 1998.

The current Partners are:

<b>Name</b>	<b>Qualifications</b>	<b>Hours</b>	<b>Date Registered</b>
Dr G J Scott	MBBS DRCOG FP Cert	Full Time	
Dr B J Crabtree	MBBS DRCOG FP Cert	Part Time	
Dr R E M Yates	MBChB MRCP DRCOG DFFP	Part Time	
Dr N E Lister	BM DRCOG DFFP MRCP	Part Time	
Dr M R Janes	MBBCh	Part Time	

The following key personnel work within the practice and are employed by the practice:

<b>Job Title</b>	<b>Name</b>	<b>Hours</b>
Practice Manager	Martin Ellacott	Full Time
Senior Receptionist	Mrs Judith Short	Part Time
Lead Practice Nurse	Mrs Charlotte Bailey	Part Time
Practice Nurse	Mrs Tracy O'Mara	Part Time
Practice Nurse	Mrs Caroline Samuel	Part Time
Practice Nurse	Miss Vicky White	Part Time
Phlebotomist	Miss Maggie Leyden	Part Time

The following people provide services to our patients but are employed by The Taunton Deane Primary Care Trust:

<b>Job Title</b>	<b>Name</b>	<b>Hours</b>
Health Visitor	Ms Barbaa Fierek	Part time
District Nurse	Mrs Frances Brice	Part Time
District Nurse	Mrs Gini Welland	Part Time

The following people provide services to our patients but are employed by other NHS Agencies.

<b>Job Title</b>	<b>Name</b>	<b>Hours</b>
Midwife	Mrs Clare Sibley	Part time
Midwife	Miss Shirley Webber	Part time
Mental Health Link Worker	Not appointed	Part time
Dietician	Mrs Caroline Colvin	Part time

A wide range of services uses our facilities to provide patient care including Physiotherapist, Chiropodist, and Osteopath. Further information can be obtained from our reception.

## **Class 2 - Our Services**

A full list and outline of the services we provide can be found in our practice leaflet in which we include:

- Details of our doctors' clinical interests.
- A timetable of our opening hours.
- Contact telephone numbers
- Our Patients' Charter...

Copies of the practice leaflet and Patients' Charter can be obtained free of charge from reception.

We provide an Out of Hours service through Deane Doctor. Further information about this service can be obtained from Deane Doctor, Taunton & Somerset Hospital Musgrove Park, Taunton TA1 5DA.

We share information with other service providers in accordance with the policies agreed with the Taunton Deane Primary Care Trust and by reference to the Data Protection Act.

Whilst all of our clinicians are English speaking, we can provide a telephone translation service for patients speaking little or no English, through 'Language Line'.

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

We receive fees for providing medical services to our registered patients from the Taunton Deane Primary Care Trust through the mechanism of the National Statement of Fees and Allowances.

Total Income received from the NHS before expenses in last financial year to 2010/11 was £592,299.

From these fees the practice has to meet the costs of running the Practice this includes the following main expenses:

- Running costs and maintenance of the premises and equipment
- Administrative costs including pay
- IT support and maintenance
- Communications support, maintenance and running costs
- Infrastructure investment such as clinical equipment...

We receive a drug budget that is set by the Taunton Deane Primary Care Trust on a yearly basis to provide prescriptions for our registered patients. Total sum spent on drugs prescribed by our Practice in last financial year 2010/11 was £736,346. The budgets received vary from year to year and can be obtained by writing to the Practice Manager.

We have a scale of fees for work that comes outside of the Statement of Fees and Allowances. Details are displayed on notices in reception, and are available from reception.

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 or
- no longer available under NHS guidelines.

#### **Class 4 - Regular Publications and information for the public**

- 1) We keep a range of leaflets on medical problems that can be accessed by:
  - a) Asking our practice nurses or the doctors
  - b) Looking in the leaflet folders in the waiting room
  - c) Looking on the leaflet racks in the waiting room
  
- 2) We keep you informed of temporary alterations in our opening hours by
  - a) Prominent notices on the waiting room notice board
  - b) Notices on the entrance doors
  - c) Notices at reception
  
- 3) We publish a practice leaflet, which is updated from time to time.
- 4) It is available from reception. Once an update is produced, previous copies are destroyed and are no longer available for publication.
  
- 5) We keep some leaflets and information produced by other organizations. These can be accessed from the leaflet racks in the waiting room and reception.

The leaflets available under Class 4 are free of charge.

Leaflets may from time to time become unavailable due to replacement by an alternative or because they have been updated.

#### **Class 5 - Complaints**

We have a practice complaints procedure, which has been agreed with our Primary Care Trust for all practices, and a copy may be obtained from reception or the Practice Manager. If you wish to make a complaint please write or ask to speak to the Practice Manager.

There may be circumstances where material cannot be released because it is confidential to a third party as regulated by the Data Protection Act 1998 or is no longer available under NHS guidelines.

## **Class 6 - Our Policies and Procedures**

We keep policies in the following areas:

- 1) Patient Privacy and Confidentiality
- 2) Clinical Procedures.
- 3) Administrative Procedures.
- 4) Complaints
- 5) Data Protection and Information Technology Security
- 6) Drugs, Dispensing, Prescribing and Prescriptions
- 7) Health and Safety
- 8) Employment
- 9) Risk Management

These policies are subject to regular review. They are available by writing to the Practice Manager. There may be circumstances where material cannot be released because it is:

- Confidential or
- Security based 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 or
- No longer available under NHS
- No longer current and has been replaced

There is a charge for producing a hard copy of this information as detailed in class 7 below.

## **Class 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 generally in our Practice. We will also publish any proposed changes or additions to publications already available.

Some information is available free, but there may be a nominal charge to cover costs if you require a hard copy of information.

These charges will vary according to how the information is available.

Although individual copies of single items covering a single page will be provided free, a charge will be made to cover the costs of supplying information.

### **Charges.**

1. Leaflets and brochures about our practice are available at the reception desk free of charge for single copies.
2. Glossy, laminated or other bound paper copies or in some cases a CD ROM, video or other media will be charged for. We will let you know the cost and charges that will have to be paid in advance.
3. E-mail will be free of charge unless otherwise specified in advance.

Any cost incurred for postage will be charged for and you are requested to submit a stamped self-addressed envelope with any request for hardcopies to be sent by post.

The charges will be reviewed regularly.

Any enquiries regarding information management in this practice should be referred to the Practice Manager.

## **USEFUL RESOURCES**

### Websites:

Luson Surgery	<a href="http://www.lusonsugery.co.uk">www.lusonsugery.co.uk</a>
National Health Service	<a href="http://www.nhs.uk">www.nhs.uk</a>
Department of Health	<a href="http://www.doh.gov.uk">www.doh.gov.uk</a>
Information Commissioner	<a href="http://www.informationcommissioner.gov.uk">www.informationcommissioner.gov.uk</a>
Lord Chancellor's Department	<a href="http://www.lcd.gov.uk">www.lcd.gov.uk</a>
NHS Freedom of Information	<a href="http://www.foi.nhs.uk">www.foi.nhs.uk</a>
Taunton Deane Primary Care Trust	<a href="http://www.tauntondeanepct.nhs.uk">www.tauntondeanepct.nhs.uk</a>

### **Publications**

NHS Openness Code	<a href="http://www.doh.gov.uk/nhsexec/codemain.htm">www.doh.gov.uk/nhsexec/codemain.htm</a>
FOI Act 2000	<a href="http://www.legislation.hmsso.gov.uk/acts2000/2000036.htm">www.legislation.hmsso.gov.uk/acts2000/2000036.htm</a>
Code of Practice under Section 45 FOI Act 2000	<a href="http://www.lcd.gov.uk">www.lcd.gov.uk</a>
Code of Practice under Section 46 FOI Act 2000	<a href="http://www.lcd.gov.uk">www.lcd.gov.uk</a>
Statement of Fees & Allowances payable for General Medical Practitioners in England	<a href="http://www.redbook.i12.com/rb/Docs/rb0.htm">http://www.redbook.i12.com/rb/Docs/rb0.htm</a>
NICE best practice guidelines	Available from <a href="http://www.nhs.uk">www.nhs.uk</a> or <a href="http://www.doh.gov.uk">www.doh.gov.uk</a> searches
National Service Frameworks	Available from <a href="http://www.nhs.uk">www.nhs.uk</a> or <a href="http://www.doh.gov.uk">www.doh.gov.uk</a> searches

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For HMSO Guidance Notes see [www.hmso.gov.uk/guides.htm](http://www.hmso.gov.uk/guides.htm)