

Please always ensure you are using the most up to date policy:

Written: 27th May 2014

Review: May 2016

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Reviewed May 2015 – No change

INTRODUCTION

| The following policy sets out a possible approach to the Freedom of Information (FoI) Act 2000 by a practice.

POLICY

- The practice will comply with the FoI Act and sees it as an opportunity to enhance public trust and confidence in the practice
- The practice will maintain a comprehensive 'Publication Scheme' that provides information which is readily accessible without the need for a formal FoI Act request.
- The practice will seek to satisfy all FoI Act requests promptly and within 20 working days. However, if necessary we will extend this timescale to give full consideration to a public interest test. If we do not expect to meet the deadline, we will inform the requester as soon as possible of the reasons for the delay and when we expect to have made a decision
- The practice will continue to protect the personal data entrusted to us, by disclosing it only in accordance with the Data Protection Act 1998
- The practice will provide advice and assistance to requesters to facilitate their use of FoI Act. We will publish our procedures and assist requesters to clarify their requests so that they can obtain the information that they require.

- The practice will work with the Clinical Commissioning Group and other bodies with whom we work to ensure that we can meet our FoI Act obligations, including the disclosure of any information that they hold on our behalf.
- The practice will apply the exemptions provided in the FoI Act and, where qualified exemptions exist, the practice will disclose the information unless the balance of public interest lies in withholding it.
- The practice will consult with third parties before disclosing information that could affect their rights and interests. However, according to the FoI Act, the practice must take the final decision on disclosure
- The practice will charge for information requests in line with the FoI Act fees regulations or other applicable regulations, including the Data Protection Act 1998
- The practice will record all FoI Act requests and our responses and will monitor our performance in handling requests and complaints
- The practice will ensure that all staff are aware of their obligations under FoI Act and will include FoI Act education in the induction of all new staff

More information about the FoI Act is at http://www.firstpracticemanagement.co.uk/misc_info/FoI_summary.htm

<http://www.legislation.gov.uk/ukpga/2000/36/contents>

SUNNYSIDE SURGERY

Information available from SUNNYSIDE SURGERY *providing medical services under contract to the NHS* under the Freedom of Information Act model publication scheme

Information covered by this scheme is only about the primary, general or personal medical services we provide under contract to the National Health Service. The scheme is a guide to the information routinely made available to the public by the GP Partners

How much does information provided under this publication scheme cost?

All the information is provided free, unless otherwise specified. Multiple copies will be charged at 25p per sheet, postage will be charged at Royal Mail postage rates. Any charges levied must be paid in advance.

How is the information made available?

All the information in the publication is available from the practice either on paper or via our website www.sunnysidesurgery.co.uk

Requests for information should be addressed to the Practice Manager, Sunnyside Surgery, 4 Sunnyside Road, Clevedon, North Somerset, BS21 7TA

<p>Class1 - Who we are and what we do (Organisational information, structures, locations and contacts)</p> <p>The Practice operates under the National Personal Medical Services (PMS) Contract. Our contract is with NHS England (NCB Area Team BNSSG) Primary Care Support, PO Box 247, Castlewood, Tickenham Road, BS21 9BH.</p> <p>The practice provides services to residents in and around the town of Clevedon in North Somerset. Our website address www.sunnysidesurgery.co.uk and you can find a lot of detailed information about the practice here.</p> <p>As well as the full range of core services set out in our contract, we offer a range of additional or enhanced services including contraception IUCD, implants, alcohol advice, care for people with learning disabilities, anticoagulation near patient testing, advanced diabetic care, childhood immunisations and flu, pneumococcal vaccinations and advice to patients wish to stop smoking.</p> <p>We are based at Sunnyside Surgery, 4 Sunnyside Road, Clevedon, North Somerset BS21 7TA.</p> <p>You can find out additional information about our practice and other NHS Services in our area from the NHS Choices website www.nhs.uk</p>	
<p>Doctors in the practice Our GP Partners are: Dr Glenda Horner, Dr Louise McCloskey, Dr Rachael Kenyon and Dr Aga Rabcewicz Our Salaried GP's are: Dr Ruth Evans, Dr Jane Spilsbury and Dr Sarah Kelly</p>	
<p>Contact details for the practice Practice Manager: Mrs Deborah Gadd Lead Administrator: Mrs Kay Thomas Reception Supervisor: Mrs Sue Weston Lead Nurse: Mrs Jane Harvey</p>	
<p>Opening hours Our core hours are Monday to Friday 8.00am until 6.30pm We offer alternative Saturday morning and Monday late evening appointments as part of the extended hour's service.</p>	<p>Our website and practice leaflet provide further details.</p>

<p>Other staffing details</p> <p>We have a multidisciplinary team of practice and treatment room nurses, health care assistants and reception/administration staff who work together as a holistic team to deliver care and services to our patients. Further details are available on our website or in our practice leaflet, which is available from the reception desk on request and is issued to all newly registered patients.</p> <p>We work closely with the local Midwives and Health Visitors and the community nursing, therapist teams employment by North Somerset Community Partnership (NSCP).</p> <p>The practice is a training practice and regularly hosts medical students, doctors in training and nurses completing their final year of study. Our GP trainers within the practice are Dr Glenda Horner and Dr Rachael Kenyon.</p> <p>The practice actively supports research projects with patient involvement by invitation.</p> <p>Together with the other two Clevedon GP Practices we employ an Elderly Care Nurse who is responsible for chronic disease management for our patients who live in nursing homes in Clevedon.</p>	<p>Our website and practice leaflet provide further details</p>
<p>Class 2 – What we spend and how we spend it</p>	<p>Please Contact the Practice Manager</p>
<p>Total cost to the CCG and NHS England</p>	<p>Please Contact the Practice Manager</p>
<p>Audit of NHS income; is regularly undertaking by NHS England and CCG as part of their duties as commissioner of our General Practice Services</p>	<p>Please contact NHS England and North Somerset CCG</p>
<p>Class 3 – What our priorities are and how we are doing</p>	<p>Please Contact the Practice</p>

<p>We are subject to audits by NHS England, North Somerset CCG and CQC as part of our accountability for delivery our PMS Contract. This includes our core contractual standards and the standards set out in the Quality & Outcomes Framework as well as the CQC Standards</p>	<p>Manager</p>
<p>Plans for the development and provision of NHS services We are currently in the process of redecorating all the consulting rooms and bringing them up to date. We listen to our patients requests regarding the building and where financially possible try to improve the surgery.</p> <p>The practice fully participates in the North Somerset GP Commissioning Group and a partner and practice manager belong to the consortium forum.</p>	<p>Please Contact the Practice Manager</p>
<p>Class 4 – How we make decisions We record all decisions made in the practice affecting the provision of NHS Services. Our GP partners and practice manager have monthly meetings to make decisions about the delivery of services and the running of the business. In addition the practice will hold regular whole team meetings to discuss services and procedures/policies.</p> <p>Any significant changes to the service provision would be subject to approval by NHS England and North Somerset CCG and if relevant with our patients.</p>	<p>Please Contact the Practice Manager</p>
<p>Class 5 – Our policies and procedures The practice has a full list of protocols and procedures for the clinical services it delivers.</p>	<p>Hard copy on request from the Practice Manager.</p>
<p>The practice complies with current employment law and has policies and procedures about the employment staff.</p>	<p>Hard copy on request from the Practice Manager</p>
<p>Internal instructions to staff and policies relating to the delivery of services</p>	<p>Hard copy on request from the Practice Manager</p>
<p>Equality and diversity policy</p>	<p>Hard copy on request from the Practice Manager</p>

Health and safety policy	Hard copy on request from the Practice Manager
Complaints procedures (including those covering requests for information and operating the publication scheme)	Hard copy on request from the Practice Manager
Records management policies (records retention, destruction and archive)	Hard copy on request from the Practice Manager
Data protection policies	Hard copy on request from the Practice Manager
Policies and procedures for handling requests for information	Hard copy on request from the Practice Manager
Patients' charter	Hard copy on request from the Practice Manager
Class 6 – Lists and Registers Any publicly available register or list	None available that are not covered elsewhere in this scheme.
Class 7 – The services we offer Information about the services we offer is set out in the practice leaflet and on our website. www.sunnysidesurgery.co.uk	Please see our website and practice leaflet for further details.
The services provided under contract to the NHS	Please see our website and practice leaflet for further details
Charges for any of these services	A list of charges for services not available on the NHS is displayed at reception and our website.
Information leaflets	A full range of leaflets are available at our reception and in the waiting room.
Out of hours arrangements Brisdoc delivers out of hours cover at weekdays between 6.30pm and 8.00am; as well as all weekend and on Bank Holidays	

Other useful resources:	
Department of Health	www.dh.gov.uk
NHS	www.nhs.uk
Information commissioner	www.ico.gov.uk
NHS Freedom of Information	www.foi.nhs.uk
Ministry of Justice	www.justice.gov.uk
North Somerset CCG	www.northsomersetccg.nhs.uk