

Elsenham Surgery Publication Scheme

Welcome to the Dr John Schofield; Dr Juliet Rayner; Dr Richard Nunn General Practitioner 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 I: Introduction

Elsenham Surgery supports the principles of openness and honesty and is happy to supply a range of information it holds. Depending on the information requested, we would normally do this within a few days of the information being requested.

The Freedom of Information Act 2000 (FOI) gives everyone, regardless of age, nationality, gender or location the right to request information from organisations such as Elsenham Surgery.

Elsenham Surgery has a legal obligation to tell the applicant what information is has on the subject they are asking about and send it within 20 days. There are some exemptions to this, for example, if the information is not in the public's interest such as names and addresses. If we do withhold information we will tell you why and of your right to appeal our decision.

The Act refers to any information the organisation holds. It is enforced by the Information Commissioner.

Elsenham Surgery has produced a Scheme of Publication which is a guide to the information we routinely publish or intend to publish.

This Publication Scheme is a complete guide to the information routinely made available to the public by Dr John Schofield; Dr Juliet Rayner; Dr Richard Nunn General Practitioners. 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 all free if provided as an electronic copy and unless otherwise indicated within each Class (with £). Where information is provided at a cost the charges will be calculated as set out in Class 7.

How is the information made available?

If you want information under FOI you will need to do this in writing. This can be a letter or email.

You should make it clear what information you want. If the request for information is too broad it could delay the response as we will have to come back to you for clarification.

You should say whether you want us to provide you with a summary, copy of the

information or allow you to inspect our records. Elsenham Surgery can make a charge for supplying the information if we feel it is reasonable to do so. We will tell you if this is the case when you apply. The charges are listed in our Scheme of Publication.

The information within each Class is available in electronic or hard copy from:

Practice Manager
Elsenham Surgery
Station Road
Elsenham
Bishops Stortford
Hertfordshire
CM22 6LA
Tel: 01279 818006 or Email: Jenny.Walsh@gp-f81111.nhs.uk

Some information may be downloadable from the practice website
(www.elsenhamsurgery.co.uk)

Your rights to information

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Elsenham Surgery General Practice under the NHS Openness Code 1995.
- 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 the decisions are made.
- Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you. For this, please contact:

Practice Manager
Elsenham Surgery
Station Road
Elsenham
Bishops Stortford
Hertfordshire CM22 6LA
Tel: 01279 818006 or Email: Jenny.Walsh@gp-f81111.nhs.uk

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 to:

Practice Manager
Elsenham Surgery
Station Road
Elsenham
Bishops Stortford
Hertfordshire
CM22 6LA
Email: Jenny.Walsh@gp-f81111.nhs.uk

Part II: Classes of Information

All information at the Elsenham Surgery General Practice 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 NHS Openness Code or Freedom of Information Act 2000. 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 1998. 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

Details of the practice, organisational structures, key personnel and how we fit into the NHS

This practice adheres to the national General Medical Services contract. The contract is with: West Essex Primary Care Trust, Uttlesford Locality, The Old Mill, Haslers Lane, Great Dunmow, Essex, CM6 1XS.

Website: www.westessexpct.nhs.uk

The 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 (www.nice.org.uk) or the Department of Health website (www.doh.gov.uk).

The NHS is a very large part of the public sector. It is possible to find out information about our practice, the West Essex Primary Care Trust and other NHS services in your area by using www.nhs.uk. A full list of local General Practices can be found there too. Elsenham Surgery provides general medical services for the geographical area of Elsenham, Henham, part of Newport, Stansted and parts of Bishop's Stortford.

The full names of GPs at our practice are listed in the introduction to this publication scheme. The practice also employs:

- Salaried General Practitioners
- Administrative staff
- Practice Manager
- Practice Nurses
- Healthcare Assistant
- Dispensary Manager
- Dispenser
- Practice Administrator
- Office/Reception Supervisor
- Secretary/Receptionists
- Receptionist
- Medical Notes Summariser/Audit Clerk

A full list of the services we provide is detailed in Class 2 below.

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

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

2. Our services

The range of services we provide under contract to the NHS

This is the range of services we provide:

- Baby clinic
- Cervical cytology
- Child health surveillance
- Contraceptive services
- Dietician
- Disease management clinics (eg Asthma, COPD, Hypertension)
- Smoking cessation
- District nurse
- Health promotions clinics
- Immunisations
- Maternity medical services
- Minor surgery services
- Clinical Psychologist
- Podiatrist
- Teenage Health

For any policies relating to our services, please refer to Class 6 below.

See also our practice leaflet which is available free of charge from:

Practice Manager
Elsenham Surgery
Station Road
Elsenham
Bishops Stortford
Hertfordshire
CM22 6LA

Tel: 01279 818006 or Email: Jenny.Walsh@gp-f81111.nhs.uk

Included in our practice leaflet is information on the following:

- our practice address
- our opening and closing times
- the arrangements we have for out of hours cover
- the clinical interests of our doctors

3. Financial and funding information

Funding details and charging policies

The Elsenham Surgery receives money from West Essex PCT according to its contract (as per Class 1 above) in exchange for services provided for patients.

The total income received from the NHS before expenses in 2006/2007 was £1,208,078. The sum spent on drugs prescribed by the Elsenham Surgery in 2006/2007 was £398,353.

Please apply to the Department of Health for to the document entitled "Statement of Fees and Allowances payable for General Medical Practitioners in England" and for information on costs and the formats this is available in.

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. Regular publications and information for the public

Guidance and information leaflets

Information leaflets relating to the clinical services and health services that we provide for patients and the public, and our range of regular publications are freely available at the surgeries, in the reception areas. Alternatively, please contact:

Practice Manager
Elsenham Surgery
Station Road
Elsenham
Bishops Stortford
Hertfordshire
CM22 6LA
Tel: 01279 818006 or Email: Jenny.Walsh@gp-f81111.nhs.uk

5. Complaints

Policies, procedures and contacts for complaints

If you wish to make a complaint about any aspect of our service, you should first contact:

Mrs Jenny Walsh
Practice Manager
Elsenham Surgery
Station Road
Elsenham
Bishops Stortford
Hertfordshire
CM22 6LA
Tel: 01279 818006 or Email: Jenny.Walsh@gp-f81111.nhs.uk

The complaints policy for our practice can be obtained free of charge in hardcopy

from:

The Practice Manager
Elsenham Surgery
Station Road
Elsenham
Bishops Stortford
CM22 6LA
Tel: 01279 818006 or Email: Jenny.Walsh@gp-f81111.nhs.uk

6. Our policies and procedures

General policies and procedures in use within the practice. These include (but are not restricted to) data protection, prescribing and prescription, zero tolerance and health and safety.

We have policies available on the following:

- complaints
- confidentiality
- data protection
- health and safety
- information sharing with other agencies
- removal of patients from the practice list
- zero tolerance to violence

A charge is made for hard copies @ 50p plus vat per A4 sheet. Electronic copies are supplied free of charge.

Copies can be obtained by contacting:

The Practice Manager
Elsenham Surgery
Station Road
Elsenham
Bishops Stortford
CM22 6LA
01279 818006 or Email: Jenny.Walsh@gp-f81111.nhs.uk

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 enquires regarding information management generally in the practice. We will also publish any proposed changes or additions to publications already available.

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. The charges will vary according to how information is made available. Charges are as follows:

a) Via the General Practice website – 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 The Practice Manager, Elsenham Surgery, Station Road, Elsenham, Bishops Stortford, Hertfordshire, CM22 6LA or by personal application at the Elsenham Surgery General Practice at a cost of 50p + vat per A4 sheet.

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, photocopy, postage etc. We will let you know the cost and charges that will have to be paid in advance. We will not provide printouts of other organisation's websites.

b) Leaflets and brochures – free of charge for leaflets or booklets on, for example, services we offer to the public. A list is available in Class 4.

c) "Glossy" or other bound paper copies, or in some cases a CD-ROM, video or other mediums are charged for as in our publication lists available from the Practice Manager, Station Road, Elsenham, Bishops Stortford, Hertfordshire, CM22 6LA, 01279 818006

d) E-mail will be free of charge unless it says otherwise.

The charges will be reviewed regularly.

Part III: Useful Resources

Websites:

Our website

www.elsenhamsurgery.co.uk

Information Commissioner

www.informationcommissioner.gov.uk

NHS Freedom of Information

www.foi.nhs.uk

General Medical Council

www.gmc-uk.org

Copyright: Material available through this Publication Scheme is subject to the General Practice's copyright unless otherwise indicated. Unless expressly indicated to the contrary, it may be reproduced free of charge in any format or medium provided it is done so accurately in a manner which will not mislead. Where items are re-published or copied to others, you must identify the source and acknowledge copyright status. This permit does not extend to third party material, accessed through the scheme. For HMSO Guidance Notes see www.hmso.gov.uk