

## Guide to Information provided by GPs under the model publication scheme

Under the Freedom of Information Act 2000 all public authorities are required to have and operate a publication scheme approved by the Information Commissioner. Doctors providing medical services under most contracts with the NHS in England, Wales and Northern Ireland are public authorities in respect of information relating to those services.

It is the intention of the Information Commissioner that all public authorities should adopt and operate the one model scheme that has been approved. This is a very general scheme based on the principal that all public authorities need to recognize the public interest in the transparency of the services provided for and paid for by the general public. It is a commitment to make information easily available to the public.

**Note: The scheme is only for information held as a public authority and does not include any information that is not held, is held for other purposes or would be exempt from release.**

The scheme requires three documents to be considered:

- the model scheme itself;
- our guidance on adopting and operating the scheme; and,
- A guide provided by the public authority indicating what information will be provided how it will be provided and whether any charge will be made for its provision.

To assist medical practitioners who are public authorities we have produced the outline of a guide for their use. They should consider expanding elements of it to provide greater explanation and additional information where this can be done. For example if there are specific plans for the provision of NHS services these could be detailed. It is not necessary to submit the guide completed by the practice for approval.

We recognize that it is unlikely that GPs are going to have registers available for public inspection and while this remains the case “None Held” can be entered in this section. Under policies and procedures we have listed the policies we would expect practices to have. Again if this is not the case, “Not held” can entered in the relevant part. Any additional policies should also be listed.

Fees should be requested only where this is done in accordance our guidance.

## Information available from St Peters Surgery 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.

<p><b>Information to be published</b></p> <p>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:</p> <p>Mrs M Seager Practice Manager St Peters Surgery 6 Oaklands Avenue St Peters Broadstairs Kent CT10 2SQ</p>	<p><b>How the information can be obtained</b></p>	<p><b>Cost</b></p>
<p><b>Class1 - Who we are and what we do</b> ( Organisational information, structures, locations and contacts)</p> <p>St Peters Surgery 6 Oaklands Avenue St Peters Broadstairs Kent CT10 2SQ Telephone: 08444 770927</p>	<p>The information within each class is available in hard copy from:</p> <p>Practice Manager St Peters Surgery 6 Oaklands Avenue St Peters Broadstairs Kent CT10 2SQ</p> <p>Telephone: 08444 770927</p>	<p>The Publications Are all free 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</p>

<p>This practice adheres to the National General Medical Services Contract. The Contract is with:</p> <p>Eastern &amp; Coastal Kent, Primary Care Trust, Brook House, John Wilson Business Park, Reeves Way, Chestfield, Whitstable, Kent, CT5 3DD</p> <p>The NHS is a very large part of the public sector. A full list of local General Practices can be found on the Primary Care Trust web site or the NHS local search web site. (<a href="http://www.kentandmedway.nhs.uk">www.kentandmedway.nhs.uk</a>)</p> <p>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.</p> <p>The St Peters Surgery provides General Medical Services for the geographical area of St Peters/ Broadstairs.</p> <p>The practice aims to follow National Institute for Clinical Excellence (NICE) and National Service Framework Guidelines. The guidelines can be found on the NICE website or the Department of Health Website.</p> <p>This practice adheres to the National General Medical Services contract. 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</p>	<p>Email: <a href="mailto:margaret.seager@nhs.net">margaret.seager@nhs.net</a></p> <p>and can be downloaded from the practice website Website: <a href="http://www.broadstairsstpeters.co.uk">www.broadstairsstpeters.co.uk</a></p>	
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<p><b>Doctors in the practice</b></p> <p>Dr Alan Cunard <i>MB ChB DCH</i> GMC number 2879736</p> <p>Dr Susan Goldberg MB BS DRCHOG DCH MRCGP GMC number 2966980</p>		
<p><b>Contact details for the practice</b></p> <p>Mrs Margaret Seager Practice Manager St Peters Surgery 6 Oaklands Avenue St Peters Broadstairs Kent CT10 2SQ Telephone: 08444 770927 Email: <a href="mailto:margaret.seager@nhs.net">margaret.seager@nhs.net</a></p>		
<p><b>Opening hours</b></p> <p>Monday to Friday 08.30 to 13.00 14.00 to 18.30</p> <p><b>Extended hours</b> Monday 07.30 to 08.30 and 18.30 to 20.00 for GP pre-booked appointments only</p>	<p>Practice Leaflet / practice website <a href="http://www.broadstairsstpeters.co.uk">www.broadstairsstpeters.co.uk</a></p> <p>or available in hard copy from the Practice Manager</p>	

<p><b>Other staffing details</b></p> <p>The practice employs:</p> <ul style="list-style-type: none"> <li>• Practice Manager</li> <li>• Office Manager</li> <li>• Practice nurses</li> <li>• Administration Staff</li> <li>• Healthcare Assistant</li> <li>• Counsellor</li> </ul> <p>The following languages are spoken; English. Individuals can request an interpreter by contacting reception</p>		
<p><b>Class 2 – What we spend and how we spend it</b></p> <p>The St Peters Surgery receives money from Eastern &amp; Coastal Kent PCT according to its contract in exchange for services provided for patients. 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</p> <p>The total income received for the General Medical Services (which includes enhanced services, administered funds and Quality payments) before expenses in 2007/08 was £459,934; with expenses of £253,957 and in 2006/07 before expenses was £501,229, with expenses of £238,896.</p>		

<p><b>Total cost to the PCT/LHB/HSSB of our contracted services.</b></p> <p>The practice has a contract with the Primary Care Trust to provide GPSwl cardiology clinics and a Healthy Weight Management Programme.</p> <p>The annual income for the GPSwl Cardiology Clinics in 2007/08 was £1,603.</p> <p>The Healthy Weight Programme commenced on the 4<sup>th</sup> August 2008 and is to run until the 31<sup>st</sup> March 2009 with a projected income of £4,442.10</p>	<p>A copy of the Healthy Weight Programme contract is available in hard copy or by email from the Practice Manager</p>	
<p><b>Audit of NHS income:</b></p> <p>An audit of NHS income is maintained and documented in the Practice financial statements at the end of each financial year.</p> <p><i>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</i></p> <p>For details titled "Statement of Fees and Allowances payable for General Medical Practitioners in England" please apply to the Department of Health for information at: <a href="http://www.doh.gov.uk/pricare.fees.htm">www.doh.gov.uk/pricare.fees.htm</a></p>		

<p><b>Class 3 – What our priorities are and how we are doing</b></p> <p>The practice produces a plan each year. The plan sets our details of the practice’s priorities, aims and objectives together with its performance against targets and reports on patient surveys. A copy of the plan is available from the practice on application.</p>	<p>A copy of the plan is available in hard copy or by email from the practice manager</p>	
<p><b>Plans for the development and provision of NHS services</b></p> <p>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.</p> <p>The practice forms part of the Thanet PBC Consortium where local practitioners are working together in the development and provision of local NHS services. Further details of the Consortium can be found on Thanet PBC website.</p>	<p><a href="http://www.dh.gov.uk">www.dh.gov.uk</a></p> <p><a href="http://www.thanetpbc.uk">www.thanetpbc.uk</a></p>	
<p><b>Class 4 – How we make decisions</b></p> <p>The practice makes decisions in accordance with the partnership deed. The practitioners meet formally each week, with a staff meeting once a month.</p>		
<p>Records of decisions made in the practice affecting the provision of NHS services are recorded in the minutes of all practice meetings.</p>	<p>Minutes of the Partners/ Practice meetings are available in hard copy from the Practice Manager</p>	

<p><i>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</i></p>		
<p><b>Class 5 – Our policies and procedures</b>  General Policies and procedures in use within the practice. These include but are not restricted to the following:</p> <ul style="list-style-type: none"> <li>• Accounts Prevention of Fraud</li> <li>• Address change</li> <li>• Appointment Policy</li> <li>• Adverse drug reactions</li> <li>• Anaphylaxis</li> <li>• Back-up Computer procedures</li> <li>• Body Fluid Spillages</li> <li>• Cervical Screening</li> <li>• Chaperones</li> <li>• Child Health Surveillance</li> <li>• Child Protection</li> <li>• Complaints</li> <li>• Controlled Drugs</li> <li>• Control of Substances</li> <li>• CPR and Resuscitation</li> <li>• Discharge Summaries</li> <li>• Disaster Planning</li> <li>• Ear Syringing</li> <li>• ECG</li> <li>• Emergency Contraception</li> <li>• Emergency Drugs – Storage and checking expiry dates</li> </ul>	<p>Copies of the information can be obtained from  Mrs Margaret Seager  Practice Manager  St Peters Surgery  6 Oaklands Avenue  Broadstairs  Kent CT10 2SQ  Telephone: 08444 770927</p> <p>Email: <a href="mailto:margaret.seager@nhs.net">margaret.seager@nhs.net</a></p>	

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| <ul style="list-style-type: none"><li>• Equipment – Maintenance and replacement</li><li>• First Aid</li><li>• Information Governance and Data Protection</li><li>• Hand Washing</li><li>• Handling Liquid Nitrogen</li><li>• Handling Specimens</li><li>• Health and Safety</li><li>• Home Visit requests</li><li>• Hospital Correspondence and Results</li><li>• Identification of Carers</li><li>• Information Governance</li><li>• Learning Difficulties</li><li>• Locum Data Entry</li><li>• Needle Stick Injuries</li><li>• Newly Registered Patients</li><li>• Patient Contract</li><li>• Pre Conception Advice</li><li>• Portable Appliance Testing</li><li>• Records management policies (records retention, destruction and archive)</li><li>• Removal of Patients</li><li>• Repeat Prescribing</li><li>• Out of hours</li><li>• Over seas visitors</li><li>• Smoking Policy</li><li>• Updating PDS</li><li>• Telephone calls</li><li>• Temporary Residents</li><li>• Vaccine Handling and Storage</li><li>• Violence and Aggression – Zero Tolerance Policy</li><li>• Waste Disposal</li><li>• Weight Management Programme</li></ul> |  |  |
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<p><b>Clinical</b></p> <ul style="list-style-type: none"> <li>• Asthma Management</li> <li>• Atrial Fibrillation</li> <li>• Coil Checks</li> <li>• Management of Depression</li> <li>• Management of Diabetes</li> <li>• Hepatitis B</li> <li>• Management of Hypertension</li> <li>• Idiopathic Epilepsy</li> <li>• Wound Dressings/Leg Ulcers</li> <li>• Lithium</li> <li>• Methotrexate</li> <li>• Management of New Myocardial Infarction</li> <li>• Administration of Pneumococcal Vaccine</li> <li>• Vaccine Handling and Storage</li> <li>• Maternity Care</li> <li>• Palliative Care</li> <li>• Renal Disease</li> </ul>		
<p><b>Policies and procedures about the employment of staff</b></p> <ul style="list-style-type: none"> <li>• Equality and diversity policy - which includes Race, Disability, Age and Gender</li> <li>• Equal Opportunities</li> <li>• Staff Contract</li> <li>• Job Description and Specification</li> </ul>	<p>Available in hard copy or by email from the Practice Manager St Peters Surgery 6 Oaklands Avenue Broadstairs Kent CT10 2SQ Email: <a href="mailto:margaret.seager@nhs.net">margaret.seager@nhs.net</a></p>	

<p><b>Staff Policies</b></p> <ul style="list-style-type: none"> <li>• Absence through sickness or injury</li> <li>• Appraisal</li> <li>• Bullying and Harassment</li> <li>• Data protection</li> <li>• Capability</li> <li>• Confidentiality</li> <li>• Disciplinary Procedures</li> <li>• Grievance Procedure</li> <li>• Job Descriptions</li> <li>• Staff Induction</li> <li>• Training and Development</li> <li>• Whistle Blowing</li> </ul>	<p>Available in hard copy or by email from the Practice Manager St Peters Surgery 6 Oaklands Avenue Broadstairs Kent CT10 2SQ Telephone: 08444 770927</p> <p>Email: <a href="mailto:margaret.seager@nhs.net">margaret.seager@nhs.net</a></p>	
<p><b>Complaints Procedures( Including those covering requests for information and operating the publication Scheme)</b></p> <p>If you wish to make a complaint about any aspect of our service, you should first contact: Mrs Margaret Seager Practice Manager St Peters Surgery 6 Oaklands Avenue St Peters Broadstairs Kent CT10 2SQ Telephone: 08444 770927</p>	<p>The complaint policy for our practice can be obtained in hardcopy from: Practice Manager St Peters Surgery 6 Oaklands Avenue Broadstairs Kent CT10 2SQ Telephone: 08444 770927</p> <p>Email: <a href="mailto:margaret.seager@nhs.net">margaret.seager@nhs.net</a></p>	

<p><b>Policies and procedures for handling requests for information</b></p> <p>This Publication Scheme will be reviewed and updated Regularly. In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about The St Peters Surgery under the NHS openness code 1995.</p> <p>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 decision are made. From 1<sup>st</sup> January 2005 it obliges the General Practice to respond to requests about information that it holds, and is recorded in any format and it will create a right of access to the information. These rights are subject to exceptions, which have to be taken into consideration before deciding what information it can release.</p> <p>Under the Data Protection Act 1998, Patients are entitled to access their clinical records or any other personal information held about them and patients should contact the Practice Manager for this.</p> <p>All information at the St Peters Surgery is held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes and 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 for example the protection of commercial interests and personal information under the Data Protection Act 1998.</p>		
<p><b>Patients' Charter</b></p> <p>Patients' rights and responsibilities are included in the practice leaflet</p>	<p>Available in hard copy from the Practice Manager</p>	

<p><b>Class 6 – Lists and Registers</b></p> <p>Currently maintained lists and registers only</p> <p>Any publicly available register or list - Not Held</p>		
<p><b>Class 7 – The services we offer</b>  <b>Information about the services we offer, including leaflets, guidance and newsletters produced for the public</b></p>		
<p><b>The services provided under contract to the NHS</b></p> <ul style="list-style-type: none"> <li>• Audiology</li> <li>• Baby Clinic in partnership with the Health Visitor employed by the Primary Care Trust</li> <li>• Cervical Cytology</li> <li>• Child Health Surveillance in partnership with the Health Visitor employed by the Primary Care Trust</li> <li>• Contraception Services</li> <li>• Counsellor the Kent Council for Addiction</li> <li>• Diabetic Retinopathy in partnership with the Kent Eye Screening service, The Paula Carr Trust</li> <li>• Disease Management Clinics</li> <li>• District Nurse services in partnership with the Community Nurses employed by the Primary Care Trust</li> <li>• ECG clinics</li> <li>• GPSwl Cardiology clinics</li> <li>• Health Promotion</li> <li>• Immunisations</li> </ul>		

<ul style="list-style-type: none"> <li>• Influenza Vaccination Clinics</li> <li>• Leg Ulcer clinics</li> <li>• Maternity Medical Services in partnership with the Midwives employed by the East Kent Hospitals NHS Trust</li> <li>• Obstetric services</li> <li>• Stop Smoking clinics</li> <li>• Wart Clinics</li> <li>• Weight Management clinics</li> </ul> <p>(For any policies relating to our services, please refer to class 5)</p>		
<p><b>Charges for any of these services</b></p>		
<p>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 St Peters 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 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.</p> <p>As a guide, charges are as follows:</p> <ul style="list-style-type: none"> <li>• Via the General Practice/Primary Care Trust Web site <i>Free of charge, although any charges for Internet Service Provider and personal printing costs would need to be met by the individual.</i> For those without Internet access, a printout as the Website would be available by post from The Practice Manager, St Peters Surgery, 6 Oaklands Avenue, St Peters, Broadstairs, Kent CT10 2SQ, or by personal application.</li> </ul>		

<p>Printouts of other organisations will not be provided.</p> <ul style="list-style-type: none"> <li>• Leaflets and brochures <i>Free of charge for leaflets or booklets where no cost is met By the practice.</i></li> <li>• Glossy or other bound paper copies, CD ROM, Video or other Mediums <i>A charge incurred for hire may be made and agreed before the item is provided.</i></li> <li>• Email will be <i>free of charge</i> unless it is stated otherwise</li> </ul> <p>All charges will be reviewed on a regular basis.</p>		
<p><b>Information leaflets</b></p> <p>The following information published relates to the clinical services provided by the Practice for patients and the public:</p> <ul style="list-style-type: none"> <li>• Practice Leaflet</li> <li>• Practice Newsletter</li> <li>• Practice Internet Website <a href="http://www.broadstairsstpeters.co.uk">www.broadstairsstpeters.co.uk</a></li> </ul>	<p>Available in hard copy from the Practice Manager St Peters Surgery 6 Oaklands Avenue St Peters Broadstairs Kent CT10 2SQ Telephone: 08444 770927</p>	

<p><b>Out of hours arrangements</b></p> <p>Outside the practice normal working hours East Kent Coastal Primary Care Trust is responsible for the provision of primary out of hour's service to patients. These services are provided by South East Health.</p> <p>The service provides patients with</p> <ul style="list-style-type: none"><li>• First contact/telephone triage</li><li>• Emergency care assessed through a local treatment centre</li><li>• Emergency care assessed through a home visiting service</li></ul> <p>When the surgery is closed patients telephone the surgery on 08444 770927 and listen to the recorded message.</p> <p><i>Or Patients can contact South East Health direct on 0844 800 1234</i></p>	<p>Details of the out of hours provider can be found on the South East Health Website <a href="http://www.southeasthealth.com">www.southeasthealth.com</a></p>	
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