

THE HOLBROOK AND SHOTLEY PRACTICE

Freedom of Information

PUBLICATION SCHEME

1. INTRODUCTION

This publication scheme provides a guide to the services and practitioners who practice together within the Holbrook and Shotley Medical Practice as required by the Freedom of Information Act 2000.

It is based on the model publication scheme for General Practices produced by the NHS Freedom of Information Project Board and the British Medical Association.

Your rights to information

- 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 decisions are made
- From 1 January 2005 the Freedom of Information Act has obliged General Practice to respond to requests about information that it holds and is recorded in any format, and has created a right of access to that information. These rights are subject to some exceptions which have to be taken into consideration before deciding what information it can release.
- Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you. A patient leaflet is available at reception. Requests need to be made in writing to the Practice Manager.

How we make information available, and what charges may apply?

Information is made available in two ways:

Web site

Some of the information contained in the various classes is made available free of charge on our web site www.holbrookandshotleysurgery.co.uk

Hard copy

A copy of our publication scheme and the information contained in the various classes is made available on request. Requests should be made in writing to the Practice Manager, The Surgery, The Street, Holbrook, Ipswich, IP9 2QS. We aim to despatch information within 20 working days from receipt of your request and fee. It may be necessary to charge a fee of £2.00 to cover the cost of administration and postage. Some information may also be available by personal application at the surgery.

Further information can be found on the following web page:

www.information.commissioner.gov.uk

2. CLASSES OF INFORMATION

All information at the Holbrook and Shotley 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 the Freedom of Information Act 2000.

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

The information included in this scheme is grouped into 7 broad categories.

Class 1 – who we are and what we do

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

Who we are

Holbrook and Shotley Practice
The Street
Holbrook
Ipswich
IP9 2QS

Tel: 01473 328268

Holbrook and Shotley Practice
Kingsland
Shotley
Ipswich
IP9 1ND

Tel: 01473 787435

Both surgery sites are open from 7.00 on Monday and 08.00 Tuesday to Friday.
Holbrook closes at 5pm on Mondays and at 12.30pm on Thursdays
Shotley closes at 5pm on Tuesdays and Wednesdays and at 12.30pm on Fridays

Evening Surgery takes place at Holbrook on Tuesday, Wednesday and Friday
Evening Surgery takes place at Shotley surgery on Monday and Thursday.
The Surgery providing evening surgery will close at 6.30pm

There is a Saturday morning surgery held at Holbrook 8.30-10.30 but this is for prebooked appointments only.

This practice provides services for patients living in the following parishes:

- | | |
|-----------------|----------------|
| ✓ Chelmondiston | ✓ Shotley |
| ✓ Erwarton | ✓ Stutton |
| ✓ Freston | ✓ Tattingstone |
| ✓ Harkstead | ✓ Wherstead |
| ✓ Holbrook | ✓ Woolverstone |

A full list of services are detailed in Class 7 below.

Key personnel:

Doctors

Dr John Carey	full time partner (Monday–Friday am, Monday & Thursday pm)
Dr Simon Dineen	full time partner (Monday-Friday am, Tuesday, Wednesday pm)
Dr David King	full time partner (Monday-Friday am, Tuesday, Wednesday pm)
Dr Jane Midforth	part time partner (Monday am, Thursday am & pm)
Dr John Williams	full time partner (Monday-Friday am, Monday and Thursday pm)

Dr Chris Clark part time salaried GP (Monday, Wednesday, Friday am)

Practice Manager

Philippa Moody Monday, Tuesday, Wednesday, Friday

The practice team includes the following staff:

Practice nurses	Health Care Assistant
Phlebotomists	Dispensers
Receptionists	Admin/Data team
Secretary	Finance/Dispensary Manager

Attached staff:

District nurses
Midwives
Health visitors
Mental health link worker
Workers from Improving Access to Psychological Services (IAPTS) Team

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

Class 2 – what we spend and how we spend it

The Holbrook and Shotley Practice receives funding from Suffolk Primary Care Trust for providing medical services to patients registered with our practice, through the mechanism of our General Medical Services Contract.

The total income received from the NHS before expenses for the year ending September 2007 was £959,935 and for the year ending September 2008 was £973,974

We receive a drug budget that is set by Suffolk Primary Care Trust on a yearly basis to provide prescriptions to our registered patients. The sum spent on drugs prescribed by the practice for the year ending September 2007 was £800,036 and for the year ending September 2008 was £756,752.

We have a scale of fees for work that is outside of our General Medical Services contract. Details of these are displayed on notices in reception and on our website.

Class 3 - what are our priorities and how are we doing

- To provide patients with a high standard of clinical care
- The practice consistently achieves the maximum in the Quality Outcomes Framework scheme each year
- Part of Suffolk Primary Care Trust
- Part of Suffolk Brett Stour GP consortium

Class 4 – how we make decisions

- In line with NHS directives and policy
- In line with Strategic Health Authority and Primary Care Trust priorities
- In line with NICE guidance (National Institute for Clinical Excellence)
- In primary health care team meetings

Class 5 – our policies and procedures

All policies and procedures are available for viewing, upon request in writing, to Mrs Philippa Moody, Practice Manager, at Holbrook Surgery.

General policies and procedures in use within the practice include, but are not restricted to:

- Employment of staff
- Health and safety
- Information management and technology
- Patient services
- Records management
- Data protection
- Practice operation and development
- Risk management
- Complaints
- Confidentiality
- Zero tolerance policy
- Patient removal policy

All policies are subject to regular review. They are available on request by writing to the practice manager. There may be circumstances where material can not be released because it is confidential.

Class 6 – lists and registers

Not held

Class 7 – The services we offer

We provide service in accordance with the General Medical Services contract held with Suffolk Primary Care Trust.

Our services

- A full range of general medical services
- Minor illness clinics
- Child health surveillance
- Minor surgery
- Contraceptive services
- Maternity medical services
- Care for long term conditions, including: asthma, diabetes, coronary heart disease
- Smoking cessation advice and therapy
- Travel advice and immunisations
- Minor injury

We have dispensaries located within the surgery premises at Holbrook and Shotley. Both dispensaries open at 8am Monday-Friday and one of the dispensaries is open until 6.30pm (see above which surgery provides evening surgery).

Leaflets and information produced for the public

- Practice leaflet
- access to medical records - application form
- access to medical records – patient information leaflet
- carers referral form
- freedom of information
- making complaints

We stock a wide range of patient support leaflets, which are available on request. These include asthma, childhood vaccinations, coronary heart disease, diabetes, dietary advice, family planning, travel health

All of these publications are free of charge

Out of surgery hours emergencies

Between the hours of 6.30 pm and 8.00 am weekdays, as well as weekends and bank holidays, the care of patients is the responsibility of the Primary Care Trust (NHS Suffolk). If you require urgent medical attention, phone the surgery number and you call will automatically be transferred to Take Care Now, the out of hours service contracted by NHS Suffolk.