

NHS FREEDOM OF INFORMATION PROJECT BOARD/BRITISH MEDICAL ASSOCIATION MODEL PUBLICATION SCHEME FOR GENERAL PRACTICES

Welcome to the Willow Green Surgery General Practitioner's 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 ONE: Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by, Dr Stewart J. Wright, Dr Rajesh Sanghani Dr. Mark Lee and Dr Agnieszka Bojarowska-Mayhew. It is a description of the information about our General Practitioners and Willow Green Surgery 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 unless otherwise indicated within each Class. [Where information is provided at a cost the charges will be calculated as set out in Class 7].

How is the information made available?

The information within each Class is downloadable from the practice website and/or available in hard copy from Jayne Dyball, Practice Manager. Please note there are different request processes for each class of information. The different procedures for different classes are detailed below:

Classes of Information	Procedure for obtaining the information	Fee Y / N
1. Who we are and what we do	Downloadable from practice website	N
2. Our services	Downloadable from practice website	N
3. What we spend and how we spend it/Financial information	In hard copy from the named person above	Y
4. What our priorities are and how we are doing	In hard copy from the named person above	Y
5. How we make decisions	In hard copy from the named person above	Y
6. Regular information	Downloadable from practice website	N
7. Complaints	Downloadable from practice website	N
8. Our policies and procedures	In hard copy from the named person above	Y
9. This publication scheme	In hard copy from the named	N

person above

Your rights to information

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Willow Green Surgery 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.
- From January 1st 2005 it will oblige 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 that information. These rights are subject to some exemptions which have to be taken into consideration before deciding what information it can release.
- 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 to do this you can contact Jayne Dyball, Practice Manager, Willow Green Surgery, Station Road, East Preston, West Sussex, BN16 3AH to do this.

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:

Jayne Dyball, Practice Manager, Willow Green Surgery, Station Road, East Preston, West Sussex, BN16 3AH.

PART TWO: Classes of information

All information at the Willow Green Surgery 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 and what we do

Class Description: *Details of the practice, organisational structures, key personnel and how we fit into the NHS*

The General Practice organisational structure:

Partners: Dr Stewart J. Wright, Dr Rajesh Sanghani, Dr. Lee and Dr Bojarowska-Mayhew. Dr Sindy Williams and Dr Danielle Lednor are employed as salaried General Practitioner. Willow Green Surgery is a training practice and has a GP Registrar. Ms Jayne Dyball is our Practice Manager employed on a part time basis. Elizabeth Lindsell Lusher, Lizzie Hooper, Janet Bannister and Kelly Wheatley are employed as part time Practice Nurses. The Practice also employs two Health Care Assistants and a Phlebotomist. Administration staff including Receptionists and Secretarial staff.

The local NHS structure:

Willow Green Surgery is part of NHS West Sussex. The full address is detailed in Part 3.

The NHS is a very large part of the public sector. A full list of local General Practices can be found on Coastal West Sussex Clinical Commissioning Group web site, NHS Choices web site or the NHS local search web site. (Address detailed in Part 3).

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.

The Willow Green Surgery provides general medical services for the geographical area of East Preston, Angmering, Kingston Gorse, Rustington and some eastern parts of Littlehampton.

This 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 or the Department of Health website.

A full list of services will be at Class 2 below

This practice adheres to the national General Medical Services contract. Some information will be withheld, including personal, confidential information about individuals, which is protected by the Data Protection Act 1998.

2. Our Services

Class Description: *The range of services we provide under contract to the NHS*

The practice provides the following services. Where these are provided in partnership with other organisations, the partner organisations are detailed :-

Service	In partnership with...
Baby clinic	NHS West Sussex
Cervical cytology	
Child health surveillance	
Contraceptive services	
Coil and Implant clinics	
Diabetic Specialist Clinic	

Disease management clinics
Community Nurse
Flu clinics
Health promotions clinics (well man/woman)
Immunisations
Maternity medical services
Minor surgery services
NHS Health Checks
Smoking Cessation

NHS West Sussex

The following services require information sharing, with other agencies:

Child protection

A full, up to date list of our services are detailed in our Practice Leaflet.

The following Data Protection policies and protocols have been agreed with other agencies about information sharing arrangements:

Caldicott Report

Security Policy for General Practice

Data Content Policy

Information Governance Policy

- Monday 8:00am to 6:00pm
- Tuesday 8:00am to 6:00pm
- Wednesday 7:30am to 6:00pm
- Thursday 7:30am to 6:00pm
- Friday 8:00am to 6:00pm

} The Surgery door shuts at 6pm but Doctors remain on duty until 6.30pm

Appointments are available on Monday to Friday, and one in four Saturdays but the surgery is not open for routine matters on Saturdays.

Out of hours cover is provided by 111.

Individuals can request an interpreter by contacting Jayne Dyball who will contact the Translation Service.

The main clinical interests of the GPs are as follows:

Dr S J Wright: Children's Medicine and Urology

Dr R Sanghani: Therapeutics and General Practice Education

Dr M Lee: Mental Health

Dr Bojarowska-Mayhew: Womens Health, Sexual Health and substance misuse

Dr S Williams

Dr Danielle Lednor

Common ailments and advice is offered on our website.

3. Financial and funding information

Class Description: *Funding details and charging policies*

Willow Green Surgery receives money from NHS West Sussex according to its contract (as per class 1) in exchange for services provided for patients. The total amount of income received from the NHS before expenses in 2017 £1,636,447 and in 2016 £1,520,156. The sum spent on drugs prescribed by the Practice in 2016/2017 £2,209,936 and in 2017/2018 £2,272,827.

It should be noted that 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. What our priorities are and how we are doing

Please see survey information on Willow Green Surgery website.

5. How we make decisions

Class Description: *Decision making process*

Decisions are made by the Partners' at a Partners' Meeting. A Partners' Meeting shall be quorate if all but one of the Partners' are present in person or by proxy. Only Partners' may vote, each Partner shall have one vote and no Partner has a casting vote.

6. Regular publications and information for the public

Class Description: *Guidance and information leaflets*

The following information is published that relates to the clinical services provided by the Practice for patients and the public.

The Practice holds information leaflets provided by outside agencies. Contact Reception for details of these. (If a specific leaflet is not held, we will refer you to the publisher).

The Practice publishes regular newsletters for patients, available at Reception.

7. Complaints

Class Description: *Policies, procedures and contacts for complaints*

Willow Green Surgery operates a compliments, comments, concerns and complaints procedure. A copy of which is available from JayneDyball, Practice Manager.

8. Our policies and procedures

Class Description: *General policies and procedures in use within the practice.*

The Practice operates the following policies and procedures:

Data Protection Act
Prescribing and Prescription
Health and Safety
Extended Access
Out of Hours
Violence and Aggression

Equal Opportunities
Back Up Policy
Emergency and Business Continuity Plan
Infection Control Policy
Data Content Policy
Information Governance Policy
Validation of Address Policy
Smart Card Policy
Text Messaging Policy

Copies of the information can be obtained from Jayne Dyball, Practice Manager.

9. This Publication Scheme

Class Description: *How changes are made to this Publication Scheme and the criteria on which information management policies are made.*

This publication scheme will be reviewed and updated regularly. A summary of changes (e.g. a new class) made to this scheme will be listed below:

New class added	Feb 09	What our priorities are and how we are doing
New class added	Feb 09	How we make decisions

The criteria on which the Practice information management policies are made are listed below:

Clinical Governance Meetings
Partners Meetings

All enquiries regarding information management generally should be made to JayneDyball, Practice Manager.

Cost of Information

For the most part, we will charge you only for hard copies or copying onto media (e.g. computer disk). Some information is available free, but for others there may be a charge.

Willow Green 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 out of pocket 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.

As a general guide, charges are as follows:

1. Via the *General Practice/NHS West Sussex Web Site* – 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 Jayne Dyball, Practice Manager, or by personal application at the Willow Green Surgery.

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.

We will not provide printouts of other organisation's websites.

2. *Leaflets and brochures* - Free of charge for leaflets or booklets on, for example, services we offer to the public.
3. "*Glossy*" or other bound paper copies, computer disk, video or other mediums, might incur a 'hire' charge which will be passed on.
4. E-mail will be free of charge unless it says otherwise

The charges will be reviewed regularly.

PART THREE: Useful Resources

Web sites:

- Willow Green Surgery – www.willowgreensurgery.co.uk
- The Information Commissioner - www.informationcommissioner.gov.uk
- The Lord Chancellor's Department - www.lcd.gov.uk
- The NHS Freedom of Information Act - www.foi.nhs.uk
- Coastal West Sussex Clinical Commissioning Group–
www.coastalwestsussexccg.nhs.uk
- NICE – www.nice.org.uk
- Department of Health – www.doh.gov.uk
- NHS Choices - <http://www.nhs.uk/Pages/HomePage.aspx>

Addresses:

- Coastal West Sussex: The Causeway, Goring, West Sussex, BN12 6BT

Publications:

- NHS Openness Code - www.doh.gov.uk/nhsexec/codemain.htm
- FOI Act 2000 - www.legislation.hmso.gov.uk/acts2000/2000036.htm
- Code of Practice under Section 45 FOI Act 2000 www.lcd.gov.uk
- Code of Practice under Section 46 FOI Act 2000 www.lcd.gov.uk
- Statement of Fees and Allowances payable for General Medical Practitioners in England

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