

VAT Registration No: 876 6544 72

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

Welcome to the Deepings Practice General Practitioner's Publication Scheme. This is a guide to the General Practitioners' (who practice together) within the partnership /single practice Publication Scheme as required by the Freedom of Information Act 2000.

The General Practitioners who practice together within this partnership are listed below:

Dr N W Marshall	Dr K S Rigg
Dr A W Norman	Dr J S K Phipps
Dr S P Hughes	Dr J A Thomas
Dr S A Nolan-Hughes	Dr E J Asplin
Dr N S Wilson	Dr D Herbert
Dr S Lijesen	Dr M Akram

The Deepings Practice provides medical services from the following sites:

<u>Main Surgery:</u> The Deepings Practice Godsey Lane Market Deeping Peterborough PE6 8DD	<u>Branch Surgery:</u> The Deepings Practice 3 – 4 The Green Ginton Peterborough PE6 7JN
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Tel: 01778 579000

Tel: 01733 252246

Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by the above named General Practitioners. It is a description of the information about our General Practitioners and Practice that 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. Fees are inline with those recommended by the Data Protection Act.

How is the information made available?

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

Mrs J Kevan
Business Manager
The Deepings Practice
Market Deeping

Peterborough
PE6 8DD

Some information may be downloadable from the practice website:

<http://deepingspractice.co.uk>

Your rights to information

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about The Deepings 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.
- 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 that 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 and you can contact:

Mrs Jane Hill
Practice Manager
The Deepings Practice
Godsey Lane
Market Deeping
Peterborough
PE6 8DD

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 Mrs J Kevan, Business Manager at the above address or contact via e-mail: Jo.Kevan@nhs.net

CLASSES OF INFORMATION

All information at the Deepings Practice is held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information that 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 has a local Personal Medical Services (PMS) contract. The contract is with:

NHS Lincolnshire
Cross O'Cliff
Bracebridge Heath
LINCOLN
LN4 2HN
Tel: 01522-513355

The practice aims to follow National Institute for Clinical Excellence (NICE) and National Service Framework guidelines along with local policies recommended by the above Trust. Some of these policies and guidelines can 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 Lincolnshire Teaching 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. The Deepings Practice provides medical services for the geographical area of Market Deeping, Glington and surrounding villages. The practice lies mainly in south Lincolnshire but crosses the county boundary into north Cambridgeshire.

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

Salaried General Practitioners:	Dr E Ellor & Dr M Kebbeh Dr A Banner & Dr S Rieser
Practice Manager	Mrs J Hill
Business Manager	Mrs J Kevan
Branch Surgery Administrator	Miss J Rixon
Senior Nurse	Mrs J Lomas
Senior Dispenser	Miss C Woodthorpe
Senior Receptionist	Mrs S Eberle

Others: secretarial, administrative and support staff

In total the practice has in excess of 60 employed members of staff.

We have a large community team who are employed by Lincolnshire South West Teaching Primary Care Trust which includes:

District Nurse, Health Visitors, School Nurses, Midwives, Podiatrist, Dentist, Counsellors, Physiotherapists & Speech Therapist.

It is important to us that we work efficiently as a fully integrated team to provide a seamless service to all of our patients.

2. Our Services

The range of services we provide under contract to the NHS. Details of these services can be found in our practice leaflet or from our practice website.

Practice leaflets are available free of charge and are located at the reception desk at both sites.

Included in our practice leaflet is information on the following:

- Opening and Closing times
- Arrangements for out of hours cover
- Clinical interests and specialties of our doctors
- List of services provided
- Contacts of agencies providing services and support for patients

3. Financial and funding information

Funding details and charging policies

The Deepings Practice receives funds from Lincolnshire Primary Care Trust according to its contract (as per class 1 above) in exchange for NHS services provided for patients.

The total income received from the NHS before expenses in 2008/09 was £2.7 million. The sum spent on drugs prescribed by The Deepings Practice in 2008/09 was £3.18 million.

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 area. Alternatively information can be obtained from the practice website or please contact:

Mrs J Hill

Practice Manager

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 J Hill Practice Manager

The complaints policy for our practice can be obtained from our Practice Manager upon request.

If you wish to make a complaint about any aspect of the out of hours service, you should contact:

Ms L Rogers
Clinical Risk Manager
NHS Lincolnshire
Cross O'Cliff
Bracebridge Heath
Lincoln
LN4 2HN

Telephone: 01522 515370 (complaints team)

6. Our policies and procedures

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

We have a directory of policies in operation including the following:

- Complaints
- Confidentiality
- Data Security
- Health & Safety

Each of the above are available in hard copy and some are available on our website. We will charge for hard copies as detailed in class 7 of the scheme. If you would like a copy please contact:

Mrs J Kevan Business Manager

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 Trust. 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/Primary Care Trust 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 printout as on the website would be available from our Business Manager by post or by personal application at the The Deepings Practice, Market Deeping.

However, requests for multiple printouts, or for archived copies of documents that 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.] For all hard copies there will be a charge of £0.50 for each sheet copied.

b) Leaflets and brochures-free of charge for leaflets or booklets on, for example, services we offer to the public. Full details are available from our practice leaflet or from our website.

c) "Glossy" or other bound paper copies, or in some cases a CD Rom, video or other mediums, are for charge as in our publication lists available from our Business Manager.

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

The charges will be reviewed regularly.

Useful Resources

Web sites:

www.informationcommissioner.gov.uk

This is the web site of the Information Commissioner

www.lcd.gov.uk

This is the web site of the Lord Chancellor's Department

www.foi.nhs.uk

This is the NHS Freedom of Information web site

Primary Care Trust web site

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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