Welcome to the Hoyland House General Practitioner’s Publication Scheme. This is a guide to the services and practitioners who practice together within the Hoyland House Surgery 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 (FOI) project board and the British Medical Association.

PART ONE: Introduction
This Publication Scheme is a complete guide to the information routinely made available to the public by Drs Candy Jansen, Kevin Barraclough, Jenny du Toit and Rhys Evans. It is a description of the information about Hoyland House Surgery and the General Practitioners that work there that is available to the public. It will be reviewed at regular intervals and we will monitor its effectiveness.

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 1st January 2005, the FOI Act 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.
- In addition to accessing the information identified in this Publication Scheme, you are entitled to request information about Hoyland House Surgery under the NHS Openness Code 1995.
- 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 the Practice Manager at Hoyland House Surgery to do this.
- 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.

How much does it cost?
Publications are free unless otherwise indicated. Where there is a charge for providing information, the cost will be calculated as set out in each class.

How do we make information available?
Information is available in hard copy format from the Practice Manager as indicated for each class of information.
Feedback
If you have any comments about the operation of this Publication Scheme, or how we have dealt with your request for information from the Scheme, please write to:-

The Practice Manager
Hoyland House Surgery
Gyde Road, Painswick,
Stroud, Glos. GL6 6RD

PART TWO: Classes of information
All information at Hoyland House 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 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 information:
Who we are:- Hoyland House Surgery
Gyde Road
Painswick
Gloucestershire GL6 6RD

This NHS practice is part of the Cotswold and Vale Primary Care Trust and provides services for patients living in Painswick, Sheepscombe, Slad, Cranham, Upton St Leonards, Harescombe, Pitchcombe, Miserden, Whiteway, Brimpsfield and parts of Birdlip, Winstone, Bisley Haresfield, Abbeydale and Brockworth.

A full list of local General Practices can be found on the PCT website: www.cotsvalepct.org.uk

A full list of the services we provide can be found at Class 2 below.
Key Personnel:

Dr Candy Jansen  
MB BS DA DRCOG  
part time

Dr Kevin Barraclough  
MA MB BS FRC DRCOG MRCGP AFOM LLB  
full time

Dr Jenny du Toit  
MB BS MRCP DRCOG MRCGP Cert.Med.Ed.  
part time

Dr Rhys Evans  
MB BCh MCFP(SA) MRCGP  
full time

Dr Jonathan Cleary  
full time GP Registrar until August 2006

Our Practice Manager  
Mrs Nicola Hayward

Our Practice Nurses  
Mrs Lesley Wylde and Mrs Jane Haslop

Health Visitor  
Mrs Helen Mabery

Midwife  
(Stroud Maternity)  
Mrs Janet Hellewell

This practice aims to follow national and local best practice guidelines, including the NICE best practice guidelines and the National Service Frameworks.

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

Class 2 Information

Our Services:

✓ A full range of general medical services
✓ Child Health Surveillance, minor surgery, contraceptive services, obstetric services, Well woman/Well man clinics, cervical cytology screening, Chronic Disease Management, foreign travel advice and immunisations
✓ We are a registered Yellow Fever Centre
✓ Smoking Cessation Advice

The practice is open as follows:-

Monday to Friday  
8.30 am to 6 pm

Saturdays and Sundays  
Closed all day

If you need a doctor in an emergency out of normal surgery hours, please telephone the emergency out of hours service directly on 08454 220220. You may
also telephone the surgery line (01452 812545) and your call will be automatically diverted to the emergency out of hours service.

Members of staff at the surgery conduct consultations in English. If translation services are required, please contact us in advance. We also have access to a Sign Language Translator.

**Dr Jansen** has special interests in childcare, gynaecology and general medicine. **Dr Barraclough** has interests in cardiology, ophthalmology, neurology and dermatology. He is also an Occupational Health Physician. He is on the Editorial Board of the British Medical Journal of Cardiology. He is also a regular columnist in the BMJ. **Dr du Toit** has special interests in rheumatology, gastroenterology and chest medicine. She also performs in-house sigmoidoscopies. **Dr Evans** is our minor surgery specialist and also has an interest in minor trauma medicine. He also works 2 sessions a week at the Casualty Department of Stroud General Hospital

**Class 3 Information:**
Financial and Funding Information

The Hoyland House Surgery receives money from the Cotswold and Vale PCT in accordance with its contract in exchange for services provided for patients.

Information regarding the total income received from the NHS before expenditure for the previous financial year can be accessed from the Cotswold and Vale PCT

**Class 4 Information**
Regular Publications and information for the public

The following published information is available:-

- Practice leaflet
- Surgery Timetable
- Immunisation Schedule for babies and young children
- Patient information leaflets:- (please see overleaf)
  - How safe is the Pill?
  - Cyclical breast pain
• The risks and benefits of HRT
• The Hib vaccine
• Whooping cough vaccine – is it safe?
• ME – does it exist?
• Difficulty sleeping?
• Hyperventilation syndrome
• Are doctors bigoted about homoeopathy?
• Smoking is bad for you – but how bad?
• The effects of smoking on women
• Exercise, heart attack and stroke
• Cholesterol and heart disease
• Strategies to give up smoking
• Smoking diary
• Your back and how to care for it
• Turn your back on pain
• What is depression?
• Gastro-oesophageal reflux
• What is irritable bowel disease?
• Ankle rehabilitation sheet
• Information for new mothers
• Sensible precautions to take before getting pregnant
• Polymyalgia rheumatica
• Dietary advice – overweight diabetics
• Dietary advice – diabetics not overweight
• Headaches
• Helicobacter and indigestion
• Osteoporosis
• Your care during pregnancy
• Cholesterol lowering drugs
• Home deliveries
• Cortico-steroid injections
• Thromboembolism
• Diarrhoea
• Head injuries in children
• Anal skin disorder
• If you have had your spleen removed
• Head lice

All of these publications are free of charge
There is always a good supply of leaflets issued by the Dept of Health which can be found in the foyer and also in the waiting room.
There are also self-help books on living with illnesses and these can be purchased separately – the details are given with the self-help books which are on display in the waiting room.

**Class 5 Information**

**Complaints**

This practice follows the NHS Complaints Procedure and follows a strict protocol when dealing with all complaints.

A copy of the practice complaints procedure may be obtained from:

The Practice Manager  
Hoyland House Surgery  
Gyde Road, Painswick,  
Glos. GL6 6RD

**Class 6 Information**

**Our policies and procedures**

- Data Protection including disclosure of medical records  
- Prescribing and prescription policy  
- Violence awareness policy  
- Health and Safety  
- Use and disposal of Sharps  
- Protocol for needle stick injuries  
- Controlled Drugs and Record keeping  
- Computer Security  
- Children’s Vaccination Procedure  
- Child Protection in Primary Care  
- Chaperone Protocol to GPs  
- Acceptance of new patients and removal of patients  
- Identifying carers  
- Disaster handling and emergencies  
- Fraud and corruption  
- Painswick Surgery Practice Charter  
- Smoking Cessation  
- Telephone consultations and triage  
- Violence and aggression policy
Class 7 Information
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 enquiries regarding information management generally in the Trust. We will also publish any proposed changes or additions to publications already available.

Information that will change annually includes:– the name of the current GP Registrar

This Publication Scheme
Cost of Information:

Some information is available free of charge, but there may be a nominal charge to cover costs if you require a hard copy of information. These charges will vary according to how information is made available. Leaflets will be provided free of charge. However requests for multiple printouts may attract a nominal charge for the photocopying, postage costs incurred. We will let you know the cost and any charges that may apply in advance. Any such charges will be reviewed annually.

Requests for hard copies of any information should be made to:-

Mrs Nicola Hayward
Practice Manager
Hoyland House Surgery
Gyde Road, Painswick,
Glos. GL6 6RD

Part Three – Useful Resources
Web sites:

Information Commissioner www.informationcommissioner.gov.uk
Lord Chancellor’s Department www.lcd.gov.uk
NHS Freedom of Information www.foi.nhs.uk
Cotswold and Vale PCT www.cotsvalepct.org.uk

Publications:


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:  www.redbook.il2.com/rb/Docs/rb0.htm

Patient confidentiality   www.show.scot.nhs.uk/sehd/publications

Data protection   www.dataprotection.gov.uk

National Institute for Clinical Excellence   www.nice.org.uk

National Service Frameworks (Department of Health website)   www.doh.gov.uk/nsf/nsfhome.htm

Copyright: All 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/guides.htm

updated April 2006