

St Luke's Medical Centre

FREEDOM OF INFORMATION ACT 2000

PUBLICATION SCHEME

***17 New Road
Brixham
Devon
TQ5 8NA***

***Tel. 01803 852731
Fax 01803 852637***

www.stlukesmedicalcentre.co.uk

Welcome to St Luke's Medical Centre's publication scheme. This scheme is produced in accordance with the requirements of the Freedom of Information Act 2000.

INTRODUCTION

This Publication Scheme is a complete guide to the information routinely made available to the public by Doctors Johnson, Montgomery and Walker at St Luke's Medical Centre. It is a description of the information about our General Practitioners and practice 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 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 of this publication.

How is the information made available?

The information within each class is available by downloading from our practice website at www.stlukesmedicalcentre.co.uk or available in paper form from the leaflet tables in reception or by writing to the Practice Manager at the surgery. Written requests for our publications will be responded to within 20 working days, please include a stamped self addressed envelope with written requests.

YOUR RIGHTS TO INFORMATION

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about our Practice under the NHS Openness Code 1995.
- The Freedom of Information Act 2000 recognizes that members of the public have the right to know how public services are organized and run, how much they cost and how decisions are made.
- From 1st January 2005 the Freedom of Information Act will oblige all General Practices to respond to requests about information that they hold and record in any format. The Act will create a right to access to that information. These rights are subject to some exemptions which have to be taken into consideration before deciding what information can be released.
- 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 by our practice. You can request to see your own medical record by writing to the Practice Manager at the surgery.

Feedback:

We welcome suggestions about how this publication scheme and the presentation of the information itself might be improved. If you have any comments, or if you have any difficulty accessing any information, please write to the Practice Manager.

CLASSES OF INFORMATION

All information at St Luke's Medical Centre is held, retained and destroyed in accordance with NHS guidelines.

Our commitment to publish or supply 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 or any information which has been destroyed or updated in accordance with NHS guidelines and our Practice Records Management Policy.

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. This applies to all classes within the publication scheme.

The information available under this scheme is grouped into the following broad categories:

Class 1 Who we are

This NHS practice is part of Torbay Care Trust and provides medical services for patients living in Brixham, Kingswear, Waddeton, Galampton, Churston, Roselands and Goodrington (as far as the Brixham side of the Clennon Valley leisure Centre).

A full list of the General Practices in this area and further details about how the Primary Care Trust fits into the NHS, a major part of the public sector, can be found on the Torbay Care Trust website: <http://www.torbaycaretrust.nhs.uk/> or by writing to them at Torbay Care Trust, Bay House, Nicholson Road, Torquay TQ2 7TD (Tel: 01803 215000).

Our practice is contracted to provide Personal Medical Services for our registered patients under contract to Torbay Care Trust in accordance with our Personal Medical Services contract.

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

The current Partners are:

Name	Qualifications	Hours	Date Registered
Dr Paul Johnson	MB BCh MRCGP	Full Time	1986
Dr Richard Montgomery	MA MB BS MRCGP DCH DRCOG DTM & H	Full Time	1980
Dr Iain Walker	MA BM BCh MRCGP DCH DRCOG DFFP	Part Time	1988

We also have a full-time GP Registrar, Dr Michael Cordner.

The following key personnel work within the practice and are employed by the practice. A full, up-to-date list is available free of charge on our Practice website.

Job Title	Posts	Hours/week
Practice Manager	1	37.5
Practice Nurse	4	60
Phlebotomist/Health Care Assistant	2	50
Reception and admin support	8	214.5
Secretary	2	37.5

The following people provide services to our patients but are employed by Torbay Care Trust:

Job Title	Posts	Hours/week
Health Visitor	1	Part Time
District Nurses	4	Part Time
Midwives	1	Full Time

The following people provide services to our patients but are employed by other NHS Agencies.

Job Title	Posts	Hours
Access and Well Being Team	Variable	As required
Primary Health Care Drugs Team	Variable	As required
Alcohol Counselling	Variable	As required

Further information can be obtained from Reception.

Class 2 Our Services.

A full list and outline of the services we provide can be found in our practice leaflet in which we include:

- Details of our doctors' clinical interests
- A timetable of our opening hours
- Details of the services available at the practice

Copies of the practice leaflet can be obtained free of charge from reception.

Our Doctors' clinical interests are as follows:

Doctor	Clinical Interests
Paul Johnson	Asthma, COPD, IHD, musculoskeletal, MS, IT
Richard Montgomery	Diabetes, Mental Health
Iain Walker	Paediatrics

Details of our opening hours are given in our practice leaflet. They are as follows:

Day	Open	Close
Monday	8.15am	6.00pm
Tuesday	8.15am	6.00pm
Wednesday Closed (1 – 2pm)	8.15am	6.00pm
Thursday	8.15am	6.00pm
Friday	8.15am	6.00pm
Saturday (Appointments at Brixham Hospital only)	8.30am	11.30am

We provide an Out of Hours service through Devon Doctors on Call. Further information about this service can be obtained from Devon Doctors on Call, Unit 10, Manaton Court, Manaton Close, Matford Business Park, Exeter EX2 8PF. More information about this service is available in the practice leaflet.

We share information with other service providers in accordance with the policies agreed with Torbay Care Trust and by reference to the Data Protection Act.

Class 3 Financial and funding information.

We receive fees for providing medical services to our registered patients from Torbay Primary Care Trust through the mechanism of our Personal Medical Services contract.

Total Income received from the NHS before expenses in last financial year (April 2008 to March 2009) was £542,849. From these fees the practice has to meet the costs of running the Practice. This includes the following main expenses:

- Running costs and maintenance of the premises and equipment
- Administrative costs including pay
- IT support and maintenance
- Communications support, maintenance and running costs
- Infrastructure investment such as clinical equipment.

We receive a drug budget that is set by Torbay Care Trust on a yearly basis to provide prescriptions for our registered patients. Total sum spent on drugs prescribed by our Practice in the financial year 2008/9 was £1,074,195.00. The budgets received vary from year to year and can be obtained by writing to the Practice Manager.

We have a scale of fees for work that comes outside of our Personal Medical Services contract. Details are displayed on our website.

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 or
- No longer available under NHS guidelines.

Class 4 Regular Publications and information for the public

- 1) We keep a range of leaflets on medical problems that can be accessed by:
 - a) Asking our practice nurses or the doctors
 - b) Looking on the leaflet rack in the waiting room
- 2) We keep you informed of temporary alterations in our opening hours by:
 - a) Prominent notices on the waiting room notice board
 - b) Notices on the entrance doors
 - c) Accessing our website
- 3) We publish a newsletter for our patients each quarter. It is available in the waiting room or by accessing our website.

- 4) We publish a practice leaflet, which is updated from time to time. It is available from reception. Once an update is produced, previous copies are destroyed and are no longer available for publication.
- 5) We keep some leaflets and information produced by other organizations. These can be accessed from:
 - a. Leaflet racks & tables

The leaflets available under Class 4 are free of charge.

Leaflets may from time to time become unavailable due to replacement by an alternative or because they have been updated.

Class 5 Complaints.

We have a practice complaints procedure which has been agreed with Devon Local Medical Committees for Devon Practices & Torbay Care Trust for all practices. A copy may be obtained from reception or by accessing our website. If you wish to make a complaint, please write or ask to speak to the Practice Manager.

There may be circumstances where material cannot be released because it is confidential to a third party as regulated by the Data Protection Act 1998 or is no longer available under NHS guidelines.

Class 6 Our Policies and Procedures.

We keep policies in the following areas:

- 1) Patient Privacy and Confidentiality
- 2) Clinical Procedures.
- 3) Administrative Procedures.
- 4) Complaints
- 5) Records Management, Information Sharing and Data Protection
- 6) Drugs, Dispensing, Prescribing and Prescriptions
- 7) Health and Safety
- 8) Employment
- 9) Risk Management
- 10) Audit and Controls Assurance

These policies are subject to regular review. They are available by writing to the Practice Manager. There may be circumstances where material cannot be released because it is:

- Confidential or
- Security based 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 or
- No longer available under NHS guidelines and our Practice Records Management Policy or
- No longer current and has been replaced

There is a charge for producing a hard copy of this information as detailed in class 7 below.

Class 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 enquiries regarding information management generally in our Practice. We will also publish any proposed changes or additions to publications already available.

Some information is available free, 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 the information is available.

Although individual copies of single items covering a single page will be provided free, a charge will be made to cover the costs of supplying information.

Charges.

1. Website
 - a) Free of charge - You may download any publication that we post on the web site using your own computer. Charges for the Internet Service provider and personal printing costs would have to be met by you.
 - b) If you do not have access to the Internet:
 - i) The Public Library have a service you can use.
 - ii) Printouts are available from the practice by writing to the Practice Manager and enclosing a stamped addressed envelope
 - (1) A single print out from the website will attract a charge of 45p per sheet.
 - (2) Requests for multiple printouts or for archived copies of documents that are no longer accessible or available on the website will attract a charge for retrieval, photocopy and postage etc. We will let you know the cost and charges that will have to be paid in advance.
 - (3) We are not able to provide printouts of other organisations' websites.
 - iii) Copying onto electronic media from our own website only will incur a charge of £5.00.
2. Leaflets and brochures about our practice are available at the reception desk free of charge for single copies.

3. Glossy, laminated or other bound paper copies or in some cases a CD ROM, video or other media will be charged for. We will let you know the cost and charges that will have to be paid in advance.

4. E-mail will be free of charge unless otherwise specified in advance.

Any cost incurred for postage will be charged for and you are requested to submit a stamped self-addressed envelope with any request for hardcopies to be sent by post.

The charges will be reviewed regularly.

Any enquiries regarding information management in this practice should be referred to the Practice Manager.

USEFUL RESOURCES

Websites:

National Health Service	www.nhs.uk
Department of Health	www.dh.gov.uk
Information Commissioner	www.ico.gov.uk
NHS Freedom of Information	www.ico.gov.uk
Torbay Care Trust	www.torbay-pct.nhs.uk

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 & Allowances payable for General Medical Practitioners in England	http://www.redbook.i12.com/rb/Docs/rb0.htm
NICE best practice guidelines	Available from www.nhs.uk or www.dh.gov.uk searches
National Service Frameworks	Available from www.nhs.uk or www.dh.gov.uk searches

COPYRIGHT

Material available through the publications scheme is subject to this Practice's copy right 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 that will not mislead. Where items are republished 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