



MILTON SURGERY  
COLES ROAD  
MILTON  
CAMBS  
CB24 6BL

## Freedom of Information Act

**Better information, better  
Health**

**Information for GP Patients on  
Freedom of information**

&

**Data Protection Act**

### Freedom of Information Act 2000

The Freedom of information Act, gives the general right of access to all types of recorded information held by the practice. The intention of the Act is to encourage a spirit of openness and transparency in the NHS and the whole public sector. Our organisation aims to fully support this.

The public have had full access rights from January 05. This means that far more information has been routinely and freely available. This is subject to some exemption that will have to be taken into consideration before deciding what information can be released. In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Milton Surgery under the NHS openness Code 1995. Any individual or organisation can make a request for information, but will not have to explain why this information is requested.

This document sets out where this information is available. The publications are all free unless otherwise indicated. Where information is provided at a cost, the charges will available via the Practice Manager.

Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you. For this, please contact the Practice Manager.

### Classes of Information

All information at Milton Surgery is held, retained and destroyed in accordance to 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. Details of the practice, organisational structures, key personnel are contained within the Practice leaflet available from Reception.
2. The ranges of services we provide under contract to the NHS are contained in the Practice leaflet which is available from Reception.
3. Financial and funding information are available from the Practice Manger on application, though some frequently used charges are displayed in the waiting room.
4. The Practice has regular publications for the public including The Practice leaflet, fees for non NHS work, details regarding surgery times.
5. The practice follows the NHS complaints procedure and follows a strict protocol when dealing with all complaints. The procedure is on the wall in the waiting room or a copy can be obtained from the Practice Manager.
6. Our policies and procedures include (but are not restricted to) complaints, confidentiality, data protection, prescribing, zero tolerance and health and safety. Information can be obtained on application from the Practice Manager.
7. Changes in our practice arrangements are detailed through the Practice leaflet. Enquires about any of the information we publish, or arrangements generally, should be made to the Practice Manager.

## **Data protection Act**

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

To provide further medical treatment for you e.g. from district nurses and hospital services.

To help you get other services e.g. from the social work department. This requires your consent.

When we have a duty to others e.g. in child protection cases Anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

The Data Protection Act allows us to release information to research groups for statistical analysis. They may approach you to see if you would like to take part in their studies.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.