

Introduction

This Publication Scheme provides a guide to the services and General Practitioners who provide them within UEA Medical Centre surgery as required by the Freedom of Information Act 2000.

The document is based the model publication scheme approved by the Information Commissioner's Office (ICO). The publication scheme commits an authority to make information available to the public as part of its normal business activities. The scheme contains 7 classes of information – some of which are published on our website www.umsuea.co.uk. All information published on the website is free of charge.

Information held by UEA Medical Centre, not published under this scheme can be requested in writing to the Business Manager, when its provision will be considered in accordance with the provisions of the Freedom of Information Act.

1. Who we are and what we do

UEA Medical Centre
University of East Anglia
Earlham Road
Norwich, Norfolk
NR4 7TJ

Telephone: 01603 251600 / 251601 Fax: 01603 506579 Website: www.umsuea.co.uk

We are based on the University of East Anglia (UEA) campus and became an independent GP Practice in 1988.

We are a Personalised Medical Service (PMS) Practice and a member of Norwich Clinical Commissioning Group, providing a full range of GP and nursing services to persons who have, or have had a connection with the university and who are residing within our practice boundary area – (details are available from reception) as well as John Innes Centre, Institute of Food Research and Norfolk and Norwich University Hospital.

We are a 6 partner (11 doctor) practice and have a valued complement of nurses, administrative and cleaning staff all of whom are employed by the practice. A full list of clinical staff can be found in our practice leaflet and on our website www.umsuea.co.uk/staff1.aspx

Partner GPs

Dr Matt Green	Dr Angela Gillibrand	Dr Louise Francis
Dr Chaminda Dooleniya	Dr Jamie Crawford	Dr Mike Wiltsher

Business Manager

Christina Fielding

We also have an attached team of primary care network; Mental Health Nurse, Physiotherapist, Clinical Pharmacist and Pharmacy Technician who visit the practice on a regular basis.

The practice adheres to a PMS contract with NHS England.

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

2. Financial Information

The main source of income is from a PMS contact with NHS England, to provide NHS services for patients. In addition to the PMS contact, the practice also receives payment for services in agreement with NHS England in the form of Direct Enhanced Services (DES) and Local Enhanced Services (LES).

Where possible, the practice prescribes NHS medication in-line with recommendations from the prescribing department within Norwich CCG. The practice also participates in the Prescribing Incentive Scheme.

Additional income is received by providing non-NHS private services to all patients and services under a contract with the UEA .

All financial details are held by the Business Manager and GP Partners. 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.

3. What are our priorities are and how we are doing

As a practice we try to maintain a high standard of patient care and clinical expertise. The lack of elderly patients and degenerative disease demands clinical acumen for the early detection of treatable diseases in an essentially healthy population.

The practice seeks to comply fully with the requirements of its PMS contract, Quality and Outcomes Framework (QOF), National Institute for Clinical Excellence, National Services Framework guidelines, NHS complaints procedure, Clinical Governance and other relevant quality standards.

You can review our practice performance, showing our latest available data, online and see how it compares against our local CCG (Norwich Clinical Commissioning Group), regional Strategic Health Authority (SHA) and national averages at www.gp-patient.co.uk/results/results. All information published on the website is free of charge.

4. How we make decisions

The GP Partners and Business Manager are ultimately responsible for decisions made in the practice. The management team also includes an Operations Manager and IT Manager contribute to the decision making processes relevant to their remit.

Clinical decisions made by the doctors and nurses are in keeping with their professional training, undertaken for their role.

The views of patients are welcome and the practice operates a virtual Patient Participation Group as well as liaising with university student groups (Student Support Office, Student Welfare, International Student Group) and these contribute annually through meetings and surveys regarding how services might be improved.

5. Our policies and procedures

General policies and procedures in use within the practice include, but are not restricted to: data protection, prescribing and prescriptions, infection control, complaints and health & safety as well as all required staff protocols regarding grievance and disciplinary etc...

All policies and procedures are available for viewing, upon request to the Business Manager.

6. Lists and registers

We hold disease registers in order to provide best recall and treatment for the benefit of our patients. Registers are reviewed on an ongoing basis, and when our practice performance is reviewed, these lists are anonymised.

7. Services

We offer a range of services under contract with the NHS as well as some private services.

Essential NHS Services:

- I. Management of patients who are ill or believe themselves to be ill, with conditions from which recovery is generally expected, for the duration of that condition, including health promotion advice and referral as appropriate, reflecting patient choice wherever practicable.
- II. General management of patients who are terminally ill
- III. Management of chronic disease in the manner determined by the practice, in discussion with the patient.

Additional or enhanced NHS Services (and private where indicated):

- a) Extended Access on Saturday mornings
- b) Vaccinations and immunisations (NHS and private)
- c) Contraceptive services
- d) Sexual Health service
- e) Cervical Screening
- f) Tuberculosis screening (NHS and private)
- g) Travel service (NHS and private)
- h) Asthma service
- i) Minor Injury Service
- j) Health check service
- k) Phlebotomy
- l) Post-operative wound care
- m) Near Patient Testing
- n) CVD and Alcohol Screening
- o) Maternity services
- p) Child Health Surveillance
- q) Physiotherapy service
- r) Mental health service

More detailed information about our services can be found on our website www.umsuea.co.uk, or a hard copy can be found in our practice leaflet available from reception free of charge.

Our Charges for Providing Information under this Scheme

Some documents under this scheme are free of charge, other documents may incur a fee.

We will make reasonable charges (which will include staff time, administrative costs, copy costs, postage and any other out of pocket expenses we incur) when we provide the following information:

- Paper copies of certain documents;
- Copying data onto media

- Supplying multiple print-outs;
- Supplying archived copies of documents that are held by the practice but are no longer accessible or available via the practice website

Please contact Christina Fielding, Business Manager at the practice if you require a document for which a fee may be applicable. You will be informed of any charges that you will be required to pay in advance of the documents being supplied to you.

Our charges are reviewed regularly and are in line with other NHS organisations.

We are not able to provide printouts of other organisation's websites.

How the Information can be obtained under this Scheme

All documents that we make available under this scheme can either be viewed on our practice website www.umsuea.co.uk / are available in our practice leaflet / or made available in hard copy format on request.

We will despatch information within 21 working days from receipt of the request and fee. Information available on the website is also available in hard-copy format on request, although charges may apply - please contact Christina Fielding, Business Manager at the practice for further details.