

Freedom of Information Pinfold Medical Practice Publication Scheme

This Publication Scheme gives a guide to the services provided by the general practitioners and the staff of Pinfold Medical Practice, as required by the Freedom of Information (FOI) Act 2000.

It has been adapted from the model Publication Scheme for General Practitioners, developed by the British Medical Association and the NHS Freedom of Information Project Board, 2003

PART I: INTRODUCTION

This Publication Scheme is a guide to the information routinely made available to the public by Dr E Roberts, Dr I Brockhurst, Dr D Jewson, Dr J Brunskill, Dr M Euden, Dr S Wong. It is a description of the information about our General Practitioners and Practice, which 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 and how the decisions are made.
- From January 1st 2005 the FOI Act will oblige General Practices to respond to requests about information that it holds. This includes information held in any format and will create a right of access to that information. These rights are subject to exemptions 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 Pinfold Medical Practice under the NHS Openness Code 1995.
- Under the Data Protection Act 1998, you are also entitled to access your own clinical records or any other personal information held about you. For this, please contact your regular GP at the following address: -:

Mrs D Bretherton
Business Manager
Pinfold Medical Practice
Pinfold Gate
Loughborough
LE11 1DQ
Tel: 0844 477 1881
General Enquiry Email: p.medicalpractice@nhs.net

How much does it cost?

The publications are all free unless otherwise indicated. Where information is

provided at a cost the charges will be available via the Mrs. Debbie Milner, Finance Manager.

How is the information made available?

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

Mrs D Bretherton
Business Manager
Pinfold Medical Practice
Pinfold Gate
Loughborough
LE11 1DQ
Tel: 0844 477 1881

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 contact the Practice.

PART II: CLASSES OF INFORMATION

All information at Pinfold Medical Practice 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 on this Scheme is grouped into the following 7 broad categories:

CLASS 1 INFORMATION

Details of the practice, organisational structures, key personnel and how we fit into the NHS

This practice is part of West Leicestershire CCG & NHS England and provides medical services for patients living in the geographical area of Loughborough and the surrounding villages. Pinfold Medical Practice supplies services in accordance with a local General Medical Services contract held with NHS England. A full list of local General Practices can be found on the NHS choices website - www.nhs.uk

The practice aims to follow National Institute for Clinical Excellence (NICE) and National Service Framework guidelines. Copies of these can also be found on the NICE website (www.nice.org.uk) or the Department of Health website (www.doh.gov.uk).

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

- Salaried GPs
- GP Registrars

- Administrative Staff
- Education Manager
- HR & Patient Service Manager
- Business Manager
- Nurse Practitioner
- Practice Nurses
- Phlebotomist
- Healthcare Assistants

A full list of the services we provide is detailed in Class 2 Information below. Some information will be withheld, including personal, confidential information about individuals which is protected by the Data Protection Act 1998.

CLASS 2 INFORMATION

The range of services we provide under contract to the NHS

This is the range of services we provide:

- Breath Tests
- Hearing Tests
- Substance Misuse Management
- Blood Pressure Monitoring
- Cervical Cytology
- Child Health Surveillance
- Contraceptive Services
- Disease Management Clinics - e.g. Diabetes, Asthma, COPD
- Health Promotions Clinics - e.g. Smoking Cessation Clinics, NHS Health Checks.
- Immunisations
- Maternity Medical Services
- Minor Surgery Services
- Phlebotomy
- Non NHS Examinations and Private Reports and Certificates
- Travel Vaccinations – Yellow Fever Vaccination Centre

Some services are provided in partnership with other agencies.

For any policies relating to our services, please refer to Class 6 Information. See also our practice leaflet which is available free of charge from the Reception.

Included in our practice leaflet is information on the following:

- Our practice address
- Our opening and closing times
- The arrangements we have for out of hours cover
- Map of the catchment area

- Practice Team information
- Information relating to clinics and services
- Useful telephone numbers

Members of staff conduct consultations in English. Please contact us in advance if you need translation services.

CLASS 3 INFORMATION

Funding details and charging policies

Pinfold Medical Practice receives payments from the West Leicestershire CCG & NHS England, according to the GMS contract in exchange for services provided to the patients. The Practice also provides Non-NHS examinations and private reports and certificates – list of fees is available on request.

CLASS 4 INFORMATION

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 surgery in the reception and waiting areas. Alternatively, please contact:

Mrs K Siddons
Education Manager
Pinfold Medical Practice
Pinfold Gate
Loughborough
LE11 1DQ
Tel: 0844 477 1881

Publications are free of charge unless otherwise indicated.

CLASS 5 INFORMATION

Policies, procedures and contacts for complaints

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

COMPLAINTS PROCEDURE

If you have a complaint or concerns about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a complaints procedure as part of the NHS system. Our complaints system meets national criteria.

A copy of our practice complaints procedure is available from Mrs J Wayment
Patient Liaison Manager

CLASS 6 INFORMATION

Our policies and procedures

These include but are not restricted to

- Data Protection
- Prescribing
- Zero Tolerance
- Health & Safety
- Complaints
- Infection Control

Each of the above is available in hardcopy. If you would like a copy, please contact Mrs J Wayment who will be able to let you know if there will be a fee to pay.

CLASS 7 INFORMATION

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 hard copy of information.

The charges will vary according to how information is made available.

PART III: USEFUL RESOURCES

Websites:

- Pinfold Medical Practice
www.pinfoldmedicalpractice.co.uk
- NHS England
www.england.nhs.uk
- Information Commissioner
www.informationcommissioner.gov.uk
- The Department for Constitutional Affairs
<http://www.dca.gov.uk/>
- NHS Freedom of Information
www.foi.nhs.uk
- General Medical Council
www.gmc-uk.org
- National Institute for Clinical Excellence (NICE)
www.nice.org.uk
- Department of Health
www.doh.gov.uk
- Other NHS services in your area
www.nhs.uk

Publications:

- NHS Openness Code
<http://www.dh.gov.uk/en/Publicationsandstatistics/>
- FOI Act 2000
www.hmso.gov.uk/acts/acts2000/20000036.htm
- Code of Practice under Sections 45 and 46 FOI Act 2000
www.dca.gov.uk/foi/codesprac.htm

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