

GLOUCESTER CITY HEALTH CENTRE

FREEDOM OF INFORMATION PUBLICATION SCHEME

Welcome to the Gloucester City Health Centre General Practitioner's Publication Scheme. This is a guide to the General Practitioners (who practice together within the partnership) Publication Scheme as required by the Freedom of Information Act 2000.

Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by Gloucester City Health Centre General Practitioners. 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?

Charges for the Publication Scheme, where applicable, will be calculated as set out in Class 7.

How is the information made available?

The information within each Class will shortly be available on the practice website (www.gloucesterhealthcentre.co.uk) or available in hard copy from the Practice Manager.

Your rights to information

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Gloucester City Health Centre General Practice under the NHS Openness Code 1995.
- 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 the decisions are made.
- From January 1st 2005 it 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.
- 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 and you can contact the Practice Manager, Gloucester City Health Centre, The Park, Gloucester, GL1 1XR to do this.

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 write to:

The Practice Manager
Gloucester City Health Centre
The Park
Gloucester
GL1 1XR

CLASSES OF INFORMATION

All information at the Gloucester City Health Centre General 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 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. Who we are**
Details of the practice, organisational structures, key personnel and how we fit into the NHS.
- 2. Our Services**
The range of services we provide under contract to the NHS.
- 3. Financial and funding information**
Funding details and charging policies.
- 4. Regular publications and information for the public**
Guidance and information leaflets.
- 5. Complaints**
Policies, procedures and contacts for complaints.
- 6. Our policies and procedures**
General policies and procedures in use within the practice. These include, but are not restricted to, health and safety, complaints policy and procedure and confidentiality.

7. This Publication Scheme

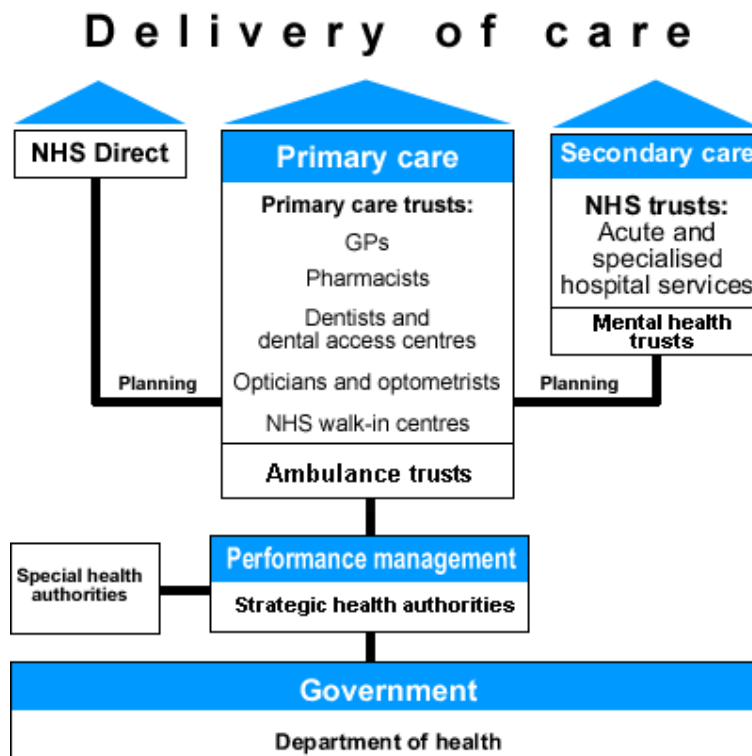
In this class we will publish any changes we make to this Publication Scheme, the criteria on which our information management policies are made and a referral point for all enquires regarding information management generally in the Trust. We will also publish any proposed changes or additions to publications already available.

Class 1: Who we are

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

General Practices are often the first port of call for many people when they develop a health problem. Doctors, also known as general practitioners (GPs) work within practices or surgeries together with other health professionals, including nurses and health visitors to provide “primary care” services. Every UK citizen has the right to be registered with a local GP.

The following diagram illustrates where primary care relates to other organisations in the NHS.



The Gloucester City Health Centre General Practice is currently a three partner practice, providing services to patients living within the inner city ring road area. In addition, the partners employ a salaried GP. (See current Practice leaflet for defined area – this may be subject to change).

We supply services in accordance with a General Medical Services Contract held with West Gloucestershire Primary Care Trust (PCT). A full list of the services we provide will be found in Class 2. A full list of local general practices can be found on the West Gloucestershire PCT website at www.westglospct.org.uk.

The key personnel within the practice is as follows:

Doctor Nicholas McDowall, full-time partner.
Doctor John Noonan, full-time partner.
Doctor Ruth Parsons, part-time partner.
Doctor Emma Bilton, full-time salaried GP.

Our practice manager is Steve Long (34 hours per week).

Other staff include:

Practice Nurses.
Health Care Assistant.

There are a number of attached staff working within the practice. These include:

District/Community Nurses.
Health Visitors.
Midwife (two sessions per week).
Physiotherapist (two sessions per week).
Mental Health Nurse (one session per week).

This practice aims to follow national and local best practice guidance, including the National Institute of Clinical Evidence (NICE) best practice guidelines and the National Service Frameworks.

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

A full list of local general practices can be found on the West Gloucestershire PCT website at www.westglospct.org.uk.

Class 2: Our Services

We provide the following services:

- A full range of general medical services.
- Cervical Cytology.

- Contraceptive Services.
- Vaccinations and Immunisations.
- Child Health Services.
- Maternity Services.
- Minor Surgery Procedures.

Some services may involve information sharing (e.g. child protection conferences) with other agencies and in these instances the practice will adhere to its protocol for sharing such information.

The practice is open during the following hours:

Monday to Friday – 8.00 am to 12.30pm and 1.30pm to 6.00pm.
 Saturdays – closed all day.
 Sundays – closed all day.

From 1st December 2004, if you need urgent medical treatment or care 'Out of Hours' call the new Gloucestershire 'Out of Hours' Service on 08454 220 220. 'Out of Hours' is the period of time between 6.30 pm and 8.00 am on weekdays and covers ALL day and night at weekends and public holidays.

Class 3: Financial and Funding Information

Funding details and charging policies

The Gloucester City Health Centre Practice receives money from West Gloucestershire PCT according to its contract with the PCT in exchange for services provided to patients.

The practice prescribing budget for 2003/2004 was £852,834. The actual sum spent on drugs prescribed by the practice in 2003/2004 was £868,926.

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.

Class 4: Regular Publications and Information to the Public

Guidance and information leaflets

We will make available a range of information including:

- Practice leaflet.
- Practice Website.
- Information Leaflets.

Class 5: Complaints

Policies, procedures, and contacts for complaints.

The practice follows the NHS Complaints Procedure and a copy of the practice complaints procedure is available from:

The Practice Manager
Gloucester City Health Centre
The Park
Gloucester
GL1 1XR

Telephone: 01452-891112

Class 6: Our Policies and Procedures

General policies and procedures in use within the practice.

The practice has a number of policies and procedures in place. These include:

- Health & Safety Policy (currently being revised).
- Complaints Policy and Procedure.
- Confidentiality Policy.

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 enquires regarding information management generally in the Trust. We will also publish any proposed changes or additions to publications already available.

Cost of Information

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD ROM). Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available. Charges are as follows:

[a) Via the General Practice/Primary Care Trust Web Site –Free of charge, although any charges for Internet Service provider and personal printing costs would have to be met by the individual

For those without Internet access, a single print-out as on the website would be available by post from Practice Manager, Gloucester City Health Centre, The Park, Gloucester, GL1 1XR or by personal application at the Gloucester City Health Centre General Practice.

However, requests for multiple printouts, or for archived copies of documents which are no longer accessible or available on the web, may attract a charge (of 10p per sheet and an administrative charge of £10) to cover the time taken to retrieve information and the cost of photocopying, postage etc. We will, of course, let you know the cost and charges that will have to be paid in advance. We will not provide printouts of other organisation's websites.

b) Practice Leaflets, information leaflets and brochures providing information for services to the public will be provided free of charge.

c) e-mail-will be free of charge unless stated otherwise.

The charges will be reviewed regularly.

Useful Resources

Web sites:

www.informationcommissioner.gov.uk

This is the web site of the Information Commissioner.

www.lcd.gov.uk

This is the web site of the Lord Chancellor's Department.

www.foi.nhs.uk

This is the NHS Freedom of Information web site.

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 and Allowances payable for General Medical Practitioners in England

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30 December 2004