

**NHS FREEDOM OF INFORMATION PROJECT BOARD/BRITISH MEDICAL ASSOCIATION MODEL PUBLICATION SCHEME FOR GENERAL PRACTICES**

**Welcome to the Stubbington Medical Practice General Practitioner’s Publication Scheme. This is a guide to the General Practitioners’ (who practice together) within the partnership practice 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 Doctors J R Warner, A J Paterson, M T Tenters, P N Hopkins, S J Robins, S P Vasey and K-Y Tan and the Nurses. 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 all free unless otherwise indicated.

**How is the information made available?**

The information within each Class is either downloadable from the practice website 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 The Stubbington Medical 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 Stubbington Medical 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 which 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 Mrs Susan Bailey, Practice Manager, The Stubbington Medical Practice, The Surgery, Park Lane, Stubbington, Fareham, Hampshire, PO14 2JP, 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.

## CLASSES OF INFORMATION

All information at The Stubbington 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 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**

The Stubbington Medical Practice is a partnership made up of five full-time Doctors (James R Warner, Andrew J Paterson, Michael T Tenters, P N Hopkins, Ko Yih Tan); and two half time Doctors (Sally J Robins and Sharon P C Vasey).

We are a training practice with qualified Hospital Doctors attached to the Practice in order to qualify as General Practitioners. Our Trainers are Doctors Paterson, Tenters and Hopkins.

We have a full complement of ancillary staff with three Managers. We employ three Practice Nursing sisters and three Practice Staff Nurses. We have a well-equipped General Practice minor operations room. Close relationships are maintained within the surgery with the District Nurses, Midwife and Health Visitors. A Mental Health Counsellor employed by the Healthcare Trust provides clinics at the practice.

The Stubbington Medical Practice provides general medical services primarily for the residents of the villages of Stubbington and Hill Head. The practice aims to follow national institute for clinical excellence and national service framework guidelines.

We are part of, and work closely with, the Hampshire Primary Care Trust.

The NHS is a very large part of the public sector. A full list of General Practices can be found on the Hampshire Primary Care Trust website.

**2. Our Services**

The practice uses the latest EMIS computer system and has Internet access for the majority of test results. The diagnostic equipment in the surgery includes an interpretive ECG, audiometer, glucometers, spirometer, cardio-memo, de-fibrillator, and liquid nitrogen storage and delivery systems.

We have close links with local hospitals and have open access to radiology, pathology and endoscopy. There are also a number of rapid access clinics available to us.

We provide maternity medical services, baby clinics, child health surveillance, immunisations, contraceptive services, minor surgery services. The Nursing staff deal with practice nursing, health promotion, well-person clinics, cervical cytology services, chronic disease management, vaccinations and travel advice.

The practice is open Monday – Friday and one Saturday a month. Details of clinics and opening times are available in our Practice Leaflet.

Out of practice opening hours, medical cover is provided a Deputising Service. Telephone calls to the surgery will be automatically diverted.

The Doctors all speak English, some have French, Gaelic, Mandarin and Cantonese. Alternatively, access can be made to an Interpreter Service, with advance notification.

The Doctors have individual clinical interests eg Dr Warner – endoscopy, Dr Robins & Dr Vasey – Family Planning and Coil fittings, Dr Tan – Orthopaedics.

**3. Financial and funding information**

The Stubbington Medical Practice receives money from the Hampshire Primary Care Trust according to its contract (as per class 1 above) in exchange for services provided for patients.

The total income received from the NHS before expenses in 2008/09 was £1,565,336.

The sum spent on drugs prescribed by the Stubbington Medical Practice in 2008/09 was £2,030,489.76.

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.

**4. Regular publications and information for the public**

Guidance and information leaflets on a variety of subjects can be downloaded from the Mentor Plus software package and printed copies given to patients.

**5. Complaints**

The Stubbington Medical Practice operates a practice complaints procedure as part of a NHS system for dealing with complaints, a copy of which is available from Mrs Elaine Freeman, The Stubbington Medical Practice, The Surgery, Park Lane, Stubbington, Fareham, PO14 2JP. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If problems cannot be sorted out in this way, then complaints should be addressed to Mrs Elaine Freeman or Mrs Sue Bailey.

Complaints will be acknowledged within 5 working days and the aim is for a written explanation or meeting to be arranged within 10 working days. If the problem takes longer than 10 days to resolve, the practice will keep patients informed for progress.

The practice believes that using the complaints procedure gives opportunities to improve and make beneficial changes. However patients still have the right to approach the local Health Authority if they feel they cannot raise their complaint with us or are dissatisfied with the results of the practice complaints procedure. Further advice should be obtained from: The Comments and Complaints Unit, NHS Hampshire, Headquarters, Omega House, 112 Southampton Road, Eastleigh, Hants, SO50 5PB. Telephone 02380 627600.

**6. Our policies and procedures**

The practice have the following policies and procedures, copies of which (Costs £0.10 per page, plus postage as necessary) are available to the public by applying to Mrs Sue Bailey, Stubbington Medical Practice, The Surgery, Park Lane, Stubbington, Fareham, PO14 2JP:

* *Confidentiality* – The document sets out the key principles and main “do’s and don’ts” that everyone should follow to ensure that all information about individuals is used effectively, whilst maintaining appropriate levels of confidentiality.
* *Prescribing* – The practice aims to provide an efficient and secure repeat prescribing system that is effective for both patients and staff alike. Repeat prescriptions should be provided within 2 working days.
* *Health & Safety* – The practice policy is to maintain, so far as is reasonably practicable, the health, safety and welfare of its employees, the public and any others who may be affected by it.

**7. This Publication Scheme**

The information management policies for Stubbington Medical Practice are based on details provided by the Department of Health or Hampshire PCT. Any enquiries regarding information management policies should be referred to Mrs Sue Bailey, The Stubbington Medical Practice, The Surgery, Park Lane, Stubbington, Fareham, Hampshire, PO14 2JP.

**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 Stubbington Medical Practice or NHS Hampshire Web Sites* – 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, or by personal application at The Stubbington Medical Practice. Cost £0.10 per page, plus postage if necessary.

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 for the retrieval, photocopy, postage etc. We will 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) *Leaflets and brochures* - free of charge for leaflets or booklets on display in the waiting rooms. No charge either for leaflets or booklets on specific subjects, or computer generated information sheets, handed out by the Doctors or Nurses.

c) *E-mail* - will be free of charge unless it says otherwise.

The charges will be reviewed regularly.

## Useful Resources

Web sites:

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk/)

This is the web site of the Information Commissioner

[www.lcd.gov.uk](http://www.lcd.gov.uk/)

This is the web site of the Lord Chancellor’s Department

[www.foi.nhs.uk](http://www.foi.nhs.uk/)

This is the NHS Freedom of Information web site

## Publications

* NHS Openness Code- [www.doh.gov.uk/nhsexec/codemain.htm](http://www.doh.gov.uk/nhsexec/codemain.htm)
* FOI Act 2000 [www.legislation.hmso.gov.uk/acts2000/2000036.htm](http://www.legislation.hmso.gov.uk/acts2000/2000036.htm)
* Code of Practice under Section 45 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk/)
* Code of Practice under Section 46 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk/)

* Statement of Fees and Allowances payable for General Medical Practitioners in England

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