

FREEDOM OF INFORMATION ACT 2000

GIGGS HILL SURGERY - PUBLICATION SCHEME

This Publication Scheme provides a guide to the services and practitioners who practice together within Giggs Hill Surgery, General Practice, as required by the Freedom of Information Act 2000.

It is based on the model publication scheme for general practices produced by the NHS Freedom of Information (FOI) project board and the British Medical Association.

PART ONE: INTRODUCTION

This publication Scheme is a complete guide to the information routinely made available to the public by Drs David Matthews, Gillian Jebb, Fergus Keating and Katie Kenyon. It is a description of the information about Giggs Hill Surgery and the General Practitioners that work there that 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 a right to know how public services are organised and run, how much they cost and how decisions are made.
- ☺ From 1st January 2005, the Freedom of Information Act will oblige the General Practice to respond to requests about information it holds and records 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.
- ☺ In addition to accessing the information identified in this Publication Scheme, you are entitled to request information about Giggs Hill Surgery under the NHS Openness Code 1995.
- ☺ 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 at Giggs Hill Surgery to do this.
- ☺ 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.

How much does it cost?

Publications are all free unless otherwise indicated. Where there is a charge for providing information, the cost will be calculated as set out in each class.

How do we make information available?

Information may be downloaded from our practice website www.giggshillsurgery.co.uk otherwise it is available in hard copy from the Practice Manager as indicated for each class of information.

Feedback

If you have any comments about the operation of this Publication Scheme, or how we have dealt with your request for information from the Scheme, please write to:

**The Practice Manager
Giggs Hill Surgery
14 Raphael Drive
Thames Ditton
Surrey KT7 0EB**

PART TWO: CLASSES OF INFORMATION

All the information at Giggs Hill Surgery 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 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 included in this Scheme is grouped into 7 broad categories.

CLASS 1 INFORMATION

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

Who we are:

Giggs Hill Surgery
14 Raphael Drive
Thames Ditton
Surrey KT7 0EB

This NHS practice is part of the Surrey Primary Care Trust and provides services for patients living in a specified boundary area within Thames Ditton, Surbiton, Hinchley Wood, Long Ditton, Esher and East Molesey. It supplies services in accordance with a personal medical services contract held with Surrey PCT.

A full list of local General Practices can be obtained from:

Surrey PCT
Cedar Court
Guildford Road
Leatherhead
Surrey KT22 9RX

Telephone: 01372 227300
Fax: 01372 227368

A full list of services provided will be found in Class 2 below.

Key Personnel

| | | |
|------------------|-------------------|-------------|
| Senior Partner | Dr David Matthews | - full time |
| Partner | Dr Fergus Keating | - full time |
| Partner | Dr Gillian Jebb | - part time |
| Partner | Dr Katie Kenyon | - part time |
| Partner | Dr Michael Crow | -3/4 time |
| Retainer | Dr Shilpa Davé | - part time |
| Practice Manager | Caroline Self | - part time |
| Practice Nurse | Anstice Wadia | - part time |
| Practice Nurse | Sue Millroy | - part time |
| Phlebotomist | Christine Warner | - part time |

Community Staff (Central Surrey Health*) attached to the surgery are:

| | | |
|---------------------|-----------------------|-------------|
| District Nurse | Jane Munn | - full time |
| District Nurse | Sallie Clarke | - part time |
| Health Visitor | Michelle Osmos | - part time |
| Community Nurse | Alison Withers | - part time |
| Practice Counsellor | Stephanie Corin-Pendy | - part time |

This practice aims to follow national and local best practice guidelines, including the National Institute for Clinical Excellence best practice guidelines and the National Service Frameworks. Some information will be withheld including personal, confidential information about individuals that is protected by the Data Protection Act 1998.

*Central Surrey Health
Ewell Court Clinic,
Ewell Court Avenue,
Ewell.
Epsom.
Surrey.
KT19 0DZ
PHONE: (0208) 394 3860
FAX: (0208) 786 7654

CLASS 2 INFORMATION

The range of services we provide under contract to the NHS.

Our Services

A full range of General Medical Services including:

- ☺ Seeing patients who are ill or believe themselves to be ill
- ☺ On-going care of patients
- ☺ Chronic Disease Management
- ☺ Minor surgery
- ☺ Cryosurgery
- ☺ Asthma Clinic
- ☺ Diabetes/Coronary Heart Disease Clinic
- ☺ New Patient Check
- ☺ Contraceptive services
- ☺ Immunisations
- ☺ Counselling
- ☺ Ante Natal/Post Natal Checks
- ☺ Blood Pressure Monitoring
- ☺ Blood & Warfarin tests
- ☺ Travel Advice & Vaccinations
- ☺ Wound Care

Special Interests:

- Dr Matthews - Orthopaedics, Family Planning, Minor Surgery, Medical Student Teaching & Computers
- Dr Jebb - Mental Health & Prescribing
- Dr Keating - Dermatology, Diabetes, Minor Surgery & Clinical Governance
- Dr Kenyon - Paediatrics, Care of the Elderly, Home of Compassion, Medical Student Teaching & Health & Safety
- Dr Crow - Respiratory Medicine, ENT

Some services require information sharing with other health care agencies, please see attached protocol for such information sharing.

The practice is open at the following times:

| | | |
|-----------|-------------------|-------------------|
| | Mondays – Fridays | 08.30am - 18.30pm |
| Saturdays | Closed | |
| Sundays | Closed | |

Out of hours cover between the hours of 18.30pm and 08.00am is provided by:

ThamesDoc
22 Hollyfield Road
Surbiton
Surrey KT5 9AL

Telephone: 020 8390 9990

CLASS 3 INFORMATION

Funding details and charging policy.

Financial and Funding Information

Giggs Hill Surgery receives money from the Surrey PCT according to its contract with the Surrey PCT in exchange for services provided for patients.

CLASS 4 INFORMATION

Guidance and Information Leaflets.

Regular Publications and Information for the Public

The following published information is available:

Practice Brochure
Dietary Advice
Blood Test Advice
How to Obtain Test Results
Ear Syringing Advice
Private Hospital List
Range of current Department of Health Advice Leaflets
Practice Complaints Procedure

All of the above publications are free and requests for them should be made at reception.

CLASS 5 INFORMATION

Policies, procedures and contacts for complaints.

Complaints

This practice follows the NHS complaints procedure and a strict protocol when Dealing with complaints. A copy of the practice complaints procedure is available from:

**The Practice Manager
Giggs Hill Surgery
14 Raphael Drive
Thames Ditton
Surrey KT7 0EB**

CLASS 6 INFORMATION

General policies and procedures in use within the practice.

Our Policies and Procedures

- ☺ Health and Safety
- ☺ Data Protection
- ☺ Information Sharing Protocol
- ☺ Repeat Prescribing Protocol
- ☺ Zero Tolerance Policy
- ☺ Complaint Procedure Protocol
- ☺ Appointments Protocol
- ☺ Asthma – Chronic Disease Management Protocol
- ☺ Cytology Protocol
- ☺ Patient Group Directions

CLASS 7 INFORMATION

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

This Publication Scheme

Cost of Information

Some information is available free, but there may be a nominal charge to cover costs if you require a hard copy of information.

These charges will vary according to how the information is made available.

Charges are as follows:

- a) Website – Free of charge (charges for Internet Service Provider and personal printing costs would have to be met by the individual). The practice web address is: www.giggshillsurgery.co.uk
 - If you do not have Internet access, a single print-out from the website would be available by post from the Practice Manager or by personal application at the Practice. The practice charges 35p per sheet + the cost of postage if required.
 - Requests for multiple printouts, or archived copies of documents no longer on the web, will attract a small charge for the retrieval, photocopy and postage etc. We will let you know the cost and charges that will have to be paid in advance.
 - We are not able to provide printouts of other organisation's websites.
- b) Leaflets and Brochures
 - Free of charge for most leaflets or booklets on, for example, services we offer to the public or Department of Health Advice.
- c) - "Glossy" or bound paper copies, CD Rom, video or other copies will attract a charge and may not readily be held at the surgery.
- d) - e-mail information – free of charge unless specified otherwise

These charges will be reviewed regularly.

PART THREE: USEFUL RESOURCES

WEBSITES:

Information Commissioner www.informationcommissioner.gov.uk

Lord Chancellor's Department www.lcd.gov.uk

NHS Freedom of Information website www.foi.nhs.uk

PUBLICATIONS:

NHS Openness Code www.doh.gov.uk/nhsexec/codemain.htm

F O I 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 <http://www.redbook.i12.com/rb/Docs/rb0.htm>

NICE best practice guidelines

National Service Frameworks

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