

Heathgate Medical Practice Practice publication scheme as required under the Freedom of Information Act 2000 (FOI)

Introduction

This publication scheme relates to Dr Anthony Palframan, Dr Andrea Meyerhoff, Dr Antony Ames, Dr Daniel Wallace, Dr Amy O'Connell and Mr Garry Whiting, the Partners in Heathgate Medical Practice.

It is a description of the information about the Practice that we will publically make available under the model publication scheme for GP Surgeries as agreed by the Information Commissioner, to comply with the Freedom of Information Act 2000.

How is the information presented?

The information is presented in different classes that have been agreed by the Information Commissioner for this model scheme.

How much does it cost?

There is no charge for a copy of this publication, although there may be a charge for information requested and provided outside this document. These charges are detailed later in class 7 of this publication (see later).

Your rights to information

In addition to the information contained within this publication scheme (FOI), the public are entitled to request information about Heathgate Medical Practice under the NHS openness code of 1995.

The Freedom of Information Act 2000 (FOI) recognises that members of the public have the right to know how public services are organised, how they are run, how much they cost to operate and how decisions within the organisations are made.

From January 1st 2005, the FOI has meant that we should respond to requests for information about the Practice and has created 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 we should release.

Under the Data protection Act 2000, patients are also entitled to access their medical records or any other personal information held about them. Requests for such information are outside FOI.

Feedback on the scheme

Feedback on this publication scheme or how we deal with requests for information under the FOI Act should be made in writing to;

Mr Garry Whiting
Managing Partner
Heathgate Medical Practice
The Street
Poringland
Norwich
NR14 7JT

01508 494343
mail.heathgate@nhs.net
www.heathgatemedicalpractice.co.uk

Classes of information

All information at Heathgate Medical Practice is held, retained and managed in accordance with current NHS guidelines and legislation. Our commitment to publish information excludes that which can legitimately be withheld under the exemptions set out in the FOI Act.

Information is divided into different classes. Some information may be subject to exemption to protect both the commercial interests of the Practice and personal information under the data Protection Act.

Class 1 – who we are

The NHS forms a very large part of the public sector. Whilst not legally public bodies, GP Practices are classified as such under FOI.

Heathgate Medical Practice provides NHS general medical services for the residents of Poringland, Trowse, Brooke, Framingham Earl, Stoke Holy Cross, Framingham Pigot, Caistor St Edmunds, Alington, Bergh Apton, Rockland St Mary, Surlingham, Claxton and other neighbouring villages.

The Practice operates from two sites;

The Street
Poringland
Norwich
NR14 7JT

The Street
Rockland St Mary
Norwich
NR14 7AH

The Doctors are:

Dr Anthony Palframan (Tony)
Dr Andrea Meyerhoff
Dr Antony Ames (Tony)
Dr Amy O'Connell
Dr Daniel Wallace

The Managing Partner is Mr Garry Whiting

Other directly employed members of the clinical team are:

- Mrs Fenella Rawlings, a Nurse Practitioner.
- Mrs Sheila Brown and Mrs Catherine Smedley, Practice Nurses.
- Mrs Sharon Brooks, Healthcare Assistant.
- Mrs Carol Vincent – Phlebotomist.

The Practice employs administrative staff and appropriately qualified dispensers to comply with the Dispensing Services Quality Scheme.

The Practice has NHS General Medical Services and Dispensing Services contracts with:

- NHS England
- South Norfolk Clinical Commissioning Group
- Norfolk County Council Public Health Directorate

The six Partners, at regular business meetings, make decisions that affect the Practice. The partnership arrangements including those around decision making are outlined in a partnership agreement.

Decisions made are recorded in the minutes made of the weekly business meetings.

Class 2 – our services

The range of services we provide under contract to the organisations referred to in class 1 include general medical services, child health surveillance, sexual health services, maternity services, the management of long term conditions, primary childhood immunisations, blood tests, minor surgery, minor injury services, seasonal vaccination programmes, travel health services and national screening programmes.

In addition, employees of other health trusts provide physiotherapy services, midwifery services, dietetic services and well-being services to patients at our Practice sites.

Information about our patients may be shared with other health and social care providers where it is medically appropriate to do so. We respect the confidentiality of our patients at all times and will routinely only release such confidential information if we have the patient's explicit consent to do so. However there are occasions when we may need to share information without explicit consent and in these situations, we will ensure we observe the following principles;

- We will be able to justify the reason for the transfer of information to another provider of health or social care services
- We will not release information unless absolutely necessary
- If we choose to release information, we will only release the minimum necessary
- We will restrict the release of information to those who need it

The surgery in Poringland opens daily from 8am to 6pm (telephone access until 6.30pm) although we are closed on Friday lunchtimes between 12.30pm and 2pm for staff training. Our telephone lines are open for urgent care needs over this period of closure.

The Rockland St Mary surgery is open:

- Monday, Tuesday, Thursday and Friday mornings – 8.30am to 12 noon
- Monday and Wednesday afternoons – 2.30pm to 5.30pm
- Friday afternoons – 2.30pm to 5pm.

Outside these hours, patient care is commissioned by the South Norfolk Clinical Commissioning Group and provided by iC24 Limited. Patients requiring medical attention when the surgery is closed should call 111.

The principle language spoken in the Practice is English but access to interpreting services can be arranged.

The Practice is a training Practice where we support doctors with their learning to become a GP. Doctors Palframan, Thirkell and Ames are accredited Trainers and Dr Wallace, an Associate Trainer.

The Practice has the contracts with the following organisations to facilitate training doctors:

- Health Education England
- Norfolk and Norwich University Hospital

Class 3 – financial and funding information

The Practice receives public money from the organisations with which we have contracts (see Class 1 information) to fund the provision of services (referred to in Class 2).

The following information is extracted from the partnership trading accounts for the period to 30th June 2015, prepared by the Accountants appointed by the Partners.

The partnership received £1,836,884 from contracts associated with the provision of general medical services, including our contract for dispensing services and GP/Doctor Training.

This income is used to run the Practice on a day to day basis and covers business overheads including premises, utilities, medical consumables, medical equipment and consumables, drug purchases and staffing costs.

The sum spent on NHS drugs prescribed by the Practice in the NHS financial year to 31st March 2016 was £1,310,150.

Other private financial information has not been included within this publication scheme as it is perceived to be confidential, commercially sensitive or prejudicial to the Practice's affairs.

Class 4 – regular publications and information for the public

The Practice leaflet provides detailed information about the services provided by the Practice and is available from either surgery. It is provided free of charge.

The Practice publishes regular newsletters which include information about the services we provide.

The Practice undertakes an annual survey of patients views on the services offered, which is created by reference to the Practice patient participation group. The newsletter is available free of charge.

The Practice web site address is www.heathgatemedicalpractice.co.uk and contains detailed information about both the Practice operationally and the services it provides.

Class 5 - complaints

The team at Heathgate Medical Practice work hard to ensure that we provide both a high standard of care and run our organisation in a safe and efficient manner.

However, there are occasions where misunderstandings and mistakes occur and the Practice will always try and put this right and investigate the matter fully to prevent it happening again.

The Practice has a formal complaints policy and a leaflet that explains to patients how they can complain about the services we offer.

Mr Garry Whiting is our designated Complaints Manager.

Class 6 – our policies, protocols and procedures

The Practice has a number of policies, protocols and procedures that it follows to ensure that we provide the appropriate service at the appropriate time in a safe and efficient way. These include, but are not restricted to:

- Clinical protocols relating to specific medical conditions
- Operational processes
- Health and safety
- Complaints
- Equality and diversity
- Staff welfare
- Information governance
- Prescribing
- Dispensing
- Records maintenance
- Consent
- Confidentiality
- Processing data
- Data protection
- Zero tolerance of violence and abuse
- Child protection
- Emergency care

Class 7 – our publication scheme

There is no charge for a copy of this publication scheme.

A maximum charge of £10 will be made for most other, more specific information requested under the Freedom of Information Act.

Requests for multiple printouts or for archived copies of documents, which are no longer readily accessible, may attract an additional charge associated with their retrieval. Requestors will be made aware of such charges.

We will not charge for information if it is sent by E Mail, although the Practice will consider whether it is both secure and appropriate to

send information this way. To comply with our IT policy on the use of other forms of electronic media, we will not be able to download information to USB or disk.

We will make requestors aware of the charges payable in advance of receiving the information.

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This scheme document was last updated on 30th May 2016.