

How to make an access request

Copies of our publication scheme are available from our reception desks.

Requests for information not contained within the publication scheme should be made in writing to:

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

Or by E Mail to mail.heathgate@nhs.net

All requests should include your full name and address and whether you are requesting the information for personal or business use.

May 2016



Heathgate Medical Practice

Freedom of Information Act (FOI)

**Heathgate Medical Practice
The Street
Poringland
Norwich
NR14 7JT**

**01508 494343 (T)
01508 495423(F)**

**Surgeries at:
The Street Poringland
&
The Street Rockland St Mary**

www.heathgatemedicalpractice.co.uk

What is the Act?

The Freedom of Information Act 2000 (FOI) aims to produce a culture of openness in public bodies, by providing members of the public with the right to access information held. The main purpose behind this is to demonstrate how public money is being used.

GP Practices, although not government owned are considered to be 'public bodies' for the purposes of the Act. Therefore members of the public (not necessarily patients) can request information from us. This right came into force in 2005.

GP Practices are required to make available information via a publication scheme, which includes details of the services offered by the Practice and the income it receives from the NHS to provide such services.

The Heathgate publication scheme contains the relevant information approved within a model scheme for GP Practices.

Fees

The information contained within the publication scheme is available free of charge. Other information may be subject to a maximum charge of £10.

Where a request is made for information not contained within the publication scheme, a fee may be charged for the provision of the information and the fees for this are listed in our publication scheme document.

How up to date is the information in the publication scheme?

In accordance with the FOI Act, our publication scheme document is updated at least annually and at other intervals if there are significant changes during the year.

What type of information is included within the publication scheme?

The FOI Act outlines different classes of information to be included within a publication scheme and this includes:

- Details of the Practice partnership and structure
- Details of the services provided
- Financial and funding information
- Regular publications and public information

- Complaints procedures and policies
- Practice policies and protocols
- Fees and charges

Information relating to individual patient medical records is not available under FOI legislation. Patients can request information and extracts from their medical records under the Data Protection Act. Please see our patient information leaflet 'Access to medical records' for further information.

Our compliance with the Act

If you are dissatisfied with the way in which your request for access to information under the Freedom of Information Act has been handled, or if you wish to appeal against a refusal to release any information requested, please place your concerns in writing, in the first instance, to:

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

If after receiving a reply, you remain dissatisfied you may appeal to the Information Commissioner. Details of how to do this will be supplied as part of our reply to you complaint.