

Introduction

This document comprises two separate elements:

The first: provides detailed guidance on the requirements of the Freedom of Information Act (Fol) and what a Practice needs to implement to be compliant.

The second: comprises a pre-formatted template which complies with the current Freedom of Information Act's requirements by following the "Model Publication Scheme" for General Practices as developed and published by the Information Commissioner's Office (ICO)

This template has been designed to incorporate your Practice Name and Contact details as entered in the "iQ CQC Toolkit Practice Setup Section" and uses the current 7 "Classes" of information specified in the "Model Publication Scheme".

Each of these "Classes" has been pre-populated with suggested / appropriate content so that your Practice can immediately envisage how and where this content needs to be adapted so it applies to your Practice.

Appendix A: comprises a Form to record when the Publication Scheme has been updated and to log FOI requests, which can be used as evidence of compliance with CQC Outcome 21.

CQC Essential Standard 21 incorporates the following statement which reaffirms the mandatory requirement of compliance with the Freedom of Information Act:

"Where a request for access to a record is made, all legislation and guidance in respect of The Freedom of Information Act 2000 and the Data Protection Act 1998 is followed by all staff."

General Data Protection Regulations from May 2018

The Data Protection Bill (DPB) will transpose the GDPR into UK law, and FPM will continue to add further updates and resources to this document as more information becomes available.

The primary focus will be safeguarding customer and client data, and most organisations have good grounds for requesting, retaining and processing employee data. However, this does not exempt GP practices from having to comply. In addition to the financial risks of the practice not complying with data protection law, individuals will also have greater rights to challenge the organisation's use of their data, which could lead to costly legal action.

The GDPR gives individuals the right to request a copy of the information held about them. This is called a **Subject Access Request (SAR)**.

The main impact on Freedom of Information requests is that the part of the legislation interlinks with the Data Protection Act, which GDPR will be superseded by the new GDPR, which requires consent from data subjects before sharing their information with a 3rd party. However, GDPR doesn't just mean changes to other legislation. It means that any organisation processing personal data has to ensure that that processing meets its requirements.

Handling FOI requests will invariably involve processing personal data at some point. A Freedom of Information Request provides access to all types of recorded information held by public authorities.

It places a number of obligations on public authorities and sets out exemptions from that right. Dealing with an FoI request that involves other people's data will need to be considered carefully, as GDPR impresses upon Practices the need for consent to share information about the individual unless it meets certain exemptions.

Please note that the Act only entitles an individual to see, or be given a copy of, their own information. You are not entitled to see someone else's information unless they have given their permission for you to do so. Likewise, someone else cannot ask for your information unless you have given permission for them to do so. This applies to spouses, relatives, friends etc.

Guidance for Practices on complying with the requirements of the Freedom of Information Act

The Freedom of Information (FoI) Act became law on 30th November 2000 in England, Wales and N. Ireland, giving the public a right of access to all types of recorded information held by 'Public Authorities', including the Health Service.

As the Act specifically defines a General Practice as being a 'Public Authority' within the scope of the Act, it must comply with the Act's requirements by having and operating a "Publication Scheme" approved by the Information Commissioner.

The Act contains complex provisions regarding enforcement but the ultimate sanction is that non-compliance with the Act can be regarded as contempt of court, for which a judge may impose an unlimited fine or imprisonment.

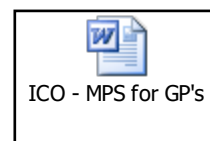
"Model Publication Scheme"

A Practice must publish information proactively.

This is known as a "Publication Scheme" and must set out the Practice's commitment to making certain classes of information routinely available, such as policies and procedures, minutes of meetings, annual reports and financial information.

A "Model Publication Scheme" for General Practices has been developed by the Information Commissioner's Office (ICO) and MUST be followed.

Click on this icon to open a copy of the ICO "Model Publication Scheme" for General Practices.



Its 7 "Classes" and their respective content is summarised on the following page.

This scheme commits a Practice:

- To proactively publish or otherwise make available as a matter of routine, information, including environmental information, which is held by the Practice and falls within the "Classes of Information" described overleaf.
- To specify the information which is held by the Practice and falls within the "Classes of Information" described overleaf.
- To proactively publish or otherwise make available as a matter of routine, information in line with the statements contained within this scheme.
- To produce and publish the methods by which the specific information is made routinely available so that it can be easily identified and accessed by members of the public.

- To review and update on a regular basis the information the Practice makes available under this scheme. *(See Appendix A for a Form to record when the Publication Scheme has been updated and log FOI requests, which can be used as evidence of compliance with CQC Outcome 21.)*
- To produce a schedule of any fees charged for access to information which is made proactively available.
- To make this publication scheme available to the public.

The ICO has produced the following Model Publication Scheme specifically for General Practice:

Class 1 - Who we are and what we do
(Organisational information, structures, locations and contacts) - This will be current information only
Doctors in the Practice
Contact details for the Practice (named contacts where possible with telephone number and email address (if used))
Opening hours
Other staffing details
Class 2 – What we spend and how we spend it
(Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit) - Current and previous financial year as a minimum
Total cost to the PCO / LHB / HSSB of the Practice's Contracted Services.
Audit of NHS income
Class 3 – What our priorities are and how we are doing
(Strategies and plans, performance indicators, audits, inspections and reviews) Current and previous year as a minimum.
Plans for the development and provision of NHS services
Class 4 – How we make decisions
(Decision making processes and records of decisions) - Current and previous year as a minimum
Records of decisions made in the practice affecting the provision of NHS services
Class 5 – Our policies and procedures
(Current written protocols, policies and procedures for delivering services and responsibilities) Current information only.
Policies and procedures about the employment of staff
Internal instructions to staff and policies relating to the delivery of services
Equality and diversity policy
Health and safety policy
Complaints procedures (including those covering requests for information and operating the publication scheme)
Records management policies (records retention, destruction and archive)
Data protection policies
Policies and procedures for handling requests for information
Patients' charter
Class 6 – Lists and Registers
Currently maintained lists and registers only.
Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice)
Class 7 – The services the Practice offers
(Information about the services offered, including leaflets, guidance and newsletters produced for the public) - Current information only.
The services provided under contract to the NHS
Charges for any of these services
Information leaflets
Out of hours arrangements

The Practice should consider expanding elements of the MPS to provide greater explanation and additional information where this can be done (e.g. if there are specific plans for the provision of NHS services these should be detailed). It is not necessary to submit the guide completed by the Practice for approval by the ICO.

In Class 5 – the Policies and Procedures listed are those the ICO would expect a Practice to have. Any additional policies should also be listed.

Fees should be requested only where this is done in accordance with ICO guidance.

The Classes of information will not generally include:

- Information the disclosure of which is prevented by law, or exempt under the Freedom of Information Act, or is otherwise properly considered to be protected from disclosure.
- Information in draft form.
- Information that is no longer readily available as it is contained in files that have been placed in archive storage, or is difficult to access for similar reasons.

The method by which information published under this scheme will be made available

The Publication Scheme must always be available in hard copy format but the FOI Act states: **“Where it is within the capability of a Practice, information will be provided on a website”**.

Where a Practice has decided not to make their Publication Scheme available on their website and only produce it in hard-copy format, the Practice must still list on their website the Classes of information in their Publication Scheme and provide contact details so people can make a request to obtain it. The Practice should provide this promptly on request.

The Practice must publicise the fact that the Publication Scheme is available to the public, what is covered by the Scheme and how it can be obtained, by promoting this prominently on the Practice notice board, or in any other way the Practice normally communicates with the public.

In exceptional circumstances certain information may only be available by viewing in person (e.g. copy of a large map). Such circumstances must be specified and most appropriate contact details provided. The appointment to view this information must be arranged within a reasonable timescale.

The Publication Scheme will be provided in the language in which it is held or in such other language that is legally required. Where a Practice is legally required to translate any information, it must do so.

The Practice must also adhere to its obligations under disability and discrimination legislation and any other legislation to provide information in other forms and formats when providing information in accordance with this scheme.

Charges which may be made for Information published under this scheme

Because the purpose of this scheme is to make the maximum amount of information readily available at minimum inconvenience and cost to the public, charges made by the Practice for routinely published material must be justified, transparent and kept to a minimum.

Material which is published and accessed on a website will be provided free of charge.

Charges may be made for actual disbursements incurred such as:

- Photocopying
- Postage and packaging
- The costs directly incurred as a result of viewing information

Charges may also be made for information provided under this scheme where they are legally authorised and are in accordance with a published schedule or schedules of fees which is readily available to the public.

If a charge is to be made, the Practice must confirm the amount of payment due before the information is provided and can request payment prior to providing the information.

Responding to Written Requests

As well as responding to publishing information proactively via the “Model Publication Scheme”, a Practice must also respond to requests for information.

Information held by a Practice that is not published under the “Model Publication Scheme” can be requested in writing, when its provision will be considered in accordance with the provisions of the Freedom of Information Act.

Valid Requests

To be valid under the Act, the request:

- Must be in writing. This could be a letter or email from anywhere in the world. Requests can also be made via the web, or even on social networking sites such as Facebook or Twitter if a Practice uses these;
- Can be made to any member of staff and does not have to refer to the Freedom of Information Act;
- Must include the requester’s real name. The Act treats all requesters alike, so the Practice should not normally seek to verify the requester’s identity.

However, the Practice may decide to check their identity if it is evident they are using a pseudonym or if there are legitimate grounds for refusing their request and it is suspected they are trying to avoid this happening, for example because their request is vexatious or repeated.

A request can be made in the name of an organisation, or by one person on behalf of another, such as a solicitor on behalf of a client but must;

- Include an address for correspondence. This need not be the person’s residential or work address – it can be any address at which they can be written to, including a postal address or email address;
- Describe the information requested. The Act covers information not documents, so a requester does not have to ask for a specific document (although they may do so). They can, for example, ask about a specific topic and expect the Practice to gather the relevant information to answer their enquiry.

A question can be a valid request for information.

Responding to requests for information

The Practice can deal with many requests by providing the requested information in the normal course of business. If the information is included in the "Model Publication Scheme" (see above), this should be given out automatically or a link provided to where the information can be accessed.

In the event that a request needs to be dealt with more formally, it is important to identify the relevant legislation:

- If the person is asking for their own personal data, this should be dealt with as a subject access request under the Data Protection Act.
- If the person is asking for 'environmental information', the request is covered by the Environmental Information Regulations 2004.
- Any other non-routine request for information held by the Practice should be dealt with under the Freedom of Information Act.

A Practice has two separate duties when responding to FoI requests:

- To tell the applicant whether it holds any information falling within the scope of their request; and
- To provide that information.

A Practice normally has 20 working days to respond to a request, counting the first working day after the request is received as the first day.

Working day means any day other than a Saturday, Sunday, or public holidays and bank holidays; this may or may not be the same as the days the Practice is open, or staff are in work.

The time allowed for complying with a request starts when the Practice receives it, not when it reaches the Freedom of Information Officer or other relevant member of staff.

Upon receipt of the request, it should be read carefully and objectively to make sure what is being asked for is clearly identified. It is recommended the applicant is contacted to verify that their request has been correctly understood.

If a request is considered to be ambiguous, with many potential interpretations, or has no clear meaning at all, the requester must be contacted as soon as possible for clarification.

In this event, consideration must also be given as to whether the requester can be given advice and assistance to enable them to clarify or rephrase their request (e.g. an explanation of the options available to them and identifying whether any of these would adequately answer their request).

The time for compliance will not begin until the Practice has received the necessary clarification to allow the request to be answered.

The Act only covers recorded information held by the Practice and does not include any information that is not held, is held for other purposes or would be exempt from release.

When compiling a response to a request for information, it may be necessary to draw from multiple sources of information held by the Practice.

If the relevant information does not exist in recorded form or has to be found from elsewhere, the Practice can comply with the request by advising the requester of this, in writing. However, adequate and properly directed searches must have been carried out to ensure convincing reasons exist for concluding that no recorded information is held.

If it is known that the information is held by another “Authority”, the request could be transferred to them or the requester advised to redirect their request.

If a requester complains to the ICO that the Practice has not identified all the information it holds, the ICO will consider the scope, quality and thoroughness of the searches and test the strength of reasoning and conclusions.

Further Guidance:

The guidance contained in the above summary can be supplemented by accessing any of the following 3 Sections Information Commissioner’s Office Website.

http://www.ico.gov.uk/for_organisations/freedom_of_information.aspx

This Section explains a Public Authority’s obligations under the Act, answers many frequently asked questions and gives practical examples to illustrate how to apply the Act in practice.

http://www.ico.gov.uk/for_organisations/guidance_index/freedom_of_information_and_environmental_information.aspx

This Section provides detailed guidance for organisations, including:

Advice and assistance	Environmental information - general	MPs' correspondence	Records management
Codes of practice	Exceptions - environmental	The prejudice test	Refusing a request
Confirm or deny	Exemptions - freedom of information	Property searches	Request handling
Costs and fees	Freedom of information - general	Public interest test	Time for compliance
Deceased people	Higher education	Publication schemes	Vexatious or repeated requests
Destroying information	Holding information	Publicly owned companies	

http://www.ico.gov.uk/for_organisations/freedom_of_information/internal_guidance.aspx

This Section contains the ICO’s internal Fol knowledge base (ICO intranet site), which gives the ICO’s position on many of the issues it deals with.

It also contains sample questions that are asked of Public Authorities.

Information available from Eleanor Cross Healthcare under the Freedom of Information Act Model Publication Scheme.

Our Charges for Providing Information under this Scheme

All documents that we make available free of charge under this Scheme are identified in the table below as "Free".

All documents available under this Scheme for which we may charge a fee are identified as "★".

We will make reasonable charges (which will include staff time, administrative costs, copy costs, postage and any other out of pocket expenses we incur) when we provide the following information:

- Paper copies of certain documents;
- Copying data onto media (e.g. CD-ROM);
- Supplying multiple print-outs;
- Supplying archived copies of documents that are held by the Practice but are no longer accessible or available via the Practice website

Please contact **Mrs Dana Ball – Practice Manager** at the Practice if you require a document for which a fee may be applicable. S/he will let you know the cost and charges that you will be required to pay us, in advance of us supplying the documents to you.

Our charges will be reviewed regularly and be in line with other NHS organisations.

We are not able to provide printouts of other organisation's websites.

How the Information can be obtained under this Scheme

All documents that we make available under this Scheme can be viewed and / or downloaded from the Practice Website and / or made available in a leaflet and / or made available in hard copy format on request.

We will despatch information within 20 working days from receipt of the request and fee.

Information available on the website is also available in hard-copy format on request, although charges may apply - please contact **Mrs Dana Ball – Practice Manager** at the Practice for further details.

This Publication Scheme Information was last reviewed and updated on 17 November 2014.

Information to be published	How the information can be obtained	Cost																					
Class 1 - Who we are and what we do (Organisational information, structures, locations and contacts) - This will be current information only																							
<p>Dr Hewitt provides general medical services to patients in the geographical area of - See Map on website</p> <p>A more detailed guide to the geographical area, incorporating a detailed list of all Towns / Villages we cover is featured on the Practice Website.</p> <p>We are under contract with Northamptonshire Integrated Care Board to provide these NHS Services.</p>	<p>Practice leaflet and website http://www.eleanorcrosshealthcare.co.uk</p>	<p>Free</p>																					
<p>Doctors in the Practice:</p> <table border="0"> <tr> <td>Partners:</td> <td>Salaried GP's</td> <td>Other Partners</td> </tr> <tr> <td>Dr Carolyn J Perryer</td> <td>Dr Mark D Barrowclough</td> <td>Mr Mark Leonard</td> </tr> <tr> <td>Dr Marina Alexander-Sefre</td> <td>Dr Aimee Lambert</td> <td>Mr Nilesh Kumar</td> </tr> <tr> <td>Dr Anitha Chadalavada</td> <td>Dr Saba Ahmed</td> <td></td> </tr> <tr> <td>Dr Jamie Green</td> <td>Dr Ogechi Ernest-Amaziro</td> <td></td> </tr> <tr> <td>Dr Anna Vanina</td> <td>Dr Mahmud Jamil</td> <td></td> </tr> <tr> <td>Dr Thara Thomas</td> <td></td> <td></td> </tr> </table>	Partners:	Salaried GP's	Other Partners	Dr Carolyn J Perryer	Dr Mark D Barrowclough	Mr Mark Leonard	Dr Marina Alexander-Sefre	Dr Aimee Lambert	Mr Nilesh Kumar	Dr Anitha Chadalavada	Dr Saba Ahmed		Dr Jamie Green	Dr Ogechi Ernest-Amaziro		Dr Anna Vanina	Dr Mahmud Jamil		Dr Thara Thomas			<p>Practice leaflet and website & NHS Choices Website http://www.eleanorcrosshealthcare.co.uk</p>	<p>Free</p>
Partners:	Salaried GP's	Other Partners																					
Dr Carolyn J Perryer	Dr Mark D Barrowclough	Mr Mark Leonard																					
Dr Marina Alexander-Sefre	Dr Aimee Lambert	Mr Nilesh Kumar																					
Dr Anitha Chadalavada	Dr Saba Ahmed																						
Dr Jamie Green	Dr Ogechi Ernest-Amaziro																						
Dr Anna Vanina	Dr Mahmud Jamil																						
Dr Thara Thomas																							
<p>Contact details for the Practice: Mrs Dana Ball – Practice Manager (dana@nhs.net)</p> <p>Whitefields Surgery Hunsbury Hill Road Camphill Northampton NN4 9UW www.eleanorcrosshealthcare.co.uk</p>	<p>Practice leaflet and website & NHS Choices Website</p>	<p>Free</p>																					
<p>Opening hours: Monday to Friday between 0800 and 1830hrs on both sites.</p>	<p>Practice leaflet and website http://www.eleanorcrosshealthcare.co.uk</p>	<p>Free</p>																					

We close for one afternoon per month for staff training. This is routinely on a Wednesday: Dates can be found on the website and is the next date is displayed on notices around the practice.		
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Information to be published	How the information can be obtained	Cost
<p>Other staffing details:</p> <p>Mrs Agne Selmi - Business Manager Mrs Dana Ball – Practice Manager Mr Ben Southcombe – Operations Manager Mrs Jacqueline Flounders – Administration Manager Mrs Julie Page – Reception Manager Mrs Jo Redmond – Nurse Manager Mr Jack Ratcliffe – Nurse Manager</p> <p>We also employ: Nurses x 11 Healthcare Assistants x 4 Administrators x 14 Receptionists x 16 House-Keeping x 1</p> <p>Via Additional Roles Reimbursement Scheme: Advanced Clinical Practitioner MSK Practitioners Care Co-ordinator Social Prescribing Link Worker Clinical Pharmacists Pharmacist Technician General Practice Assistants</p>	<p>Practice leaflet and website http://www.eleanorcrosshealthcare.co.uk</p>	<p>Free</p>

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Information to be published	How the information can be obtained	Cost									
<p>Class 2 – What we spend and how we spend it (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit) - Current and previous financial year as a minimum</p>											
<p>The Practice receives money in accordance with the General Medical Services contract held with National Commissioning Board in exchange for services provided for our patients.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;"></th> <th style="width: 35%; text-align: center;">Current Projected Year</th> <th style="width: 35%; text-align: center;">Previous Year</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Total income received from the NHS before expenses</td> <td style="text-align: center;">£2,246,405</td> <td style="text-align: center;">£2,235,842</td> </tr> <tr> <td style="text-align: center;">Total cost of the Practice's Contracted Services</td> <td style="text-align: center;">Not known</td> <td style="text-align: center;">Not known</td> </tr> </tbody> </table> <p>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 Practices' affairs.</p>		Current Projected Year	Previous Year	Total income received from the NHS before expenses	£2,246,405	£2,235,842	Total cost of the Practice's Contracted Services	Not known	Not known	<p>Hard copy by request from Practice Manager</p>	<p>£25</p>
	Current Projected Year	Previous Year									
Total income received from the NHS before expenses	£2,246,405	£2,235,842									
Total cost of the Practice's Contracted Services	Not known	Not known									
Audit of NHS Income	Not held	n/a									

Information to be published	How the information can be obtained	Cost
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Class 3 – What our priorities are and how we are doing

(Strategies and plans, performance indicators, audits, inspections and reviews) - Current and previous year as a minimum.

<p>The Practice’s priority is to provide the highest standard of clinical care to patients registered with the Practice, ensuring we work collaboratively with other healthcare providers and support organisations, to enable more of our patients to be treated in a primary care setting, closer to home.</p>		
<p>Developments In line with PCO priorities</p>	<p>See PCO 5 Year Plan on their website : https://www.icnorthamptonshire.org.uk/download.cfm?ver=60836</p>	
<p>Plans for development and provision of NHS services are detailed in our Practice Development Plan which we produce at the start of every new financial year, in April.</p>	<p>Hard copy by request from Practice Manager</p>	<p>★</p>
<p>Continued participation in the Quality & Outcomes Framework (QOF). Our performance under the QOF can be found on the NHS IC website: https://qof.digital.nhs.uk/search/index.asp</p>	<p>Website</p>	<p>Free</p>
<p>Continued participation in Enhanced Services: ECG Seasonal Influenza Immunisation Programme Intrauterine Devices (IUD) and Intrauterine Systems (IUS) Minor Injury (Standard) Service Minor Surgery MMR 15-24 year olds Near Patient Testing Neo Natal Baby Checks Non IUD Contraceptive Implants (Nexplanon) Pneumococcal Immunisation age 65+, children under 2 and other “at risk” groups Retinal Screening Screening of Chlamydia Anti-Coagulation Monitoring (Warfarin Prescribing only) Phlebotomy Learning Disability Health Checks</p>	<p>Hard copy by request from Practice Manager</p>	<p>★</p>

Pro Active Care COVID-19 Vaccination Programme		
NHS Choices website provides details of our performance, and what patients think of us from the Patient Satisfaction Questionnaire, carried out annually. www.nhschoices.nhs.uk	Website	Free
Our Patient Participation Group produces a report on a yearly basis, identifying key Patient issues, which we take into account in our future planning.	Hard Copy from Reception	Free
Plans for the development and provision of NHS Services:		
Continued participation in Quality and Outcome Framework.	Hard copy by request from Practice Manager	★
Continued participation in Enhanced services.	Hard copy by request from Practice Manager	★

Information to be published			How the information can be obtained	Cost
Class 4 – How we make decisions				
(Decision making processes and records of decisions) - Current and previous year as a minimum				
Meeting Name	Attendees	Frequency	Hard copy by request from Practice Manager	★
Partners Meeting	Partners & Business Manager & Practice Manager (and salaried doctors, Nurse Manager & Operations Manager by invitation)	Weekly		
Line Managers	Manging Partner, GP Partner, Clinical Pharmacist Partner & Line Managers	Weekly		
Quarterly	Partners & Business Manager	Quarterly		

Primary Healthcare Team	All employed staff and ARRS Staff attached to the practice	Quarterly		
Nurses	Practice Nurses	Weekly		
Receptionists	Reception Manager & Receptionists	Bi Monthly		
Palliative Care	Lead GP, District Nurse, Tracker, Care Co-ordinator, Palliative Care Nurses, Palliative Care Community Team	Monthly		
Safeguarding Children MDT	Lead GP for Safeguarding Children, Safeguarding Administrator, Practice Safeguarding Nurse, School Nurses representatives 0-19 Team, Health Visitors & Midwives	6-8 weekly		
Safeguarding Adults MDT	Lead GP for Safeguarding Adults, Safeguarding Administrator, Care Co-ordinator, SPLW, Cares Lead, Adult Social Care representatives	3 monthly		

The Palliative Care Register is discussed at the Primary Healthcare Team Meeting.

All issues regarding the Practice and any changes proposed are discussed at the appropriate level of meeting.

All decisions affecting the partnership are made in accordance with the Partnership Agreement.

All decisions are evidenced in minutes.

The Practice routinely retains a single set of minutes:

1. A general record of decision made during meetings which contains commercially sensitive, or data protected information that is not within this Publication Scheme. Copies of these minutes are held centrally within the Practice for reference by any member of the team.
2. From time to time a confidential set which contains commercially sensitive or data protected information that is not within this Publication Scheme. These minutes are shared with key personnel in the Practice, including the line managers who then brief their staff teams as necessary and if appropriate.

<p>Records of decisions made in the practice affecting the provision of NHS services</p> <p>Decisions made affecting the provision of NHS services are included in the record of decisions made at the partners weekly or quarterly meeting</p>	<p>Hard copy by request from Practice Manager</p>	<p>★</p>
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Information to be published	How the information can be obtained	Cost
<p>Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering services and responsibilities) - Current information only.</p>		
<p>Policies and procedures about the employment of staff</p>	<p>Hard copy by request from Practice Manager</p>	<p>★</p>
<p>Internal instructions to staff and policies relating to the delivery of services</p>	<p>Hard copy by request from Practice Manager</p>	<p>★</p>
<p>Equality and diversity policy</p>	<p>Hard copy by request from Practice Manager</p>	<p>★</p>
<p>Health and safety policy</p>	<p>Hard copy by request from Practice Manager</p>	<p>★</p>
<p>Complaints procedures (including those covering requests for information and operating the publication scheme)</p>	<p>Website and Hard Copy from Reception</p>	<p>Free</p>
<p>Records management policies (records retention, destruction and archive)</p>	<p>Hard copy by request from Practice Manager</p>	<p>★</p>
<p>Data protection policies</p>	<p>Hard copy by request from Practice Manager</p>	<p>★</p>
<p>Policies and procedures for handling requests for information</p>	<p>Hard copy by request from Practice Manager</p>	<p>★</p>
<p>Patients' charter</p>	<p>Practice leaflet and Website http://www.eleanorcrosshealthcare.co.uk</p>	<p>Free</p>

Recruitment of Ex-Offenders Policy Statement	 Recruitment of Ex-Offenders Policy St	Free
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Information to be published	How the information can be obtained	Cost
Class 6 – Lists and Registers		
Currently maintained lists and registers only.		
<p>We maintain our list of registered patients using the TTP SystemOne GP Clinical system which is fully computerised and paperless.</p> <p>At the present time, we have approximately 19,542 patients registered with the Practice.</p> <p>The list is confidential.</p>		
In accordance with the requirements of the New General Medical Services Contract we also hold a Register of Gifts to the Practice	Hard copy by request from Practice Manager	★
Any publicly available register or list	Not held	

Information to be published	How the information can be obtained	Cost
Class 7 – The services we offer		
(Information about the services offered, including leaflets, guidance and newsletters produced for the public) - Current information only.		
<p>The services we provide in accordance with the Personal Medical Services contract held with Northamptonshire Primary Care Trust include the following:</p> <ul style="list-style-type: none"> • A full range of General Medical Services • Ante-natal Care • Anticoagulant Service 	<p>Practice leaflet and website. http://www.eleanorcrosshealthcare.co.uk</p>	Free

<ul style="list-style-type: none"> • Baby Clinic & immunisation • Blood Pressure Review Clinic • Cervical Cytology • Child health surveillance • Childhood developmental checks, vaccinations and immunisations • Contraceptive services • Cryotherapy • Dietetics • Disease management services including Asthma, Diabetes, Hypertension, Coronary Heart Disease and Chronic Obstructive Pulmonary Disease • District Nurse, Health Visiting and Midwifery Services • Dressings • Flu Clinics • Health promotion services for young people and adults of all ages (Well man / Well woman) • Immunisations • Maternity Medical Services • Minor surgery services • New patient consultations • Obstetrics services • Podiatry • Phlebotomy • Removal of Stitches • Travel and other immunisations [limited] • Warfarin Monitoring 		
<p>Enhanced Services</p> <p>These are NHS services not provided through Essential or Additional services and include more specialised services undertaken by GPs or nurses with special interests and allied health professionals and other services at the primary-secondary care interface.</p> <p>They may also include services addressing specific local health needs or requirements, and innovative services that</p>	<p>Hard copies by request from Practice Manager</p>	<p>Free</p>

<p>are being piloted and evaluated.</p> <p>We provide the following enhanced services:</p> <ul style="list-style-type: none"> • ECG • Seasonal Influenza Immunisation Programme (Trivalent and Monovalent) • Intrauterine Devices (IUD) and Intrauterine Systems (IUS) • Minor Injury (Standard) Service • Minor Surgery • MMR 15-24 year olds • Near Patient Testing • Neo Natal Baby Checks • Non IUD Contraceptive Implants (Nexplanon) • Pneumococcal Immunisation age 65+, children under 2 and other “at risk” groups • Retinal Screening • Screening of Chlamydia • Stop Smoking in Primary Care • Anti-Coagulation Monitoring (Warfarin Prescribing only) • Phlebotomy • Learning Disability Health Checks • Pro Active Care • Patient Participation • Avoiding Admissions 		
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<p>The following services involve information sharing with other agencies:</p> <ul style="list-style-type: none"> • Child protection, • General nursing, • Mental health, • Referral to Hospitals, • Social services, • Transport. 	<p>Hard copies by request from Practice Manager</p>	<p>Free</p>
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<p>Charges for services made by the Practice No charge is made for all the services we provide under contract to the NHS.</p> <p>For the services we provide which are outside our contract to the NHS, there is a charge, which we keep in line with those recommended by the British Medical Association (BMA).</p> <p><u>Examples of non-NHS services for which GPs can charge their NHS patients are:</u></p> <ul style="list-style-type: none"> • Certain travel vaccinations • Private medical insurance reports • Holiday cancellation claim forms • Referral for private care forms • Letters requested by, or on behalf of, the patient <p><u>Examples of non-NHS services for which GPs can charge other institutions are:</u></p> <ul style="list-style-type: none"> • Medical reports for an insurance company • Some reports for the DSS/Benefits Agency • Examinations of local authority employees <p>We produce and publish a list of these Services and their associated charges.</p>	<p>Practice Website; Practice Leaflet; On Practice Notice Boards.</p>	<p>Free</p>
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<p>Information Leaflets:</p> <ul style="list-style-type: none"> • Practice Brochure • Practice Charter • Patient Participation Group Reports • Access to medical records – application form • Access to medical Records – patient information leaflet • Carer’s Referral form <p>The Practice also holds information leaflets provided by outside agencies:</p> <ul style="list-style-type: none"> • We have a leaflet rack, which is updated on a regular basis. 	<p>Practice Website; On our Reception Desk; From leaflet Dispensers in the Practice Waiting Room.</p>	<p>Free</p>
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<p>In addition to the above, the Practice offers a range of information about a variety of issues and a considerable number of minor illnesses via the Practice website, where you can also find a list of Useful Contacts and links to other health-related websites.</p>		
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<p>Out of Hours Arrangements When the Practice is closed 'Out of Hours Care' for urgent medical services is provided by an 'Out of Hours' service arranged by DHU Healthcare. All calls for assistance should be made to the NHS 111 service.</p> <p>The 'Out of Hours' centre is based at Highfield Clinical Care Centre, Cliftonville Road, Northampton; The unit is open from 1830 hrs to 0800 hrs Monday to Thursday and Bank Holidays and from 1830 hrs Friday till 0800 hrs on Monday. There are also bases in Kettering, Daventry, Corby and Wellingborough.</p> <p>Accidents and emergencies occurring outside surgery hours should be directed to the Accident and emergency Unit, Northampton General Hospital NHS Trust, Cliftonville, Northampton, NN1 5BD. Telephone 01604 634700</p>	<p>Practice Website; Practice Leaflet</p>	<p>Free</p>
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Other Useful Resources

Websites:

The Information Commissioner - www.ico.org.uk

The Justice Department - www.justice.gov.uk

The NHS Freedom of Information - <http://www.ic.nhs.uk/data-protection/freedom-of-information-foi>

NICE - www.nice.org.uk

Publications:

Freedom of Information Act 2000 - <http://www.legislation.gov.uk/ukpga/2000/36/contents>

Code of Practice under Section 46 FOI Act 2000 – <https://ico.org.uk/media/for-organisations/research-and-reports/1432475/foi-section-46-code-of-practice-1.pdf>

