

**West Practice
Springfield Medical Centre**

Freedom of Information Publication Scheme 2014

Index

- Section 1 Introduction**
- Section 2 About West practice, Springfield Medical Centre**
- Section 3 Our functions and services**
- Section 4 How we take decisions and what we have decided**
- Section 5 What we spend and how we spend it**
- Section 6 Accessing information under the scheme**
- Section 7 Information that we may withhold**
- Section 8 Our charging policy**
- Section 9 Our copyright policy**
- Section 10 Our records management and disposal policy**
- Section 11 Feedback**
- Section 12 Complaints**
- Section 13 How to access information which is not available under this scheme**
- Section 14 Classes of information**

Section 1: Introduction

The Freedom of Information (Scotland) Act 2002 requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- Publish the classes of information they make routinely available
- Tell the public how to access the information and what it might cost

West Practice, Springfield Medical Centre has adopted the Model Publication Scheme 2014 produced by the Scottish Information Commissioner. The scheme has the Commissioner's approval until 31 May 2018.

You can see the model publication scheme on the Commissioner's website at www.itspublicknowledge.info/mps or by contacting us at the address provided below.

The purpose of this Guide to Information is to:

- allow you to see what information is available (and what is not available) in relation to each class
- state what charges may be applied
- explain how you can find the information easily.
- provide contact details for enquiries and to get help with accessing the information
- explain how to request information we hold that has not been published.

Section 2: About West Practice, Springfield Medical Centre

General information

West Practice
Springfield Medical Centre
30 Ponderlaw Street
Arbroath
DD11 1ES

Telephone 01241 870307
Fax 01241 432482
District Nurses 01241 432484
Health Visitors 01241 430303

Website www.springfieldwest.co.uk

At the date of publication, the practice team comprised of the following:-

DOCTORS

Dr Graeme Sutherland
Dr Rebecca Wheater
Dr Giles Ledlie
Dr Andrew Forrester

PRACTICE MANAGER

Gillian Linnen

PRACTICE NURSES

The practice has a Senior/Lead Practice Nurse, three Practice Nurses and two Health Care Assistants

PRACTICE ADMINISTRATION TEAM

The administration team compromises of a Senior Receptionist plus 7 reception staff who cover administrative, secretarial and reception duties.

The practice opening hours are 8am – 6pm Monday to Friday with the exception of Public Holidays, closures for Protected Learning Time and extensions for Extended Hours. We are closed every Wednesday between 1 – 2pm for staff training and development.

When the practice is closed, medical services are provided by NHS 24 and Tayside Out of Hours by calling 111. An experienced nurse will answer your call and provide advice and support, and will arrange treatment if required. Minor injuries services are provided at Arbroath Infirmary or Ninewells Hospital in Dundee. In case of emergency, dial 999.

Concerns or complaints about the services we provide can be made directly to the practice either in person or in writing to Gillian Linnen, Practice Manager or to the NHS Board.

NHS Tayside

Complaints and Advice Team

Ninewells Hospital. Dundee

DD1 9SY

Freephone 0800 027 5507

Tel 01382 660111

Fax 01382 660445

Email complaints.tayside@nhs.net

Constitution

This GP practice is constituted under the National Health Services (Scotland) Act 1978 and is contracted by NHS Tayside to provide primary medical services under GMS.

How the practice is run

The GPs are Partners in the Business. They delegate the day-to-day running of the Practice to their Practice Manager. The GP Partners employ the Practice Manager, the Practice Nursing Team and the Practice Administration Team.

The GP Partners work together to make strategic and operational decisions about the functions and delivery of services in the Practice.

The GP Partners meet regularly to undertake strategic planning, discuss and agree strategic and operational changes. They meet with the Practice Manager and Lead Practice Nurse regularly for operational planning, discuss and agree strategic and operational changes. The Administrative and Practice Nursing teams are involved in discussion of changes affecting their working practices. The GP partners meet with the wider multi-disciplinary team to discuss patient care of specific patients current to their needs.

Under our contract of services with the NHS Tayside we are obligated to meet the requirements of this contract and must provide information to support this to the NHS board. The practice is audited by Practitioners Services Division under Payment Verification processes which assess that payments made to practices are correct. PSD is responsible for providing assurance to NHS boards that the payments made on their behalf to GP practices are accurate and valid. The work conducted under Payment Verification includes patient registration checks, documentary checks, trend analysis, and practice visits.

General practitioners have a duty of care to their patients and are registered with the General Medical Council and follow the standards and good medical practice guidelines laid down by the GMC, including the requirements set out in the GMC guidance *Duties of a Doctor* (http://www.gmc-uk.org/guidance/good_medical_practice/duties_of_a_doctor.asp).

Section 3: Our functions and services

NHS Boards contract with GP practices to provide primary care services to patients. West Practice, Springfield Medical Centre holds a General medical Services contract with NHS Tayside. Under this contract we provide primary medical services to patients that reside within our practice area which includes Arbroath and the geographical surrounding area. A map showing the Practice area boundary can be found on our website or is available on request.

GP contractors Drs Sutherland, Wheater, Ledlie and Forrester, hold the contract for services with the NHS board and are responsible for fulfilling the obligations of the contract. The General Medical Services (<http://www.legislation.gov.uk/ssi/2004/115/made>) Regulations outline our responsibilities under our contract. The payment arrangements under our contract are contained in the GMS: Statement of Financial Entitlements (the current year's SFE can be found on the NHS Scotland website <http://www.show.scot.nhs.uk/publications/publication.asp>”).

This practice participates in the Quality and Outcomes Framework. Funding under the QOF is dependent on achievement against a variety of clinical and non-clinical indicators.

This practice aims to take account of NHS Quality and Improvement Scotland standards and guidance, Scottish Intercollegiate Guidelines Network (SIGN) guidelines relevant to general practice, and Scottish Government Health Directorates service strategies and frameworks.

Under our contract with NHS Tayside we provide a range of services to our patients, including: general primary medical services, child health surveillance, baby clinic, contraceptive services, maternity medical services, minor surgery services, obstetric services, immunisation services, palliative care enhanced service, extended hours services, cervical cytology, disease management clinics for diabetes, hypertension, heart disease, asthma, COPD, stroke, immunisations, monitoring of disease modifying drugs, travel clinic, treatment room, alcohol screening, nursing home services, extended hours. Other services available locally carried out by NHS colleagues include community psychiatry, counselling, dietetics, drug problems, psychotherapy, podiatry and smoking cessation. It is important to note that this range of services may be subject to change and may not always be available.

To provide you with the care you need we hold details of your consultations, illnesses, tests, prescriptions and other treatments that have been recorded by anyone involved in your care e.g. GP, Practice Nurse, Health Care Assistant. This may be stored on paper or electronically on computer files by practice staff.

We may need to disclose information to other health professionals involved in your care, such as when your GP refers you to a specialist at hospital we will send relevant details about you in a letter. Our practice also participates in regional and national screening programmes such as cervical cytology service and your basic details will be given to allow them to send you an invitation.

We need to use some information for administrative purposes in order to receive payment for services provided. Basic details go to the NHS Tayside and to the Common Services Agency for the Scottish Health Service. These organisations have a role in protecting funds and are authorised to check that payments are being made properly. We must co-operate with these checks and the disclosure of data is a necessary part of our provision of healthcare services.

Sometimes we participate in studies to allow us to improve our services and we ensure that patients cannot be identified from any information given in these circumstances.

We are also sometimes involved in research and the teaching of students and other health professionals. We will not use or disclose any personal health information for these purposes unless you have been informed and have given consent to allow us to do so.

Where you need a service jointly provided with a local authority we will seek your permission before giving them your details.

Sometimes we are required by law to pass on information e.g. the notification of births, deaths and certain disease or crimes to the government is a legal requirement.

Our use of your personal health information is covered by a duty of confidentiality and is regulated by the Data Protection Act. This Act gives you a right to access the information we hold about you. Should you wish to view your health records please enquire at reception or write to the Practice Manager.

Everyone working for the NHS has a legal duty to keep information about you confidential and adheres to a Code of Practice on Protecting Patient confidentiality. Further information on this can be found at www.nhsis.co.uk/confidentiality. Anyone who receives information from us is also under a legal duty to keep it confidential.

If you are moving between Practices, there are secure procedures in place for transferral of GP Health records. Further information is available on:
www.psd.scot.nhs.uk/doctors/transfer_of_gp_health_records_faqs.html

INTERPRETER SERVICES

Should you require the uses of an interpreter, please let us know of your need. We will be able to arrange through NHS Tayside for either telephone or face-to-face-interpretation. The service can be used for those who do not speak English, and for those who find it difficult to hear or be understood. We can make documents available in Braille if requested via the same NHS service.

The following doctors speak languages other than English:-

Dr Wheater Proficient French and basic German
Dr Ledlie Basic French and German

BOOKING AN APPOINTMENT

Book In Advance: You may book up to 3 months in advance to see any GP or Practice Nurse allowing you to plan ahead or arrange time off work.

Book 'On the Day': 50% of our appointments can be booked 'on the day' and become available from 8am. You can phone or call in at the surgery to book.

Book Online: A new service allowing patients to book and cancel GP appointments online. Please contact the practice for details of how to register for this service.

Telephone Consultations: You may book a telephone consultation with a GP or Practice Nurse if you have a question or need telephone advice, or if you feel a face to face consultation is not necessary. Please phone before 10.30am to request your phone consultation and we will arrange for the GP or Practice Nurse to call you back.

Patients with urgent problems will be seen on the same day. If the GP of your preference is not available you will be offered an appointment with one of the other partners. We aim to ensure that anyone contacting the surgery has access to a GP, nurse or other health care professional within 48 hours in accordance with their clinical need. If you are unable to keep an appointment please let us know. Missed appointments not only waste the GP and other staff's time but prevent another sick patient from seeing a doctor sooner.

HOME VISITS

If you are unable to attend the Centre, the GP may be willing to visit you at home. To request a home visit please try and call us before 10.30am. The receptionist will ask about your request to ensure that serious illnesses are given priority.

REPEAT PRESCRIPTIONS – PLEASE ALLOW 48 HOURS FOR PROCESSING

To re-order a repeat prescriptions please complete the re-order form which is attached to the prescription and either send, fax, e-mail or hand in to the surgery. We regret we cannot take telephone requests for repeat prescriptions.

Your prescription can be forwarded directly to a chemist or posted to you if a stamped addressed envelope is provided. The prescription e-mail address is:

springfieldwest.tayside@nhs.net

HOW TO REGISTER WITH THE PRACTICE

If you wish to register with the practice we will require some information. If possible, please bring your Registration Card (Form GP4) if you have one. You will be asked to complete the details and sign the form. If your card is not available you will be asked to complete a registration request form.

All new patients are also asked to complete a patient questionnaire giving us some information about your past medical history, and you will be invited to make a registration appointment to meet one of the GP's. We also request that you bring a sample of urine to your first appointment.

Your registration will be with the practice rather than a specific doctor however you may request to see any doctor within the practice. If you express a preference we will record that preference in your medical records.

PRACTICE OPENING HOURS

The practice is open Monday – Friday 8am – 6pm

We are closed every Wednesday between 1 – 2pm for staff training and development and on Public Holidays and staff training days.

Every Tuesday 2 GP's run evening extended surgeries with pre-booked appointments from 6 – 7.10pm. No other enquiries can be dealt with at this time.

Section 4: How we take decisions and what we have decided

The practice team members meet regularly to discuss issues and make decisions in the following areas:

- Strategic planning and Operational Issues
- Practice Organisational and Financial Management
- Prescribing
- Education and Continuous Professional Development

The decision makers are:

Practice Management: all partners in the practice, practice manager, office manager and lead practice nurse

Education: depending on topic may be all partners, practice manager, all nurses or all together

Prescribing: all doctors in the practice, practice pharmacist, non medical prescribers

The administrative and practice nursing teams are involved in discussion of changes affecting their working practices. The GP partners meet with the wider multi-disciplinary team to discuss patient care of specific patients current to their needs. Formal meetings are minuted.

The Practice is keen to encourage feedback from our patients. This can be done via our website, or by speaking to our Practice Manager.

A copy of Practice policies that impact on patient care can be requested from the Practice. Please see *Section 14 – Classes of information* for further details.

Please see *Section 14 – Classes of information* for further details.

Section 5: What we spend and how we spend it

West Practice, Springfield Medical Centre receives funding from NHS sources to provide NHS services to patients. We do not charge patients for NHS services. Details of our NHS funding can be requested from the practice, please see *Section 14 – Classes of information* for further details.

Section 6: Accessing information under this scheme

Information available under our guide to information will normally be available through the routes described below. *Section 14 – Classes of Information* provides more details on the information available under the scheme, along with additional guidance on how the information falling with each “class” may be accessed.

Online

Most of the information listed in our publication scheme is available from our practice website at www.springfieldwest.co.uk. If you have difficulty accessing information online please contact us by an alternative route.

By email

You can request the information you seek by email at gillian.linnen@nhs.net, wherever possible. When requesting information from us, please provide a telephone number so we can telephone you to clarify details, if necessary.

By phone

Information can also be requested from us over the telephone. Please call 01241 870307 to request information available under this scheme.

By post

All information under the guide will normally be available in paper copy form, but please consider the impact on the environment. Please address your request to:

Gillian Linnen
Practice Manager
West Practice
Springfield Medical Centre
30 Ponderlaw Street
ARBROATH
DD11 1ES

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee payable (see *Section 6: Our charging policy* for further information on fees). Please also include a telephone number so we can telephone you to clarify any details, if necessary.

Advice and assistance

If you have any difficulty identifying the information you want to access, then please contact the practice by one of the methods listed above.

Section 7: Information that we may withhold

All information covered by our guide to information can either be accessed through our website or will be processed promptly and provided as soon as possible following our receipt of your request.

Our aim in maintaining this guide is to be as open as possible. You should note, however, that there may be circumstances where information will be withheld from one of the classes of information listed in *Section 14 – Classes of Information*. Information will only be withheld where permitted by The Freedom of Information (Scotland) Act 2002 (FOISA).

Information may be withheld, for example, where its disclosure would breach the law of confidentiality or harm an organisation's commercial interests. Information may also be withheld if it is another person's personal information, and its release would breach data protection legislation.

Information would not be disclosed in the following examples:

- Requests for information that is contained in patient medical records. However, you do have the right to request your own medical records, see *Section 13 - How to access information which is not available under this scheme*.
- Requests for information relating to private income of practice partners or practice staff
- Requests for financial information that would likely prejudice substantially the commercial interests of any person

Additionally, section 25 of FOISA provides an absolute exemption which allows our practice to refuse to deal with a request where the requested information is already reasonably obtainable elsewhere, even where a fee may be charged. Information provided in the publication scheme is considered reasonably obtainable.

Whenever information is withheld we will inform you of this, and will set out why it was not appropriate for that information to be disclosed. Even where information is withheld it may, in many cases, be possible to provide copies with the withheld information edited out.

If you wish to complain about any information which has been withheld from you, please refer to *Section 10 – Complaints*.

Section 8: Our charging policy

Unless otherwise stated in Section 14 – *Classes of Information*, all information contained within our guide is available from us free of charge where it can be sent to you electronically by email.

We reserve the right to impose charges for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage to the practice, as set out below.

In the event that a charge is to be levied, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

Reproduction costs:

Where charges are applied, photocopied information will be charged at a standard rate of 10p per A4 paper (black and white copy) and 30p per A4 paper (colour copy).

Computer discs will be charged at the rate of £1.00 per CD-Rom.

Postage cost:

We will pass on postage charges to the requester at the cost to the practice of sending the information by first class post.

Section 9: Our copyright policy

West Practice, Springfield Medical Centre holds the copyright for the vast majority of information in this guide to information. All of this information can be copied or reproduced without our formal permission, provided it is copied or reproduced accurately, is not used in a misleading context, and provided that the source of the material is identified.

The guide may, however, contain information where the copyright holder is not West Practice, Springfield Medical Centre. In most cases the copyright holder will be obvious from the documents. In cases where the copyright is unclear, however, it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder. Wherever possible, this scheme will indicate where we do not own the copyright on documents within *Section 14 – Classes of Information*.

Information about Crown copyright material is available on the website of the Queens Printer for Scotland at www.oqps.gov.uk. We can provide you with a copy of this information if you do not have internet access.

Section 10: Our records management and disposal policy

All information at the West Practice, Springfield Medical Centre is held, retained and destroyed in accordance with *Scottish Government – Records Management: NHS Code of Practice (Scotland)*. Confidentiality of patient information is maintained in accordance with the *NHS (Scotland) Act 1978 Directions on the Confidentiality and Disclosure of Information: General Medical Services, Primary Medical Services Section 17C Agreements and Health Boards Primary Medical Services Contracts*. These documents are available on the NHS Scotland website (<http://www.show.scot.nhs.uk>).

Section 11: Feedback

Wesdt Practice, Springfield Medical Centre is required to review our guide to information from time to time. As a result, we welcome feedback on how we can develop our guide further. If you would like to comment on any aspect of this guide to information, then please contact us. You may, for example wish to tell us about:

- other information that you would like to see included in the guide
- whether you found the guide easy to use
- whether you found the guide to information useful
- whether our staff were helpful
- other ways in which our guide to information can be improved

Please send any comments or suggestions to:-

Gillian Linnen
Practice Manager
West Practice
Springfield Medical Centre
30 Ponderlaw Street
ARBROATH
DD11 1ES
Email gillian.linnen@nhs.net

Section 12: Complaints

Our aim is to make our guide to information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the guide, however, then please contact us, and we will try and resolve your complaint as quickly as possible. You can contact:

Gillian Linnen
Practice Manager
West Practice
Springfield Medical Centre
30 Ponderlaw Street
ARBROATH
DD11 1ES
Email gillian.linnen@nhs.net

Any complaint will be acknowledged within two working days of receipt and we will respond in full within twenty working days.

You have legal rights to access information under this guide and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response. These rights apply only to information requests made in writing* or another recordable format. If you are unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

The Commissioner's website has a guide to this three step process, and she operates an enquiry service on Monday to Friday from 9:00am to 5:00pm. The Commissioner's office can be contacted as follows:

Scottish Information Commissioner

Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Telephone 01334 464610
Email enquiries@itspublicknowledge.info
Website www.itspublicknowledge.info

*verbal requests for environmental information carry similar rights.

Section 13: How to access information which is not available under this scheme

If the information you are seeking is not available under this guide to information, then you may wish to request it from us. The Freedom of Information (Scotland) Act 2002 (FOISA) provides you with a right of access to the information we hold, subject to certain exemptions. The Environmental Information (Scotland) Regulations 2004 (EIRs) separately provide a right of access to the environmental information we hold, while the Data Protection Act 1998 (DPA) provides a right of access to any personal information about you that we hold. Again, these rights are subject to certain exceptions or exemptions.

Should you wish to request a copy of any information that we hold that is not available under this scheme, please write to

Gillian Linnen
Practice Manager
West Practice
Springfield Medical Centre
30 Ponderlaw Street
ARBROATH
DD11 1ES
Email gillian.linnen@nhs.net

Charges for information which is not available under the guide

The charges for information which is available under this guide are set out under Section 8 – Our Charging Policy. Fees for information that is not available under this guide are outlined in The Freedom of Information (Fees for Required Disclosure) (Scotland) Regulations 2004. If you submit a request to us for information which is not available under the Model Publication Scheme 2014 the charges will be based on the following calculations:

General information requests

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for environmental information

We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released.

In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated on the basis of the actual cost to the authority of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 30p per A4 sheet for colour copying.
- Postage is charged at actual rate for first class mail.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Requests for your own personal data

While you cannot request personal data under the FOISA you are entitled to request your own personal data under the DPA. Under the DPA you can request your personal information from West Practice, Springfield Medical Centre. We reserve the right to charge a maximum of £50 for requests for an individual's own personal information.

Section 14 – Classes of information

The Freedom of Information (Scotland) Act, 2002 requires a publication scheme to specify the classes of information the Public Authority already publishes or intends to publish. Our intention is to publish as much information as possible through our guide to information, where there is known to be public interest. However, exemptions under the Freedom of Information (Scotland) Act, 2002 may allow us to withhold some information, as indicated in *Section 7: Information that we may withhold*.

We publish information that we hold within the following classes:

- Class 1: About West Practice, Springfield Medical Centre
- Class 2: How we deliver our function and services
- Class 3: How we take decisions and what we have decided
- Class 4: What we spend and how we spend it
- Class 5: How we manage our human, physical and information resources
- Class 6: How we procure goods and services from external providers
- Class 7: How we are performing
- Class 8: Our commercial publications

Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

Class 1: About West practice, Springfield Medical Centre	
Class description: Information about West Practice, Springfield Medical Centre, who we are, where to find us, how to contact us, how we are managed and our external relations.	
The information we publish under this class	How to access it
Practice name, address and contact details	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post and is also available on our practice website www.springfieldwest.co.uk . It is also available from our GP practice.
Organisational structure, roles and responsibilities of partners	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post and is also available on our practice website www.springfieldwest.co.uk It is also available from our GP practice.
Practice opening hours	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post and is also available on our practice website www.springfieldwest.co.uk It is also available from our GP practice.
Contact details for patients and complaints functions	Information contained in section 2 of this document and our practice leaflet. It is also available from our GP practice.

Publication scheme and guide to information	This information is available by email and post. The Model Publication Scheme 2014 is available on the Information Commissioner's website ¹ It is also available from our GP practice.
Charging schedule for published information	Information contained in section 8 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.
Contact details and advice about how to request information	Information contained in section 6 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.
Charging schedule for environmental information	Information contained in section 13 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.
Legal/contractual framework for the authority	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.
Description of practice governance/decision making structures	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.
Names of, responsibilities of and (work-related) biographical details of the people who make strategic and operational decisions about the performance of function and/or delivery of services	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.
Governance policies	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.
Strategic planning processes	Information contained in section 4 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.
Accountability relationships, including reports to regulators	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.

¹ <http://www.itspublicknowledge.info/MPS>

Class 2: How we deliver our functions and services	
Class description: Information about our work, our strategy and policies for delivering functions and services and information for our services users.	
The information we publish under this class	How to access it
Description of practice functions, including statutory basis for them	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Strategies, policies and internal staff procedure for performing statutory functions	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
How to report a concern to the practice	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Reports of the practice's exercise of its functions	The practice does not hold this information.
List of services, including statutory basis for them	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Service policies and internal staff policies	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Service schedules and delivery plans	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Information for patients, including how to access services	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Service fees and charges	<p>Information contained in sections 5 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Class 3: How the practice takes decisions and what it has decided	
Class description: Information about the decisions we take, how we make decisions	

and how we involve others	
The information we publish under this class	How to access it
Decisions taken by the practice: agendas, reports, papers, and minutes of meetings (that do not contain confidential patient information)	<p>Information contained in section 4 of this document.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Public consultation and engagement strategies	<p>Information contained in sections 4 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Class 4: What the practice spends and how it spends it	
Class description: Information about our strategy, and management of, financial resources (in sufficient detail to explain how we spend public money and what has actually been spent).	
The information we publish under this class	How to access it
Details on NHS funding received by the practice and the cost of operating our NHS contract	<p>You have the right to request information under the Act. The Model Publication Scheme does not require individual salaries or income (including information from which this can easily be deduced) to be proactively published.</p> <p>On request, we can provide details of annual income that the Practice receives from the NHS and from private fees. In addition we can provide summaries of annual expenditure under the categories:</p> <ul style="list-style-type: none"> Medical expenses Staff costs Premises Administration Finance Depreciation <p>We will exclude any financial information that prejudices the confidentiality of an individual GP or staff member.</p> <p>You have the right to appeal to the Information Commissioner if you feel that the information we supply is not sufficient.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Cost of running the practice	<p>On request, we can provide summaries of annual expenditure under the categories:</p> <ul style="list-style-type: none"> Medical expenses Staff costs Premises Administration Finance Depreciation

	We will exclude any financial information that prejudices the confidentiality of an individual GP or staff member. This information is available by email and post. It is also available from our GP practice.
Purchaser equipment and supplies	This information is available it can be provided by email and post. It may also be available from our GP Practice.
Purchasing plans and capital funding	We do not hold this information.
Expenses policies and procedures	This information is available by email and post. It is also available from our GP practice.
Staff pay and grading structure	This information is available it can be provided by email and post. It may also available from our GP practice.
Class 5: How the practice manages its human, physical and information resources	
Class description: Information about how we manage the human, physical and information resources of the authority	
The information we publish under this class	How to access it
Strategy and management of human resources	This information is available by email and post. It is also available from our GP practice.
Staffing structure	Information contained in section 2 of this document. This information is available by email and post. It is also available from our GP practice.
Human resources policies, procedures and guidelines (recruitment, performance, management, promotion, pensions, discipline, grievance, staff development)	This information is available by email and post. It is also available from our GP practice.
Management of the practice premises	This information is available by email and post. It is also available from our GP practice.
Premises maintenance arrangements	This information is available by email and post. It is also available from our GP practice.
Records management policy	Information contained in sections 10 of this document. This information is available by email and post. It is also available from our GP practice.
Information governance	Information contained in sections 5 of this document. This information is available by email and post. It is also available from our GP practice.
Class 6: How the practice procures goods and services from external providers	
Class description: Information about how we procure goods and services, and our contacts with external providers	

The information we publish under this class	How to access it
Procurement policies and procedures	We do not hold this information.
Invitations to tender	We do not hold this information.
List of contracts that have gone through formal tendering, including details	We do not hold this information.
Class 7: How our practice is performing	
Class description: Information about how the authority performs as an organisation, and how well it delivers its functions and services	
The information we publish under this class	How to access it
External reports, reports for NHS boards, annual reports, and performance statements	This information is available by email and post. It is also available from our GP practice.
Quality and Outcomes Framework achievement	This information is available by email and post. It is also available from our GP practice.
Class 8: Our commercial publications	
Class description: Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet (e.g. research journal)	
The information we publish under this class	How to access it
List and details of any commercial publications	We do not hold this information.