# Red Practice, Crieff.

# Guide to information available through the Scottish Information Commissioner’s Model Publication Scheme 2014

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**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

Red Practice, Crieff 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](http://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 Red Practice, Crieff**

**General information**

Red Practice, Crieff Medical Centre, King Street, Crieff, PH7 3SA.

There are 2 Full-Time, and 2 Part-time GPs. There is a Practice Manager, and 4 other Office Staff. We have 2 Practice Nurses, and on assistant. We have an attached Health Visitor, and Community Nurses. We have a practice-attached midwife, and a Counsellor.

The practice opening hours are 7am until 6pm Mondays and Wednesdays, and 8am until 6pm, Tuesday, Thursday, and Friday and Out of Hours cover is provided by Tayside Out of Hours Service via NHS 24.

Concerns or complaints about the services we provide can be made directly to the practice either by letter, at above address or by telephone (01764 652456) or to the NHS Board at Tayside Primary Care NHS Trust.

**Constitution**

This GP practice is constituted under the National Health Services (Scotland) Act 1978 and is contracted by NHS Taysideto provide primary medical services under General Medicaal Services

**How the practice is run**

The Practice has a monthly Business Meeting with the Practice manager, and the Partners, and weekly Primary Healthcare Team meetings to which all are welcome.

The Partners are:

Dr George Savage Bsc (Hons), FRCP(Glasg), FRCGP. Partner with responsibility for Finance, Contract, and QOF.

Dr Helen Kirkwood MBChB, MRCGP, DRCOG, DFSRH. Partner with responsibility for Staffing, Staff training and appraisals, and Sexual health Services.

Dr Peter Ewing MBChB MRCGP DRCOG, DFFP. Partner with responsibility for Post-Graduate Training.

Dr Sarah Carter MBChB, MRCGP, DRCOG, DFFP. Partner with responsibility for Undergraduate Training.

We have monthly business meetings, and try to have a strategic planning meeting once every year.

Under our contract of services with Tayside NHS 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. The Red Practice, Crieff 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 extends from St Fillans in the west to Methven in the east, and Amulree in the north to Braco in the south.

GP contractors (George savage, Helen Kirkwood, Peter Ewing, and Sarah Carter) 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, contraceptive services, maternity medical services, minor surgery services, immunisation services, palliative care enhanced service, extended hours service, cervical cytology, IUCD and Implant insertion and removal. It is important to note that this range of services may be subject to change and may not always be available.

Some services may involve information sharing with other agencies, such as Out of Hours Services. Under the Data Protection Act patients are free to opt out of this sharing, and can indicate this when they register, or at any subsequent time if they so wish. The details include significant medical conditions e.g Coronary Heart Disease, Asthma, etc. Current drug treatments, and Allergies.

1. **Disclosure of information.**

* Where patients have consented to treatment or referral for further opinion or treatment, express consent is not usually required before relevant personal information is shared to enable treatment to be provided. However in certain circumstances the patient may not wish information to be seen e.g. by the practice typist and the doctor must respect this.
* Patients should be made aware that personal information about them will be shared within the health care team, unless they object, and given the reasons behind sharing of information. This information however will be disclosed on a need-to-know basis only. We do this by way of leaflets and posters in the waiting room.
* The doctor should seek the patient’s consent prior to disclosing any information wherever possible.
* Patient’s data should be anonymised where unidentifiable data will serve the purpose.
* Any disclosures of information should be kept to the minimal possible.
* Where personal information is disclosed the person receiving the information should understand that the information is given in confidence, whether or not that person has contractual or professional obligations to protect confidentiality.
* In case of a medical emergency where a patient cannot give consent information relevant to the patient’s care should not be with held from the caregivers.
* In circumstances which are not covered in this policy the Doctors and staff of the practice will abide by the advice from the GMC in their document “Confidentiality: Protecting and providing information”.

1. **Protecting information.**

* The practice is responsible for personal information about patients and all members of staff must make sure that it is protected against improper disclosure at all times.
* Staff should ensure that patients should not be discussed in areas where they may be overheard.
* Staff should ensure that patient’s records are not left open or on-screen where other patients, unauthorized health care staff or the public, can see them.
* All new members of staff will be made aware of the practice’s policy regarding confidentiality and its importance on commencement of employment.
* Patients have a right to consult the Doctor in appropriate surroundings where the consultation cannot be overheard by passers by.
* Clinical information in the practice is protected by different members of staff having different security levels of access to the electronic record as detailed in the practice’s “ Policy regarding levels of access to the computer system”.
* Staff and family of staff have their paper records locked in a cupboard in one of the GP’s rooms.

1. **Sharing information with patients.**

* Patients have a right to information about health care services available to them.
* Patients have a right to information about any condition or disease from which they are suffering.

1. **Confidentiality agreement.**

All members of staff are given a copy of the practice’s policy relating to confidentiality when they join the practice. They are also asked to sign a confidentiality agreement as part of their contract of employment.

ACCESS TO MEDICAL RECORDS BY MEMBERS OF THE PRIMARY HEALTH CARE TEAM.

* All staff including medical and nursing staff have access to records on a strict need to know basis. This means that they can access the notes when information is required for the care of a patient.
* Reception staff have access to paper records for filing, making claims and other day-to-day reception tasks. They do not have the right to read the notes unless in the context of patient care e.g. checking the dose of a medication. The computer records are accessible by the reception staff on a limited basis as detailed in the practice’s “Policy regarding levels of access to the computer system”.
* External staff e.g. auditors and health board staff only have access to records with express consent of the patient. As laid out in the GMC’s publication Confidentiality.
* Patients are made aware in the practice leaflet that this is a training and teaching practice.

The Practice is a training practice and usually has a GP Registrar ( a qualified doctor in training), and often will have medical Students.

Dr George Savage can speak German.

Language Line is used when interpreters are needed: 08453109900: User name Code: L47033

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

The practice does not have a “formal” senior partner, although, for Health Board purposes, Dr Savage is designated with that role.

Clinical decisions are made in accordance with current “best evidence”, with particular reference to SIGN and NICE guidelines, and to Tayside Health Board policy. Regular audits are performed to assess performance in these areas, and the reasons for any differences. The decisions are made in conjunction with the Practice Pharmacist, Practice Nurses, Community Nurses, Health Visitors, Community Psychiatric Nurses, and Palliative Care Nurses.

Managerial and Business decisions are made by the partners in conjunction with the Practice manager, and , on occasion, with other members of the administrative staff. These are usually made at the Monthly Business Meeting. Decisions are made in a way that has always been unanimous to date. There is no seniority rank in terms of voting.

The practice set up a Patient Group about ten years ago. We have had recruitment problems recently.

We publish a Practice Leaflet , which contains details of our opening times, visiting policies, consulting times, access to repeat prescriptions, repeat prescription turnaround, telephone system, medical certificates, charging for private work, nursing services, recording of consultations, access to medical records, and accessing a doctor “out of hours”.

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

**Section 5: What we spend and how we spend it**

The Red Practice, Crieff 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.

Most information listed in our guide to information is available to download from our practice website [www.themedicalcentreredpractice.co.uk]. If you have any difficulty accessing information online please contact us by an alternative route.

**By email**

You can request the information you seek by email at [crieffredpractice.tayside@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 01764 652456 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:

The Practice Manager, The Red Practice, Crieff medical Centre, King Street, Crieff, PH7 3SA

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 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**

Crieff, Red Practice 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 Crieff, Red Practice. 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 Red Practice, Crieff 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**

Crieff, Red Practice 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.

The Red Practice, Crieff medical Centre,

King Street,

Crieff,

Perthshire,

PH7 3SA.

Or email: crieffredpractice.tayside@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:

The Practice Manager, The Red Practice, Crieff Medical Centre, King Street, Crieff, PH7 3SA

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 The Practice Manager, The Red Practice, Crieff medical Centre, King Street, Crieff, PH7 3SA

**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 £100worth 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 £600to 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 Crieff, Red Practice. 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 Crieff, Red Practice

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.

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| **Class 1: About Crieff, Red Practice** | |
| **Class description:** Information about The red practice, Crieff 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. It is also available on our practice website (www.themedicalcentreredpractice.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. It is also available on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.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. It is also available on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.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.  This information is available by email and post. It is also available on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. It is also available from our GP practice. |
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| 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]](#footnote-1) It is also available on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. 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 on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. 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 on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. 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 on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. It is also available from our GP practice. |
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| 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 on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. It is also available from our GP practice. |
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| 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 on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. 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 on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. It is also available from our GP practice. |
| Governance polices | Information contained in section 2 of this document and our practice leaflet.  This information is available by email and post. It is also available on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. It is also available from our GP practice. |
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| 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 on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. It is also available from our GP practice. |
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| 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 on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. It is also available from our GP practice. |
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| **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 | Information contained in sections 2 and 3 of this document and our practice leaflet.  This information is available by email and post. It is also available on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. It is also available from our GP practice. |
| Strategies, policies and internal staff procedure for performing statutory functions | Information contained in sections 2 and 3 of this document and our practice leaflet.  This information is available by email and post. It is also available on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. It is also available from our GP practice. |
| How to report a concern to the practice | Information contained in section 2 of this document and our practice leaflet.  This information is available by email and post. It is also available on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. It is also available from our GP practice. |
| Reports of the practice’s exercise of its functions | [If the practice does hold this information it should be specified here, alternatively state “The practice does not hold this information.”]  Where information is available it can be provided by email and post. It is also available on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk). It may also available from our GP practice. |
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| List of services, including statutory basis for them | Information contained in sections 2 and 3 of this document and our practice leaflet.  This information is available by email and post. It is also available on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. It is also available from our GP practice. |
| Service policies and internal staff policies | Information contained in sections 2 and 3 of this document and our practice leaflet.  This information is available by email and post. It is also available on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. It is also available from our GP practice. |
| Service schedules and delivery plans | Information contained in sections 2 and 3 of this document and our practice leaflet.  This information is available by email and post. It is also available on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. It is also available from our GP practice. |
| Information for patients, including how to access services | Information contained in sections 2 and 3of this document and our practice leaflet.  This information is available by email and post. It is also available on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. It is also available from our GP practice. |
| Service fees and charges | Information contained in sections 5 of this document and our practice leaflet.  This information is available by email and post. It is also available on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. It is also available from our GP practice. |
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| **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) | **Note for practices:**  **Practices should make available minutes of meetings. If these contain any information that would be exempt under the Act then these sections should be redacted prior to publication.**  Information contained in section 4 of this document.  This information is available by email and post. It is also available on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. It is also available from our GP practice. |
| Public consultation and engagement strategies | Information contained in sections 4 of this document and our practice leaflet.  This information is available by email and post. It is also available on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. It is also available from our GP practice. |
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| **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 | **Note for practices when competing this section:**  **The Model Publication Scheme does not require individual salaries or income (including information from which this can easily be deduced) to be proactively published.**  **Practices should make a note in this class to explain the above and to remind the public they have the right to request information under the Act. GPs will be free at that point to apply exemptions and the requester has the right to appeal to the Information Commissioner.**  **Each GP should also consider what they can publish/release which gives the public as much information as possible on the cost of services, without disclosing personal information. There should be no reason why the practice cannot publish details of their NHS funding.**  This information is available by email and post It is also available from our GP practice. |
| Cost of running the practice | Note for practices when completing this section  This information is available by email and post It is also available from our GP practice. |
| Purchaser equipment and supplies | We do not hold this information. |
| 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 | We do not operate a pay/grading structure for our staff. |
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| **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 on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. 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 on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. 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. |
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| 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. |
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| Records management policy | Information contained in sections 10 of this document.  This information is available by email and post. It is also available on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. 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 on our practice website ([www.themedicalcentreredpractice.co.uk](http://www.themedicalcentreredpractice.co.uk)]. It is also available from our GP practice. |
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| **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. |
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| **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 | **Note for practices:**  **While this information is held by other bodies it should also be available from practices.**  This information is available by email and post. It is also available from our GP practice. |
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| **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. |

1. http://www.itspublicknowledge.info/MPS [↑](#footnote-ref-1)