

**Wallingbrook Health Centre**

**FREEDOM OF INFORMATION ACT 2000**

**PUBLICATION SCHEME**

***Wallingbrook Health Centre  
Back Lane  
Chulmleigh  
Devon EX 18 7DL***

***Telephone Lines***

<b><i>Daytime (Appointments) Chulmleigh</i></b>	<b><i>(01769) 580269</i></b>
<b><i>Out-of-Hours (Emergencies)</i></b>	<b><i>01392 824600*</i></b>
<b><i>NHS Direct Line</i></b>	<b><i>0845 4647*</i></b>
<b><i>Fax</i></b>	<b><i>(01769) 581045</i></b>
<b><i>Dispensary</i></b>	<b><i>(01769) 581131</i></b>
<b><i>Repeat Prescription Ansaphone</i></b>	<b><i>(01769) 581249</i></b>
<b><i>Administration</i></b>	<b><i>(01769) 581249</i></b>

***(\*Please note calls to out of hours providers are recorded for patient safety & protection)***

***Welcome to the Wallingbrook Health Centre's publication scheme. This scheme is produced in accordance with the requirements of the Freedom of Information Act 2000.***

**INTRODUCTION**

This Publication Scheme is a complete guide to the information routinely made available to the public by doctors Bowman, Brown, Wielink, Burke, Sherlock & K Acott (MRPharmS) at Wallingbrook Health Centre. It is a description of the information about our General Practitioners and practice which we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

**How much does it cost?**

The publications are free unless otherwise indicated within each class. Where information is provided at a cost the charges will be calculated as set out in Class 7 of this publication.

**How is the information made available?**

The information within each class is available in paper form via our reception desk or by writing to the Practice Manager at the surgery. Written requests for our publications will be responded to within 20 working days, please include a stamped self addressed envelope with written requests

**YOUR RIGHTS TO INFORMATION**

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about our Practice under the NHS Openness Code 1995.
- The Freedom of Information Act 2000 recognizes that members of the public have the right to know how public services are organized and run, how much they cost and how decisions are made.
- From 1<sup>st</sup> January 2005 the Freedom of Information Act will oblige all General Practice to respond to requests about information that they hold and record in any format. The Act will create a right to access to that information. These rights are subject to some exemptions, which have to be taken into consideration before deciding what information can be released.
- New environmental information regulations may be introduced as early as 2003. These will enable similar access to environmental information as under the Freedom of Information Act 2000.
- Under the Data Protection Act 1998 you are also entitled to access your clinical records or any other personal information held about you by our practice. You can request to see your own medical record by writing to the Practice Manager at the surgery.

## **Feedback:**

We welcome suggestions about how this publication scheme and the presentation of the information itself might be improved. If you have any comments, or if you have any difficulty accessing any information please write to the Practice Manager.

## **CLASSES OF INFORMATION**

All information at Wallingbrook Health Centre is held, retained and destroyed in accordance with NHS guidelines and our Practice Records Management Policy

Our commitment to publish or supply information excludes any information, which can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000 or any formation, which has been destroyed or updated in accordance with NHS guidelines and our Practice Records Management Policy

Where individual classes are subject to exemptions, the main reasons are for example the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all classes within the publication scheme.

The information available under this scheme is grouped into the following broad categories:

### **Class 1      Who we are**

This NHS practice is part of North Devon Primary Care Trust and provides medical services for patients living within the boundaries delineated on the master Practice map. A general map of our practice area is reproduced in our Practice Booklet, which is available from reception.

A full list of the General Practices in this area and further details about how the Primary Care Trust fits into the NHS, a major part of the public sector, can be found on the Primary Care Trust website [www.northdevonhealth.nhs.uk](http://www.northdevonhealth.nhs.uk) or by writing to them at North Devon Primary Care Trust, 12 Boutport Street, Barnstaple, North Devon EX31 1RW

Our practice is contracted to provide General Personal Medical Services for our registered patients under contract to the North Devon Primary Care Trust in accordance with the National Statement of Fees and Allowances for our Personal Medical Services contract.

Some information about our practice will be withheld, including personal, confidential information about individuals, which is protected by the Data Protection Act 1998.

The current Partners are:

<b>Name</b>	<b>Qualifications</b>	<b>Hours</b>	<b>Date Registered</b>
Dr C. Bowman	B.Sc., MB ChB., DRCOG	Full Time	1978,Bristol
Dr A. Brown	MB ChB., DCH., MRCGP	Part Time	1978,Bristol
Dr D. Wielink	ARTS.DRS., DPD	Full Time	1988, Utrecht
Dr T. Burke	B.M., D.A Cert.Med. Acup.	Full Time	1981, S/Hampton
Dr W. Sherlock	MB ChB., MRCGP	Part Time	1996,Sheffield
Mrs Karen Acott	MRPharms, MSC Prescti, MCPP,MFPMM		

The following key personnel work within the practice and are employed by the practice a full list which is updated from time to time can be found in our Practice Leaflet and is available free of charge from reception.

<b>Job Title</b>	<b>Name</b>	<b>Hours</b>
Practice Manager	H.J. Lower	Part Time
Nursing Team Leader	A. Kirkham	Part Time
Nurse Practitioner	S. Holmes	Part Time
Senior Receptionist	Sarah Stapleton	Part Time
PA to GP's & Partners	D. Brine	Part Time
Pharmacist	K. Acott	Part Time
GP Assistant	Dr I. Guildford MB.BS,DRCOG,MRCGP,DGM 1995 London	Part Time

The following people provide services to our patients but are employed by The North Devon Primary Care Trust:

<b>Job Title</b>	<b>Name</b>	<b>Hours</b>
Community Nurse Team Leader	H. Sexton	Part time
Health Visitor	T. Humphries	Part Time
Midwife	S. Ware	Part Time
Chiropodist		Part Time

The following people provide services to our patients but are employed by other NHS Agencies.

<b>Job Title</b>	<b>Name</b>	<b>Hours</b>
Physiotherapist	S. Bennett	Part time
Physiotherapist	L. Thurlow	Part Time

A wide range of Advice/ Services that are available in the area can be seen on our notice boards and leaflet racks. Further information can be obtained from our reception team.

## **Class 2 Our Services.**

A full list and outline of the services we provide can be found in our Practice leaflet in which we include:

- details of our doctors & Nursing Team together with services provided.
- a timetable of our opening hours
- details of all the sites we operate from
- our Patients' Charter/Practice Leaflet

Copies of the Practice Leaflet/ Patients' Charter can be obtained free of charge from reception.

## **Our Doctors' clinical interests are as follows:**

<i>Doctor</i>	<i>Clinical Interests</i>
<i>Dr. C Bowman</i>	Minor surgery, Joint Injections
<i>Dr. A Brown</i>	Paediatrics, Child Health Surveillance
<i>Dr. D Wielink</i>	Dermatology, Minor Ops, Joint Injections, Ophthalmology
<i>Dr. T Burke</i>	Acupuncture, Minor Surgery, Joint Injections
<i>Dr. W Sherlock</i>	Minor surgery, Joint Injections

The main surgery with the administration staff is at: *Wallingbrook Health Centre at Chulmleigh with a Branch Surgery at Winkleigh and Lapford*

Details of our opening hours are displayed on our entrance doors & contained in The Practice leaflet available in reception.

We provide an Out of Hours service through Devon Doctors on Call. Further information about this service can be obtained from Devon Doctors on Call, Unit 10, Manaton Court, Manaton Close, Matford Business Park, Exeter EX2 8PF 01392 824600 Further information can be found under the Telephone section of our Practice leaflet available from reception.

We share information with other service providers in accordance with the policies agreed with the North Devon Primary Care Trust and by reference to the Data Protection Act.

### **Class 3 Financial and funding information.**

We receive fees for providing medical services to our registered patients from the North Devon Primary Care Trust through the mechanism of our Personal Medical Services contract.

Total Income received from the NHS from our Personal Medical Services contract before expenses in last financial year July 2003 to June 2004 was £504,507

From these fees the practice has to meet the costs of running the Practice this includes the following main expenses:

- Running costs and maintenance of the premises and equipment
- Administrative costs including pay
- IT support and maintenance
- Communications support, maintenance and running costs
- Infrastructure investment such as clinical equipment

We receive a drug budget that is set by the North Devon Primary Care Trust on a yearly basis to provide prescriptions for our registered patients. Total sum spent on drugs prescribed by our Practice in last financial year July 2003 to June 2004 was £1,112,443. The budgets received vary from year to year and can be obtained by writing to the Practice Manager.

We have a scale of fees for work that comes outside of our Personal Medical Services contract Details are displayed on notices in waiting room, with details also available from reception.

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 practice's affairs or
- no longer available under NHS guidelines and our Practice Records Management Policy

#### **Class 4 Regular Publications and information for the public**

- 1) We keep a range of leaflets on medical problems that can be accessed by:
  - a) Asking our practice nurses or the doctors.
  - b) Looking on the leaflet table in the reception area.
  - c) Looking on the leaflet racks in the Nurses Treatment area.
  
- 2) We keep you informed of temporary alterations in our opening hours by
  - a) Prominent notices in the reception/waiting room areas
  - b) Notices on the entrance doors
  - c) Handouts available as applicable
  
- 3) We publish a newsletter for our patients from time to time. It is available in the reception/ waiting area or Dispensary during publication periods.
  
- 4) We publish a practice leaflet, which is updated from time to time and is dated for reference. It is available from reception  
Once an update is produced, previous copies are destroyed and are no longer available for publication.
  
- 5) We keep some leaflets and information produced by other organizations. These can be accessed from:
  - a) *Reception Table*
  - b) *Leaflet racks*

The leaflets available under Class 4 are free of charge.

Leaflets may from time to time become unavailable due to replacement by an alternative or because they have been updated.

## **Class 5 Complaints.**

We have a practice complaints procedure, which may be obtained from reception. If you wish to make a complaint please communicate this preferably in writing, or ask to speak to the Practice Manager.

There may be circumstances where material cannot be released because it is confidential to a third party as regulated by the Data Protection Act 1998 or is no longer available under NHS guidelines or our Practice Records Management Policy.

## **Class 6 Our Policies and Procedures.**

We keep policies in the following areas:

1. Patient Privacy and Confidentiality. QOF 39
2. Complaints. QOF 006
3. Records Management and Data Protection QOF 041
4. Prescribing and Prescriptions. QOF 012
5. Health and Safety Policy QOF 40
6. Employment Handbook of Terms & Conditions QOF 036
7. Audit and Controls Assurance QOF Measurement
8. Clinical Procedures.
9. Administrative Procedures.

These policies are subject to regular review. Sections 1 to 5 are available by writing to the Practice Manager for review and hard copies could be provided for a fee. There may be circumstances however, where material cannot be released in sections 6 to 9 because it is:

- confidential or
- security based 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 practice's affairs or
- no longer available under NHS guidelines and our Practice Records Management Policy or
- no longer current and has been replaced

There is a charge as for producing a hard copy of this information as detailed in class 7 below.

## **Class 7 This Publication Scheme.**

In this class we will publish any changes we make to this Publication Scheme, the criteria on which our information management policies are made and a referral point for all enquiries regarding information management generally in our Practice. We will also publish any proposed changes or additions to publications already available.

Some information is available free, but there may be a nominal charge to cover costs if you require a hard copy of information.

These charges will vary according to how the information is available.

Although individual copies of single items covering a single page will be provided free, a charge will be made to cover the costs of supplying information.

### **Charges.**

- i) Printouts are available from the practice by writing to the Practice Manager and enclosing a stamped addressed envelope
  - (1) A single copy print out will normally reflect a payment of 0.35 pence per sheet.
  - (2) Requests for multiple printouts or for archived copies of documents that are no longer accessible will attract a charge for retrieval, photocopy and postage etc. We will let you know the cost and charges on request.

2. Leaflets about our practice are available at the reception desk free of charge for single copies.

Any cost incurred for postage will be charged for and you are requested to submit a stamped self-addressed envelope with any request for hardcopies to be sent by post.

The charges will be reviewed regularly.

Any enquiries regarding information management in this practice should be referred to the Practice Manager.

## **USEFUL RESOURCES**

### Websites:

National Health Service	<a href="http://www.nhs.uk">www.nhs.uk</a>
Department of Health	<a href="http://www.doh.gov.uk">www.doh.gov.uk</a>
Information Commissioner	<a href="http://www.informationcommissioner.gov.uk">www.informationcommissioner.gov.uk</a>
Lord Chancellor's Department	<a href="http://www.lcd.gov.uk">www.lcd.gov.uk</a>
NHS Freedom of Information	<a href="http://www.foi.nhs.uk">www.foi.nhs.uk</a>
North Devon Primary Care Trust	<a href="http://www.northdevonhealth.nhs.uk/">http://www.northdevonhealth.nhs.uk/</a>

### **Publications**

NHS Openness Code	<a href="http://www.doh.gov.uk/nhsexec/codemain.htm">www.doh.gov.uk/nhsexec/codemain.htm</a>
FOI Act 2000	<a href="http://www.legislation.hmso.gov.uk/acts2000/2000036.htm">www.legislation.hmso.gov.uk/acts2000/2000036.htm</a>
Code of Practice under Section 45 FOI Act 2000	<a href="http://www.lcd.gov.uk">www.lcd.gov.uk</a>
Code of Practice under Section 46 FOI Act 2000	<a href="http://www.lcd.gov.uk">www.lcd.gov.uk</a>
Statement of Fees & Allowances payable for General Medical Practitioners in England	<a href="http://www.redbook.i12.com/rb/Docs/rb0.htm">http://www.redbook.i12.com/rb/Docs/rb0.htm</a>
NICE best practice guidelines	Available from <a href="http://www.nhs.uk">www.nhs.uk</a> or <a href="http://www.doh.gov.uk">www.doh.gov.uk</a> searches
National Service Frameworks	Available from <a href="http://www.nhs.uk">www.nhs.uk</a> or <a href="http://www.doh.gov.uk">www.doh.gov.uk</a> searches

### **COPYRIGHT**

Material available through the publications scheme is subject to this Practice's copy right unless otherwise indicated. Unless expressly indicated to the contrary it may be reproduced free of charge in any format or medium provided it is done so accurately in a manner that will not mislead. Where items are republished or copied to others you must identify the source and acknowledge copyright status. This permit does not extend to third party material accessed through the scheme.

For HMSO Guidance Notes see [www.hmso.gov.uk/guides.htm](http://www.hmso.gov.uk/guides.htm)