

LONG FURLONG MEDICAL CENTRE

NHS PUBLICATION DOCUMENT FREEDOM OF INFORMATION ACT FOR GENERAL PRACTICES

Introduction

This publication Scheme provides a guide to the services and practitioners who practice together at Long Furlong Medical Centre as required under the Freedom of Information Act 2000.

It is based on the model publication scheme for general practices produced by the NHS Freedom of Information (FOI) project board and the British Medical Association.

How Much Will it Cost?

Whilst the publication is free of charge there may be a cost to producing copies of the surgeries policies and procedures, which are available upon request from the Practice Manager. These costs are stated later in this publication.

How is the Information Made Available?

The information within each Class is made available on the surgery website: www.longfurlongmedicalcentre.co.uk or by request, in writing, from the Practice Manager.

Your Rights to Information

In addition to accessing the information identified in the publication Scheme, you are entitled to request information about Long Furlong Medical Centre under the NHS Openness Code 1995.

The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.

Since January 1st 2005 General Practices are required to respond to requests about information that it holds, recorded in any format, and it will create a right of access to that information. These rights are subject to some exemptions, which have to be taken into consideration before deciding what information it can release.

Under the Data Protection Act 1988, you are also entitled to access your clinical records or any other personal information held about you. To access your clinical records please contact the Practice Manager, at the Surgery.

The Practice will continue to protect the personal data entrusted to us by disclosing only information in accordance with the Data Protection Act 1998.

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Feedback

The Practice will comply with the Freedom of Information Act and sees it as an opportunity to enhance public trust and confidence in the Practice.

If you have any comments about the operation of the Publication Scheme, or how we have dealt with your request for information from the Scheme, please write to Practice Manager.

CLASSES OF INFORMATION

All information at Long Furlong Medical Centre is, held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information, which can be legitimately withheld under the exemptions set out in the NHS Openness Code of Freedom of Information Act 2000. 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 on this Scheme is grouped into the following broad categories:

Class 1 – Who we are and what we do

The Practice provides general medical services for residents and their visitors living within the practice boundary which is north Abingdon and the surrounding villages. A map outlining the practice boundary is available on our website: www.longfurlongmedicalcentre.co.uk, in our practice leaflet and displayed in reception.

The Doctors in the Practice are:

GP Partners:

Dr Elspeth Allan (part-time)

Dr Julian Moore (full-time)

Dr Nick Elwig (full-time)

Dr Louise Keeling (part-time) and

Dr Tess Nowell (part-time)

Salaried GP

Dr Karen Barter (2 days per week)

Dr Keeling provides teaching supervision to medical students, who may at times be present during consultations.

We also have two practice nurses, one phlebotomist, ten part-time reception & administration staff and a practice manager.

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Attached Staff

The following staff groups are attached to the practice but are employed by other organisations such as Oxford Radcliffe Hospital, Community Health Oxfordshire and Oxfordshire MIND.

- Community Midwives
- Community Nurses i.e. district nurses and case managers
- Health Visitors
- Counsellors

Premises

We have a modern purpose built surgery at:

Long Furlong Medical Centre
45 Loyd Close
Abingdon
Oxon
OX14 1XR

that has good car parking with disabled access. All patient areas on the ground level with excellent facilities. We have a hearing loop in reception.

We offer patients the ability to order their repeat prescriptions and arrange their appointments on line.

We can be contacted in the following ways:

Tel: 01235 522379

Fax: 01235 536321

Email: General Administration: receptionists.longfurlong@nhs.net
Medical Secretary: medicalcentre.longfurlong@nhs.net
Practice Manager: diana.donald@nhs.net

We are open:

Monday - Friday (excluding Bank Holidays) between 08:00am and 08:30am the surgery offers an emergency only telephone line. Please dial the normal surgery number and await instructions.

One evening per week we offer appointments after 18:30 and on alternate Saturday mornings. To book an appointment please phone during normal surgery hours (08:30-18:30 Mon- Fri excluding Bank Holidays).

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URGENT medical care outside of these hours is provided by Oxfordshire Health Foundation Trust. Please call: 111 (Note calls may be recorded.)

One day per month we are closed between 12:30 and 14:30 for staff training. If you have a medical emergency during this time please phone the surgery on 01235 522379 and await instructions. Dates of our closure times for staff training are published annually on our website.

Class 2 - What we spend and how we spend it

Long Furlong Medical Centre receives money from the NHS England according to its contract for national General Medical Services in exchange for services provided for patients.

The income received from the NHS before expenses during the year 1 April 2013 – 31 March 2014 was: £ 669,539

The prescribing budget for Long Furlong Medical Centre in the same financial year (2013-14) is £670,137

The total income received from the NHS **before expenses** for the year ending 31 March 2013 was £625,551

The sum spent on drugs prescribed by Long Furlong Medical Centre in the year 2012/13 was £675,705

We have a scale of fees for work that comes outside of our General Medical Services contract. Details of these are displayed on notices in reception or are available by request from the Practice Manager.

There may be circumstances where material cannot be released because it is:

- Confidential
- Commercial information
- The appropriate officer designated for these purpose under the Act has taken the view that it may be prejudicial to conduct the practice affairs or
- No longer available under the NHS guidelines

Class 3 – What our priorities are and how we are doing

Each year we produce a document called the Practice Profile and Development Plan which is a self critical review of how we have been doing including audits that have been completed and plans for the future. This document will be provided on request

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subject to the usual exemptions. Please also refer to the table of fees at the end of this document.

We also make available the results of our patient satisfaction surveys. The most recent report is on display in reception or via our website.

Class 4 - How we make decisions

As a GP partnership we hold regular meetings to discuss the running of the practice. As part of this process we may make decisions about the provision of services under our General Medical Services (GMS) contract. Minutes are kept of such meetings and where these cover discussions about NHS services, they will be shared.

We are also influenced by the feedback we receive from patients, staff and patient satisfaction surveys. All of these contribute to our decision making.

As members of the South West Oxfordshire Locality the planning and consideration of future services are made at monthly executive meetings. These ideas are submitted to NHS England who has overall jurisdiction on whether the 'idea' is a viable service development.

Class 5 - Our Policies and Procedures

The practice produces a wide range of policies and procedures covering both clinical and administration areas. A full list is available on request but each policy will normally fall under one of the following headings:

- Employment of Staff
- Clinical Policies including service delivery
- Equality and diversity
- Premises including Health & Safety & Waste Management
- Complaints Procedures
- Records Management (records retention, destruction and archive)
- Data Protection Policies, including Information Technology (IT) and handling requests for information
- Patient Charter

Class 6 - Lists and Registers

The practice operates a numbers of clinical registers as part of the provision of NHS services. These will contain clinical information which means they generally cannot be shared. However there may be occasions when similar lists may be shared with sensitive information deleted.

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Class 7 – The services we offer

The list of the services we provide and whether they are offered under contract to the NHS or privately is as follows:

Service Provided	NHS / Private
Annual flu clinics	NHS
Annual health checks for those patients on the Learning Disability Register	NHS
Baby clinic	NHS
Cervical cytology	NHS
Child health surveillance	NHS
Consultations for non EU visitors	Private
Contraceptive services	NHS
Counselling	NHS
Disease management clinics	NHS
Family Planning	NHS
Health promotion clinics e.g. weight management and smoking cessation	NHS
Immunisations	NHS
Maternity medical services	NHS
Medicals: insurance, sports, driving, taxi, HGV etc	Private
Minor surgery services	NHS
Power of Attorney	Private
Reports for Employment & Insurance purposes	Private
Travel Advice	NHS

The charges for those services offered privately are displayed in reception or are available on request from the medical secretary.

Out of Hours services

Are provided by the Oxfordshire NHS Foundation Trust

Regular publications and information for the public

Our Practice leaflet is available on request from reception. We also stock a wide range of support literature for asthma, childhood immunisations, coronary heart disease, diabetics, dietary advice, family planning, travel health.

Various Patient information leaflets are also available on request from our computer medical system.

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This Publication Scheme

Requests regarding our information management policies generally in the practice should be directed to Mrs Diana Donald, Practice Manager, at the surgery. The request can be made by e-mail or in writing.

We may ask the reason for the request or question the reasonableness but will work positively with the person requesting the information to help clarify what they require so that the Practice can best meet the request.

In some cases there will be charges made to cover the costs of copying, printing, stamped addressed envelopes and the administrative costs involved in so doing.

Information available from Long Furlong Medical Centre under the Freedom of Information Act model publication scheme

Information covered by this scheme is only about the primary, general or personal medical services we provide under contract to the National Health Service.

Material which is published and accessed on our website or in the Practice Leaflet is provided free of charge. We do not provide copies of documents that are readily available from other the websites of other organisations, however we will do all we can to provide you with the correct website address.

Charges will be made for providing copies of information not on our website or in the Practice Leaflet. These are subject to a charging regime specified by Parliament and include costs incurred for:

- photocopying
- postage and packaging, and
- the costs directly incurred as a result of viewing information

The costs are detailed below. Each application will also attract a £10 fee for administration.

If a charge is to be made, confirmation of the payment due will be given before the information is provided and payment may be requested prior to provision of the information.

Information published	How the information can be obtained	Cost
Class1 - Who we are and what we do (Organisational information, structures, locations and contacts) This will be current information only.	Website & Practice leaflet	0
Doctors in the practice	Website & Practice Leaflet	0
Contact details for the practice	Website & Practice Leaflet	0
Opening hours	Website & Practice Leaflet	0
Other staffing details	Website & Practice Leaflet	0

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Information published	How the information can be obtained	Cost
<p>Class 2 – What we spend and how we spend it (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit).</p> <p>Current and previous financial year as a minimum</p> <ul style="list-style-type: none"> • Total cost to the PCT/LHB/HSSB of our contracted services. • Audit of NHS income 	<p>Website</p> <p>Hard copies on application to the Practice Manager</p>	<p>0</p> <p>15p per A4 sheet</p>
<p>Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews)</p> <p>Current and previous year as a minimum</p> <ul style="list-style-type: none"> • Plans for the development and provision of NHS services 	<p>Hard copies on application to the Practice Manager</p>	<p>15p per A4 sheet</p>
<p>Class 4 – How we make decisions (Decision making processes and records of decisions)</p> <p>Current and previous year as a minimum</p>	<p>Hard copies on application to the Practice Manager</p>	<p>15p per A4 sheet</p>
<p>Records of decisions made in the practice affecting the provision of NHS services</p>	<p>Hard copies on application to the Practice Manager</p>	<p>15p per A4 sheet</p>
<p>Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities)</p> <p>Current information only</p> <ul style="list-style-type: none"> • Employment of Staff • Clinical Policies including service delivery • Equality and diversity • Premises including Health & Safety & Waste Management • Records Management (records retention, destruction and archive) • Data Protection Policies, including Information Technology (IT) and handling requests for information • Complaints Procedures • Patient Charter 	<p>Hard copies on application to the Practice Manager</p> <p>Reception & Website</p>	<p>15p per A4 sheet</p> <p>0</p>

