

Grosvenor Road Surgery – FOI Publication Scheme
[Latest update – 1/9/2010]

Grosvenor Road Surgery

FREEDOM OF INFORMATION ACT 2000

PUBLICATION SCHEME

***Grosvenor Road Surgery,
17 Grosvenor Road,
Paignton,
TQ4 5AZ.***

Tel: 01803 559308

Fax: 01803 526702

Email: Grosvenor.L83122@nhs.net

Website: www.grs-online.co.uk

Welcome to the Grosvenor Road Surgery'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 Lansdown, Steele, Shaw and Kulkarni at Grosvenor Road Surgery. 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 by downloading from our practice website at www.grs-online.co.uk or available in paper form 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 1st 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 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 Grosvenor Road Surgery is held, retained and destroyed in accordance with NHS guidelines.

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.

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 & what we do

This general practice is part of Torbay Care Trust and provides medical services for patients living within the boundaries of north as far as Preston gas works, west to Marldon and south to Stoke Gabriel and Churston Ferrers. An explanation of our practice area is available in our Practice Leaflet which is available from reception and on our Practice website.

A full list of the General Practices in this area and further details about how the Torbay Care Trust fits into the NHS, a major part of the public sector, can be found on the Torbay Care Trust website www.torbaycaretrust.nhs.uk or by

writing to them at Torbay Care Trust, Bay House, Riviera Park, Nicholson Road, Torquay, TQ2 7TD.

Our practice is contracted to provide Personal Medical Services for our registered patients under contract to the Torbay Care Trust in accordance with 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:

Name	Hours	Date Registered
Dr S.R.P. Lansdown	Part Time	1 st Jul 1974
Dr Y.E. Steele	Full Time	1 st Aug 1987
Dr J.P.T. Shaw	Part Time	1 st Apr 1976
Dr V.V. Kulkarni	Full Time	12 th Mar 2004

The following key personnel work within the practice and are employed by the practice - a full up to date list is available free of charge in our practice leaflet from reception, on our Practice website:

Job Title	Posts	Hours/week
Practice & Business Manager	1	37.5
Practice Nurse	3	52
Health Care Assistant	1	30
Nurse Team Admin Assistant	1	18
Phlebotomist	2	15
Reception Supervisor	1	35
Reception and admin support	7	202
Secretary	1	25
Carer Support Worker	1	8
GP Registrar	1	37
Salaried GPs	2	22.5
Massage Therapist (private)	1	5
Osteopath (private)	1	5

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

Job Title	Posts	Hours/week
Health Visitor	2	37.5
District Nurse (shared team)	8	63.75
Midwife	1	5

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

Job Title	Name	Hours
Counselling services	Primary Mental Health Team	In accordance with demand

A wide range of services use our facilities to provide patient care including private counsellors and osteopath . Further information can be obtained from our reception.

Class 2 What we spend and how we spend it.

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

Total Income received from the NHS and other sources before expenses in last financial year 2007 to 2008 was £880,653

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

- Premises and equipment £ 53,082
- Staff Salaries £ 345,940
- Administration £ 33,294
- Financial £ 17,098
- Depreciation £ 4,754
- Clinician salaries £ 258,986
- Medical expenses £ 167,499
- =====
- £ 880,653

We receive a drug budget that is set by the Torbay Care Trust on a yearly basis to provide prescriptions for our registered patients. Total sum spent on drugs prescribed by our Practice is typically £750,000 per year. 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 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

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

The results of our national and local patient surveys are displayed on our website and at the surgery. Any strategies and development plans are published on our website, via newsletters and our innovative surgery displays.

The Quality Outcome Framework (QOF) is a measure of the level of services provided to patients and 2009-2010 even with our high level of chronic disease we reached 960 from maximum possible of 1000. We are anticipating even higher this current year 2010-2011.

- 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 racks in the waiting room
 - c) Accessing our website
- 2) We keep you informed of temporary alterations in our opening hours by:
 - a) Prominent notices on the waiting room notice board
 - b) Notices on the entrance doors
 - c) Accessing our website
- 3) We publish a newsletter regularly. It is available from reception or by accessing our website
- 4) We publish a practice leaflet which is updated regularly.
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) Leaflet racks
- b) On our website

6) We have innovative patient information display screens in both waiting rooms which are kept up to date with a wide variety of information on the surgery and other services.

The leaflets available under Class 3 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 4 How we make decisions

- ✓ Our practice manager and the executive partner hold regular business meetings 2 or 3 times each month to review strategies, policies and developments. Any important decisions/changes are feedback to remaining partners and cascading to other clinicians and staff as appropriate.
- ✓ We hold Clinical Governance meetings (all clinicians) and Significant Event reviews (all clinicians and any other appropriate personnel) every month.
- ✓ Staff and nurse team meetings are scheduled every other month and we have regular full team meetings at least 4 times each year.
- ✓ All decisions and changes are cascaded as appropriate via our dynamic Intranet and internal messaging system.
- ✓ The general organisation, Finance & day to day running of the practice is in the hands of the Practice manager and bookkeeper.

Class 5 Our policies and procedures

We keep policies in the following areas:

- 1) Patient Privacy and Confidentiality
- 2) Clinical Procedures.
- 3) Administrative Procedures.
- 4) Complaints
- 5) Records Management, Information Sharing and Data Protection
- 6) Health and Safety
- 7) Employment
- 8) Risk Management
- 9) Patient charter

These policies are subject to regular review. They are available on our Practice website or by writing to the Practice Manager. There may be circumstances where material cannot be released 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
- no longer current and has been replaced

There is a charge for producing a hard copies of this information as below.

Complaints:-

We have a practice complaints procedure which has been agreed with Devon Local Medical Committees for Devon Practices & our Torbay Care Trust for all practices. A copy may be obtained from reception. If you wish to make a complaint please write or ask to speak to the Practice Manager.

Class 6 List and registers

Our optimum list size is 6000 but currently we are at the reduced level of around 5700 due to local influences which should improve on re-location to new premises that we have been trying to do for over 12 years. There are no lists or registers appropriate for publication other than our chronic disease registers as follows:

Register	Number of patients
Chronic Heart Disease	243
Heart Failure	54
Stroke	152
Hypertension	919
Diabetes	301
COPD	108
Epilepsy	50
Thyroid	202
Cancer	84
Palliative Care	12
Mental Health	90
Asthma	423
Dementia	68
Depression	460
Chronic Kidney Disease	192
Atrial Fibrillation	150
Obesity	626
Learning Difficulties	47
Smoking	1667
PP	52

Class 7 The services we offer

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

- Details of our doctors clinical interests.
- A timetable of our opening hours
- Details of all the sites we operate from

Copies of the Practice leaflet, Patients' Charter, Appointment Leaflet & Complaints Policy, can be obtained free of charge from reception or through our website.

Our Doctors' clinical interests are as follows:

Doctor	Lead Clinical Interests
Dr Lansdown	GP Training & Appraisal, Asthma, CHD
Dr Steele	GP training, Prescribing, Hypnotherapy, Older People, Diabetes
Dr Shaw	Mental Health, Clinical Governance, Learning difficulties
Dr Kulkarni	Sports medicine, sports injury, soft tissue, Diabetes

The surgery is located at: 17 Grosvenor Road, Paignton, TQ4 5AZ.

Details of our opening hours are displayed at entrance door and contained in our Practice Leaflet available in reception:

Day	Morning	Afternoon
Monday	0800 to 1200	1200 to 1800
Tuesday	0800 to 1200	1200 to 1800
Wednesday	0800 to 1200	1200 to 1800
Thursday	0800 to 1200	1200 to 1800
Friday	0800 to 1200	1200 to 1800
Saturday	0900 to 1200	

We provide an Out of Hours service through Devon Doctors Ltd. 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.

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

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.

This Publication Scheme.

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.

1. Website

- a) Free of charge - You may download any publication that we post on the web site using your own computer. Charges for the Internet Service provider and personal printing costs would have to be met by you.
- b) If you do not have access to the Internet:
 - i) The Public Libraries have a service you can use.
 - ii) Printouts are available from the practice by writing to the Practice Manager and enclosing a stamped addressed envelope
 - A single print out from the website will attract a charge of 35p per sheet.
 - Requests for multiple printouts or for archived copies of documents that are no longer accessible or available on the website will attract a charge for retrieval, photocopy and postage etc. We will let you know the cost and charges that will have to be paid in advance.
 - We are not able to provide printouts of other organisations' websites.
 - iii) Copying onto electronic media from our own website only will incur a charge of £5.00.

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

3. Glossy, laminated or other bound paper copies or in some cases a CD ROM, video or other media will be charged for. We will let you know the cost and charges that will have to be paid in advance.
4. E mail will be free of charge unless otherwise specified in advance.

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	www.nhs.uk
Department of Health	www.doh.gov.uk
Information Commissionner	www.informationcommissioner.gov.uk
Lord Chancellor's Department	www.lcd.gov.uk
NHS Freedom of Information	www.foi.nhs.uk
Torbay Care Trust	www.torbaycaretrust.nhs.uk
NHS Choices	www.nhs.uk/Pages/HomePage.aspx

Publications

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

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