

Holly Tree Surgery – Freedom of Information Act Model Publication Scheme

Dr Paul Adams, Dr Jane Elliott and Dr Robert Price welcome you to the General Practitioner publication scheme as required by the Freedom of Information Act 2000.

Introduction

The Freedom of Information Act 2000 creates new rights of public access to information held by public authorities. It 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. Any individual is now able to make a request to Holly Tree Surgery for information, regardless of whether he/she is the subject of the information or is affected by its use. Requests must be:

- submitted in writing to the Practice Manager, Mrs Melanie Eldridge
- state the name of the applicant and an address for correspondence
- describe the information requested

Holly Tree Surgery must comply with a request within 20 working days of the relevant fee being paid for the information (if applicable). It may be the case that the practice does not hold the requested information or that the type of information requested is exempt from the Act. The applicant will be informed in writing if their request cannot be met. Types of information exempt from the act include:

- personal information, the handling and disclose of which is regulated by the Data Protection Act 1998
- information whose disclosure would harm the commercial interests of the practice or of a third party
- information whose disclosure would harm the public good to an extent that is greater than the presumed good of releasing it.
- information that is accessible elsewhere e.g Department of Health website, Holly Tree Surgery website etc.

You are also entitled to access your clinical records or any other personal information held about you under the Data Protection Act 1988. Please ask at reception for an "Application for Access to Medical Records" form.

An applicant has a right to apply to the Information Commissioner if they feel that the requested information should have been provided by our practice.

(<http://www.informationcommissioner.gov.uk/>)

Model Publication Scheme

The Publication Scheme provides an index of the information that Holly Tree Surgery publishes and how the information can be accessed. Information covered by this scheme is only about the medical services we provide under contract to the National Health Service and will be reviewed at regular intervals.

Fees and Charges

You are welcome to download any information you require from our website www.hollytreesurgery.com, we also have a patient leaflet about our surgery and

the services it offers, which is available in booklet form from the reception. Any further information can be requested from the Practice Manager:

Mrs Melanie Eldridge
 Holly Tree Surgery
 42 Boundstone Road
 Wrecclesham
 Farnham
 Surrey, GU10 4TG

(01252) 797760

For any information which is provided in hard copy and where there is no statutory provision for charges, we will charge 20p per sheet for photocopying and standard postage rates.

The Practice will record all Freedom of Information requests and our responses and we will monitor our performance in handling requests.

Classes of Information

All information at Holly Tree Surgery is held, retained and destroyed in accordance with NHS guidelines.

Information	Details	Access to Information
Class 1 – Who we are and what we do (Practice details, key personnel and how we fit into the NHS)		
Doctors in the Practice	<p>Partners:</p> <ul style="list-style-type: none"> • Dr Paul Adams, BM MRCGP Southampton University Hospital 1983 • Dr Jane Elliott MBBS MRCP MRCGP DCH The Middlesex Hosp Univ. of London 1976 • Dr Robert Price BM MRCGP DRCOG Southampton University Hospital 1983 <p>Retainer Scheme Dr:</p> <ul style="list-style-type: none"> • Dr Elizabeth Colyer BM BSc MRCGP DRCOG Southampton Univ. Hospital 1990 <p>Registrars:</p> <p>Holly Tree Surgery is a training practice and as such we meet the stringent standards for this. We regularly have fully qualified doctors undergoing their higher specialist training.</p>	Website, Practice Leaflet
Seeing a Doctor	<p>We offer walk-in surgeries to our registered patients. Doctors take surgery from 8:30 – 10am and 4:30 – 6:15.</p> <p>If you wish to see a specific doctor then our website shows which doctors are generally available at each</p>	Website, Practice Leaflet

	walk-in surgery.	
Nurses in the Practice	There are two part-time practice nurses at the surgery: <ul style="list-style-type: none"> • Sue Knowles, RGN • Cary Wright, SRN, BSc District Nursing 	Website, Practice Leaflet
Seeing a Nurse	Appointments must be booked with reception and are available every weekday morning from 8:30 and every afternoon except Wednesdays.	Website, Practice Leaflet
Other Staff at the Surgery	<ul style="list-style-type: none"> • Practice Manager – Mrs Melanie Eldridge • 6 Receptionists (p/t) • 4 Dispensers (p/t) • 1 Health Care Assistant (p/t) • 2 Dispensary assistants (p/t) • 1 Secretary (p/t) • 1 Assistant to the Practice Manager (p/t) 	Website, Practice Leaflet
Reception	Our receptionists are on duty and answer telephone calls from 8 am until 18:30 and the doors are open from 8:20 – 18:15.	Website, Practice Leaflet
Dispensary	The dispensers are on duty from 8am – 18:30. The dispensary is closed from 12:30 – 14:00 each day.	Website, Practice Leaflet
Contact Details	Holly Tree Surgery 42 Boundstone Road Farnham Surrey GU10 4TG Tel: 01252 793183 Fax: 01252 795437	Website, Practice Leaflet
General Medical Services Contract	Holly Tree Surgery provides a range of services in accordance with its General Medical Services contract with Surrey Primary Care Trust. Surrey Primary Care Trust Cedar Court Guildford Road Leatherhead Surrey KT22 9AE (01372) 201700 www.surreyhealth.nhs.uk .	
Class 2 – What we spend and how we spend it		
Total cost to	Available on request	Contact

Surrey PCT of our contracted services.		Surrey PCT
Total Prescribing Costs	Available on request	Contact Surrey PCT
Other	The Department of Health publishes a document titled "Statement of Fees and Allowances payable for General Medical Practitioners in England" (Document Number = DH4007917) which can be purchased from the following web site http://www.dh.gov.uk/en/Publicationsandstatistics The document is not currently available in electronic format.	Department of Health website

Class 3 – What are priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews)

Plans for the development and provision of NHS services	Our plans are based on: <ul style="list-style-type: none"> NICE guidelines (http://www.nice.org.uk/guidance/index.jsp?action=byType&type=2&status=3) GMC guidelines (http://www.imi.org.uk/document/gmc-guidelines-2011) LMC guidelines (http://www.lmc.org.uk/guidance/) PCT directives (http://www.surreyhealth.nhs.uk) 	Relevant website
Audits	Holly Tree Surgery complies with statutory required audits.	Available on Request
Quality and Outcomes Framework	The Quality and Outcomes Framework (QOF) is a voluntary system of financial incentives. It is about rewarding contractors for good practice (and its associated workload) through participation in an annual quality improvement cycle. Under section 22 of the Freedom of Information Act, data which is intended for publication would normally be exempt from disclosure. As a result, QOF data will not be disclosed before it is published. Once published it can be accessed from the following website: http://www.qof.ic.nhs.uk/	http://www.qof.ic.nhs.uk/

Class 4 – How we make decisions

Records of decisions made in the practice affecting the provision of NHS	The practice partners hold regular meetings to ensure that the practice continues to provide the best possible care to our patients. The minutes of all meetings are held at Holly Tree Surgery.	
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services	Our practice also runs a "Patient Participation Group" to ensure that we listen the views of our patients when making decisions about the running of the practice. Minutes of the last meeting can be downloaded from our web site. Other minutes are available on request.	
Class 5 – Policies and Procedures		
Policies and procedures	<p>Holly Tree Surgery has a wide range of policies and procedures covering all aspects of our work and responsibilities. These include (but are not restricted to):</p> <ul style="list-style-type: none"> • Information Governance policies - record management, data protection, confidentiality, requests for information, access to medical records • Health and Safety policies – infection control, waste management, health and safety at work, fire evacuation • Internal Staff policies – various, covering all aspects, including call handling, equality and diversity , information and data handling security etc 	<p>Available on request.</p> <p>Hard copies are charged at 20p/sheet + postage.</p>
Complaints	<p>In the first instance, we suggest that you contact our Practice Manager, Mrs Melanie Eldridge by phone or in writing.</p> <p>Our complaints procedure is available in hard copy from the reception together with a complaint form.</p> <p>Following a White Paper in April 2009 there is now a single comprehensive complaints procedure for the NHS which can be accessed from the following site: http://www.legislation.gov.uk/uksi/2009/309/pdfs/uksi_20090309_en.pdf</p>	Complaints procedures are free of charge.
Patient's Charter	Please see our website under "Patient Information".	Holly Tree Surgery website.
Class 6 – Lists and Registers		
Any publicly available register or list	None Held	
Class 7 – The services we offer		
The services provided under contract to the	<ul style="list-style-type: none"> • All nGMS services as contracted by the PCT are available 	Website, Practice Leaflet

NHS		
Charges for any of these services	<p>All NHS are free of charge.</p> <p>Private services include Travel vaccinations, Yellow Fever centre, Private form completion.</p> <p>Non NHS services attract a fee.</p>	<p>Website, Practice Leaflet, Reception</p>
Information leaflets	Various.	Available in the waiting room or at reception.
Out of hours arrangements	Our out of hours service is provided by ThamesDoc, 0300 130 1305.	Thamesdoc website. Practice Leaflet and Practice website