

## **NHS FREEDOM OF INFORMATION PUBLICATION SCHEME**

**Welcome to the Shevington Surgery General Practitioner's Publication Scheme. This is a guide to the General Practitioners' (who practice together) within the partnership Publication Scheme as required by the Freedom of Information Act 2000.**

### **Introduction**

This Publication Scheme is a complete guide to the information routinely made available to the public by Drs Trace, Munro, Pollard, Bose, Winstanley, Lancaster and Mercer. 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 all free unless otherwise indicated within each Class, [with £]. [Where information is provided at a cost the charges will be calculated as set out in Class 7].

### **How is the information made available?**

The information within each Class is either downloadable from the practice website or available in hard copy from:-

Mrs A Cheetham, Practice Manager, The Surgery, Houghton Lane, Shevington, Wigan, WN6 8ET.

### **Your rights to information**

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Shevington Surgery General Practice 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.
- From January 1<sup>st</sup> 2005 it will oblige the General Practice to respond to requests about information that it holds, and is 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.
- 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 and you can contact Mrs A Cheetham, Practice Manager, The Surgery, Houghton Lane, Shevington, Wigan, WN6 8ET to do this.

## **Feedback**

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:-

Mrs A Cheetham  
Practice Manager  
The Surgery,  
Houghton Lane,  
Shevington,  
Wigan,  
WN6 8ET

## **CLASSES OF INFORMATION**

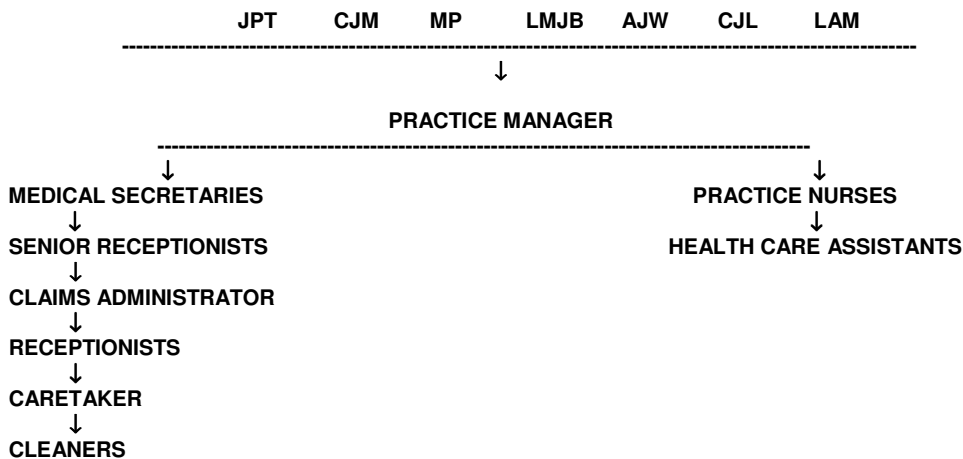
All information at the Shevington Surgery General Practice is held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information which can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000. Where individual Classes are subject to exemptions, the main reasons are e.g. 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:

### **1. Who we are**

**Class Description: Details of the practice, organisational structure, key personnel and how we fit into the NHS.**

- Shevington Surgery is part of Ashton, Leigh and Wigan Primary Care Trust. The practice aims to follow National Institute for Clinical Excellence and National Service Framework Guidelines in partnership with the Trust.
- The NHS is a very large part of the public sector. A full list of local General Practices can be found on Ashton, Leigh & Wigan Primary Care Trust web site [www.alwpct.nhs.uk](http://www.alwpct.nhs.uk). The Shevington Surgery General Practice provides general medical services for the geographical area of Shevington, Standish, Appley Bridge, Standish Lower Ground and Wrightington.

- A full list of our services can be found at Class 2 below and in our Practice Leaflet which is available in hard copy from the surgery or from our web site [www.shevington-surgery.co.uk](http://www.shevington-surgery.co.uk).
- Our Organisational Structure is as follows:-



KEY:-  
 JPT – Dr J P Trace, ¾ time  
 CJM – Dr C J Munro, ¾ time  
 MP – Dr M Pollard, full time  
 LMJB – Dr L M J Bose, full time  
 AJW – Dr A J Winstanley, full time  
 CJL – Dr C J Lancaster, full time  
 LAM – Dr L A Mercer, ½ time

Names of our staff can be found in our Practice Leaflet which is available in hard copy at the surgery or on our website [www.shevington-surgery.co.uk](http://www.shevington-surgery.co.uk).

- Our practice adheres to the national General Medical Services contract.

## 2. Our Services

**Class Description: The range of services we provide under contract to the NHS.**

- A full list of our services can be found in our Practice Leaflet which is available at the surgery or on our website [www.shevington-surgery.co.uk](http://www.shevington-surgery.co.uk). We also provide specialist clinics for alcohol rehabilitation, counselling and psychology.
- The surgery premises are purpose built and are located at Houghton Lane, Shevington, Wigan, WN6 8ET. Our opening times are as follows:-  
 Monday, Tuesday, Thursday, Friday 8.30 am to 6.30 pm  
 Wednesday 8.30 am – 4.30 pm

\*The surgery closes from 12.30 pm to 1.30 pm each day.

- Out of hours cover is provided by Wigan Metro Medical Services Ltd, Incefield House, 234 Ince Green Lane, Lower Ince, Wigan, WN3 4RJ.
- For those patients who are unable to speak or understand English, we have access to Language Line to provide us with the relevant interpreters.
- Some of our doctors have particular clinical interests as follows:-

Dr J P Trace	LMC Secretary/Treasurer
Dr C J Munro	Child Health
Dr M Pollard	Asthma
Dr L M J Bose	Mental Health, Cryosurgery, Womens Health
Dr C J Lancaster	IHD, Minor Surgery/Cryosurgery
Dr L A Mercer	Diabetes

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

#### **Class Description: Funding details and charging policies.**

- Shevington Surgery General Practice receives money from Ashton, Leigh & Wigan Primary Care Trust according to its contract (as per Class 1 above) in exchange for services provided for patients.
- The total income received from the NHS before expenses in 2002/2003 was £975,740.00
- The sum spent on drugs prescribed by the Shevington Surgery General Practice in 2002/2003 was £1,883,503.00.

### **4. Regular publications and information for the public**

#### **Class Description: Guidance and information leaflets.**

- We produce our own Practice Leaflet which is available from the surgery reception and also on our web site [www.shevington-surgery.co.uk](http://www.shevington-surgery.co.uk) . This leaflet is updated on a regular basis and gives information on the services provided by the surgery.
- We also have a leaflet rack, supplied and merchandised by Waiting Room Information System (WIS) Tel: 01489 860000, which is updated on a regular basis. A full publication list can be obtained from WIS by contacting the telephone number above.
- We also have a Social Services Public Information rack, supplied by Wigan Social Services. A full publication list can be obtained on their web site [www.wiganmbc.gov.uk/pub/socs](http://www.wiganmbc.gov.uk/pub/socs)

## 5. **Complaints**

### **Class Description: Policies, procedures and contacts for complaints.**

- Should you wish to make a complaint against the practice, you should address your complaint to Mrs A Cheetham, Practice Manager. We have an In-House Complaints Procedure leaflet outlining our practice Complaints Procedure and this is available from the surgery reception or on our web site [www.shevington-surgery.co.uk](http://www.shevington-surgery.co.uk). On receipt of your complaint the following procedure will be followed:-
  1. Your complaint will be acknowledged within 2 working days.
  2. Should you so wish, you will be given the opportunity to discuss your complaint and the complaints procedure with the Practice Manager.
  3. Your complaint will be investigated fully and you will receive a written response within 10 working days
  4. A record of your complaint and any action taken will be kept in the practice complaints register.
- If, despite our efforts, you are not satisfied with the outcome of the investigation you can ask the PCT to arrange a conciliation meeting to try and resolve your complaint and you can contact Sharon Sargent, Complaints Manager on telephone number 01942 772765 to discuss the conciliation process.

Alternatively, you have the right to ask the Healthcare Commission to review your case. The Healthcare Commission is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide services. This request should be made within 2 months of the date of our response and should be sent to:

Healthcare Commission,  
FREEPOST NAT 18958

Complaints Investigation Team

Manchester

M1 9TE

Tel: 0845 601 3012

E-mail: [complaints@healthcarecommission.org.uk](mailto:complaints@healthcarecommission.org.uk)

Website: [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)

## 6. **Our policies and procedures**

**Class Description: General policies and procedures in use within the practice. These include, but are not restricted to, data protection, prescribing and health and safety.**

- We have a practice Procedure Manual and copies of practice policies and procedures can be obtained from the Practice Manager, Mrs A Cheetham.

## 7. **This Publication Scheme**

**Class Description: 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 the Trust. We will also publish any proposed changes or additions to publications already available.**

- **Cost of Information**

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD ROM). Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available. Charges are as follows:

- (a) Via the Shevington Surgery or Primary Care Trust Web site – free of charge, although any charges for Internet Service provider and personal printing costs would have to be met by the individual.

For those without Internet access, a single print-out as on the website would be available by post from Mrs A Cheetham, Practice Manager, The Surgery, Houghton Lane, Shevington, Wigan, WN6 8ET or by personal application at the surgery. However, requests for multiple printouts, or for archived copies of documents which are no longer accessible or available on the web, may attract a charge for the retrieval, photocopy, postage, etc. We will let you know the cost and charges that will have to be paid in advance. [We will not provide printouts of other organisations' websites].

- (b) Leaflets and brochures on, for example, services we offer to the public, - free of charge. A list is available from Mrs A Cheetham, Practice Manager, The Surgery, Houghton Lane, Shevington, Wigan, WN6 8ET.
- (c) "Glossy" or other bound paper copies, or in some cases a CD ROM, video or other mediums, are for charge as in our publications lists available from Mrs A Cheetham, Practice Manager, The Surgery, Houghton Lane, Shevington, Wigan, WN6 8ET.

- (d) E-mail will be free of charge unless it says otherwise.

The charges will be reviewed regularly.

- **How information is managed**

The practice uses the EMIS clinical system and is fully computerised and paperless.

All information held at the surgery is confidential and everyone working here is covered by our confidentiality policy. Breach of confidentiality is treated as serious misconduct and may result in dismissal.

We also have practice policies to cover the use of email, computers and data protection and the use of the Internet. Copies of all of these policies are available from Mrs A Cheetham, Practice Manager.

We ask for information about patients so that they can receive the best possible care and treatment. We keep this information, together with details of their care, to ensure that the doctors and/or nurses have accurate and up to date information.

There are times when we have to pass on information to other agencies, such as hospitals, social services, community services, health authorities. This is always done in confidence or, by removing identifying details, when these are not essential.

Everyone working within the NHS has a legal duty to maintain the highest level of confidentiality when dealing with patient information.

More information can be found in the leaflet "Protecting Your Data" which is available from the surgery.

## **PART THREE**

### **Useful Resources**

Web sites:

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

This is the web site of the Information Commissioner

[www.lcd.gov.uk](http://www.lcd.gov.uk)

This is the web site of the Lord Chancellor's Department

[www.foi.nhs.uk](http://www.foi.nhs.uk)

This is the NHS Freedom of Information web site

[www.alwpct.nhs.uk](http://www.alwpct.nhs.uk)

This is the Ashton, Leigh & Wigan Primary Care Trust web site

[www.shevington-surgery.co.uk](http://www.shevington-surgery.co.uk)

This is the Shevington Surgery web site

### **Publications**

- NHS Openness Code – [www.doh.gov.uk/nhsexec/codemain.htm](http://www.doh.gov.uk/nhsexec/codemain.htm)
- FOI Act 2000 – [www.legislation.hmso.gov.uk/acts2000/2000036.htm](http://www.legislation.hmso.gov.uk/acts2000/2000036.htm)
- Code of Practice under Section 45 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)
- Code of Practice under Section 46 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)
- Statement of Fees and Allowances payable for General Medical Practitioners in England

### **Copyright**

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