

ALREWAS SURGERY PUBLICATION SCHEME

Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by Dr Janet Mager-Jones; Dr Terence Mulligan, Dr Rachel Gallyot and Dr Alison Shearman, GP partners of Alrewas Surgery. It is a description of the information about our General Practitioners and our Practice which we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

How much does it cost?

While the publication is free of charge, there may be a cost to producing copies of the surgery's policies and procedures, on request. These costs are stated later in this publication.

How is the information made available?

To apply for any of the information within each class please contact:

Practice Manager
Alrewas Surgery
Exchange Road
Alrewas
Burton on Trent
Staffordshire
DE13 7AS
Tel: 01283 790316

Some information may be downloadable from the practice website (www.alrewassurgery.co.uk)

Your rights to information

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Alrewas 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.
- Since January 1st 2005, General Practices have been required to respond to requests about information that it holds and is recorded in any format. There is 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 1998 and the General Data Protection Regulations 2016, you are also entitled to access your clinical records or any other personal information held about you. For this, please contact Practice Manager, to be guided as to how you may do this.
- Medical records in this practice contain statements of opinion about the likely diagnosis accounting for a patient's problem at a particular time. This diagnosis is entered in order that we can monitor the basis of our actions, such as prescribing interventions etc. Since it is an opinion expressed at the time, it is not unusual for the final diagnosis in any episode to differ from it. Often when illnesses first present to a doctor, the range in severity of the symptoms does not allow more than a tentative diagnosis.
- The Practice will continue to protect the personal data entrusted to us by disclosing only information in accordance with the Data Protection Act 1998.

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 the Alrewas 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

Details of the practice, organisational structures, key personnel and how we fit into the NHS

This practice adheres to the national General Medical Services contract. The contract is with: East Staffordshire CCG, Edwin House, 2nd Avenue, Centrum 100, Burton on Trent, Staffs, DE14 2WF

The practice aims to follow National Institute for Clinical Excellence (NICE) and National Service Framework guidelines. Copies of these can also be found on the NICE website (www.nice.org.uk) or the Department of Health website (www.doh.gov.uk).

The NHS is a very large part of the public sector. It is possible to find out information about our practice, the East Staffordshire CCG and other NHS services in your area by using www.nhs.uk. A full list of local General Practices can be found there too. The Alrewas Surgery provides general medical services for the geographical area of Alrewas, Fradley, Bromley Hayes, Orgreave, Kings Bromley, Wychnor, Catton, Edingale, Harlaston, Lullington & Elford.

Doctors

The following doctors work in the Practice:

Dr Janet Mager-Jones
Dr Terence Mulligan
Dr Rachel Gallyot
Dr Alison Shearman
GP Registrars (from West Midlands Deanery)

The Practice participates in the training of doctors pursuing a career in general practice. These doctors are fully qualified and may have several years experience in hospital medicine. Whilst they are with us, they are under the supervision of one of our Partners. We encourage them to participate fully in the medical care offered by the Practice. We value our training status and the contribution these doctors make to the Practice.

The Practice Team

The Practice Manager is Mrs Sonia Senior. She is happy to help you with any business, administrative issues or problems in the Practice, or any other non-clinical aspect of your health care.

We have a very experienced nursing team which includes a Nurse Prescriber, practice nurses and a health care assistant and a valued complement of administration staff. All these staff are directly employed by the practice. We also have an attached team of healthcare professionals; District Nurses, Health Visitor, Midwife, and Chiropodist who are all employed by organisations providing services for the NHS.

2. Our Services

The range of services we provide under contract to the NHS

We offer:

- Disabled parking
- Disabled access & toilet facilities
- Repeat prescribing on-line
- Surgery website

This is the range of services we provide (not an exhaustive list):

Baby clinic
Cervical cytology
Child health surveillance (developmental checks & immunisations)
Chiropody
Contraceptive services
Disease management clinics
District Nurse, Health visiting & Midwifery services
Maternity medical services
Minor injuries service
Minor surgery services
Physiotherapy
Travel advice & Immunisations

Surgery Opening Times

Our surgery is open between 8.00 am and 6 pm on weekdays for telephone calls. The doors are open between 8.15am and 5.45 pm. We also offer "Extended Hours" surgeries one evening per week between 6.30 – 8pm. We offer ten-minute appointments with our Partners. The timings for trainees may vary depending on where they are with their training. It is possible to book a double appointment if necessary. We also offer telephone consultations with both doctors and nurses.

When the surgery is closed

'Out of Hours' care for urgent medical services is provided by SDUC 'Out of Hours' service arranged by the East Staffordshire CCG.

Accidents and emergencies occurring outside surgery hours should be directed to the local A&E services. The nearest department is at Queens Hospital, Burton.

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 enquires regarding information management generally in the practice. We will also publish any proposed changes or additions to publications already available.

Any requests regarding our information management policies generally in the practice should be directed to the Practice Manager, at the surgery. The request must be 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.

Copies of medical records will be provided free of charge to patients as per the General Data Protection Regulations 2018. Requests for excessive, multiple printouts may attract a charge but this would only be where repeated, or multiple, copies of the same information are requested. We will inform you of any cost charges, in advance. We will not provide printouts of other organisation's websites.

The publication is available, free of charge, on the practice website: www.alrewassurgery.co.uk, although any charges for the Internet service provider and personal printing costs would have to be met by the individual.

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

3. Financial and funding information

Funding details and charging policies

The Alrewas Surgery receives money from East Staffordshire Clinical Commissioning Group according to its contract for national General Medical Services in exchange for services provided for patients.

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 affair.

4. Regular publications and information for the public

Guidance and information leaflets

The practice has an up to date practice information pack available in Reception. This pack provides information about the Doctors and staff who work at the surgery and the services we offer.

Other information is available on the practice notice boards in the waiting areas and on the Practice website www.alrewassurgery.co.uk

5. Complaints

Policies, procedures and contacts for complaints

If you have a complaint or concerns about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a complaints procedure as part of the NHS system. Our complaints system meets national criteria.

A copy of our practice complaints procedure is available from the Practice Manager at the surgery

6. Our policies and procedures

General policies and procedures in use within the practice. These include (but are not restricted to) data protection, prescribing and prescription, zero tolerance and health and safety.

General policies and procedures in use within the practice include, but are not restricted to:

- Information Governance
- Prescribing and Dispensing
- Health & Safety

- Complaints
- Infection Control

All policies and procedures are available for viewing, upon request in writing, to the Practice Manager, at the surgery

Useful Resources

Useful Resources

Alrewas Surgery - www.alrewassurgery.co.uk

Web site of the Information Commissioner - www.ico.gov.uk

East Staffordshire Clinical Commissioning Group - www.eaststaffscg.nhs.uk

May 2018