

## Freedom of Information Publication Scheme – Upwell Health Centre

Updated May 2023

**Information available from Upwell Health Centre & Welle Ltd. (*providing medical services under contract to the NHS*) under the Freedom of Information Act.** Information covered by this scheme is only about the primary, general or personal medical services we provide under contract to the National Health Service.

Information to be published	How the information can be obtained	Cost
<p><b>Class1 - Who we are and what we do</b></p> <p>Upwell Health Centre provides general medical services to patients in the practice catchment area delivered from one premises located at PE14 9BT. Upwell Health Centre operates under contract from the Norfolk &amp; Waveney Integrated Commissioning Board (ICB).</p> <p>Welle Ltd (pharmacy) provides dispensary and pharmacy services located at the same location as the health centre. Welle Ltd. delivers services under an NHS England Pharmacy Community Contract.</p>	Practice & Pharmacy Websites	free
<p><b>Doctors in the practice</b> Partners in the Practice are: Dr Clare Blundell (senior), Dr Vineet Bhardwaj, Dr Jenny Haine, Dr Heidi McDowell, Dr Kavin Unamboowe.</p> <p><b>Superintendent Pharmacist</b> Abayomi Adeluwoye</p>	Practice Booklet Practice & Pharmacy Websites NHS Choices Website	free
<p><b>Contact details for the practice or pharmacy regarding FOI</b> Stephen Reeves Upwell Health Centre, Townley Close, Upwell, Wisbech, Cambs, PE14 9BT 01945 773671</p>	Practice Booklet Website	free
<p><b>Opening hours</b> The practice is open Monday- Friday from 8.00 to 18:30 (closed for lunch between 13:00 to 14:00).</p>	Practice Booklet Website NHS Website	free

The pharmacy is open Monday to Friday from 09:00 to 18:00 (closed for lunch between 13:00 to 14:00).	<a href="http://www.nhs.uk/pages/home.aspx">http://www.nhs.uk/pages/home.aspx</a>	
<b>Other staffing details</b> Stephen Reeves – Business/Practice Manager Finance, Operations and HR staff Salaried GPs Health Care Assistants Practice Nurses Admin staff	Practice Booklet Website	free
<b>Class 2 – What we spend and how we spend it</b> (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit)		
Total cost to the NHS of our contracted services.	April 2021 to March 2022	
Audit of our NHS Income – what we were funded for (principle areas):- <ul style="list-style-type: none"> <li>• Core Services</li> <li>• Enhanced Services</li> <li>• Premises</li> <li>• Other (various smaller health related contracts)</li> </ul>	Core services: £1,219,211 Enhanced Services: £292,274 Premises: £104,886 Other: £67,197	
<b>Class 3 – What our priorities are and how we are doing</b> To provide safe and effective health care to all patients registered on our practice list. To look after the well-being of our staff and continually develop individuals and services.	Practice Booklet Website	free
Participation in Quality & Outcomes Framework - <a href="http://qof.digital.nhs.uk/">http://qof.digital.nhs.uk/</a>  Participation in Direct enhanced Services through NHS England Participation in Local enhanced Services – Through public health and the clinical commission group	website	free
National patient survey and internal patient survey. Comments posted on NHS Choices <a href="https://gp-patient.co.uk/patientexperiences?practicecode=D82035">https://gp-patient.co.uk/patientexperiences?practicecode=D82035</a>	Website NHS Website GP patient survey website	free
CQC inspection reports – The Practice is rated as Good	Website	free

<a href="http://www.cqc.org.uk/content/doctorsgps">http://www.cqc.org.uk/content/doctorsgps</a>	CQC Website	
<b>Plans for the development and provision of NHS services</b>		
Working with the Integrated Commissioning Board and Primary Care Network on developing and providing services that meet local needs.	Website <a href="https://improvinglivesnw.org.uk">https://improvinglivesnw.org.uk</a> <a href="https://www.fensandbreckspcn.co.uk/">https://www.fensandbreckspcn.co.uk/</a>	free
<p><b>Class 4 – How we make decisions</b> (Decision making processes and records of decisions) Partner meetings (bi-weekly) Weekly Management Meetings (for key business roles/functions and managers) Education meetings – open for all staff Clinical Governance meetings (monthly) – all staff MDT meetings-monthly – review of care needs and care planning Nurses – monthly Admin Team – as needed.</p> <p>Discussion and decision take place at the appropriate meeting. Meetings are minuted and stored centrally. Confidential material would not be available under the FOI publication scheme.</p>	Available as hard copy by request	Fee for printing
<b>Class 5 – Our policies and procedures</b>		
Policies and procedures about the employment of staff	Available as hard copy by request	Fee for printing
Internal instructions to staff and policies relating to the delivery of services	Available as hard copy by request	Fee for printing
Equality and diversity policy	Available as hard copy by request	Fee for printing
Health and safety policy	Available as hard copy by request	Fee for printing
Complaints procedures (including those covering requests for information and operating the publication scheme)	Practice Booklet Website Hard copy via reception	free
Records management policies (records retention, destruction and archive)	Available as hard copy by request	Fee for printing
Data protection policies	Available as hard copy by request	Fee for

		printing
Policies and procedures for handling requests for information	Practice Booklet Website Patients leaflets – hard copy	free
<b>Class 6 – Lists and Registers</b>  Patient database/clinical records held electronically. The practice has a total list size of approximately 11000 patients.	Not available - confidential	n/a
Any publicly available register or list	No publicly available register	
<b>Class 7 – The services we offer</b> The services provided under contract to the NHS:  <ul style="list-style-type: none"> <li>• General medical services</li> <li>• Antenatal services</li> <li>• Contraception services</li> <li>• Cytology screening</li> <li>• Child and adult vaccinations</li> <li>• Phlebotomy services</li> <li>• Long term condition / chronic disease services</li> <li>• Anti-coagulant services</li> <li>• Minor surgery</li> </ul>	Practice Booklet Website Patients leaflets –hard copy	free
<b>Charges for any of these services</b> Non-NHS work - there may be private fees applicable. Such work includes insurance reports, private certificates, some social security forms	Practice poster Website Patients leaflets –hard copy	free
<b>Information leaflets</b> Any relevant information leaflet that is produced is available as hard copy from reception or within the practice or via the website. Online services, use of information, accessing records, private fees	Practice poster Website Patients leaflets –hard copy	free
<b>Out of hours arrangements</b> <b>111</b> service operates when the surgery is closed	NHS Choices Practice Website ICB website	free