

## Freedom of Information – NHS

Using the model Publication Scheme for General Practitioners developed by the British Medical Association and the NHS Freedom of Information Project Board, 2003  
[www.foi.nhs.uk/practice?id=1321](http://www.foi.nhs.uk/practice?id=1321) Last revised: 21 October 2008

### Montpelier Health Centre & Sussex Place Surgery Publication Scheme

Welcome to the Dr Kim Hearn; Dr Rachel Brown; Dr Tim Mitchell; Dr Tom Bailward & Dr Oakley

**Publication Scheme.** This is a guide to the General Practitioners (who practice together) within the partnership practice 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 Dr Kim Hearn; Dr Rachel Brown; Dr Tim Mitchell; Dr Tom Bailward & Dr Giles Oakley

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

How is the information made available? The information within each Class is available in hard copy from:

Practice Manager /IT Manager  
Montpelier Health centre  
Bath Buildings  
Montpelier  
Bristol  
BS6 5PT  
Tel: 0117 9426811

In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Montpelier Health Centre & Sussex Place 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 1st 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. For this, please contact:

IT Manager  
Montpelier Health centre  
Bath Buildings  
Montpelier  
Bristol  
BS6 5PT  
Tel: 0117 9426811

#### 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:

Practice Manager  
Montpelier Health centre  
Bath Buildings  
Montpelier  
Bristol  
BS6 5PT  
Tel: 0117 9426811

#### Classes of Information

All information at the Montpelier Health Centre & Sussex Place 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:

This practice has a local Personal Medical Services contract. The contract is with: Bristol Primary Care Trust,  
South Plaza,  
Marlborough Street,  
Bristol

BS1 3NX

Tel: 0117 9766600

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

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](http://www.nice.org.uk)) or the Department of Health website ([www.doh.gov.uk](http://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 Bristol Primary Care Trust and other NHS services in your area by using [www.nhs.uk](http://www.nhs.uk). A full list of local General Practices can be found there too.

Montpelier Health Centre & Sussex Place Surgery provides general medical services for the geographical area of St. Pauls, Montpelier, St. Werburghs, St. Andrews, Cotham & Kingsdown. A map is available from the practice web-site and practice leaflet showing precise boundaries.

The full names of GPs at our practice are listed in the introduction to this publication scheme. The practice also employs:

Practice Manager

Administrative Staff

Practice Nurse(s)

Clinical Audit Nurse

Medical Secretaries

Healthcare Assistants

Reception Staff

IT Manager

Practice Coordinator

Operations Manager

Practice Pharmacist

There is a national NHS Plan that explains how the NHS is changing and sets out how all the different parts function and work together. A copy is available on the Department of Health website

[www.doh.gov.uk/nhsplan](http://www.doh.gov.uk/nhsplan)

Some information will be withheld, including personal, confidential information about individuals which is protected by the Data Protection Act 1998.

This is the range of services we provide:

Baby clinic

Cervical cytology

Contraceptive services

Counsellor

Disease management clinics

District nurse

Well woman clinic

Travel Immunisations

Maternity Medical Services  
Minor Illness  
Podiatry  
Health Visitor for under 5's and the Elderly  
Bristol Drugs Project  
Haven – asylum seekers  
Alcohol  
Stop Smoking

For any policies relating to our services see our website or our practice leaflet which is available free of charge from:

Receptionist  
Montpelier Health centre  
Bath Buildings  
Montpelier  
Bristol  
BS6 5PT  
Tel: 0117 9426811

Included in our practice leaflet is information on the following:

Practice address(es)  
Opening and closing times  
Seeing a Doctor or Nurse  
Triage appointment system  
Arrangements we have for out of hours cover  
How to register  
Confidentiality  
Repeat prescriptions

### **Our services**

[The range of services we provide under contract to the NHS](#)

Clinical interests at our practice: GPs in this practice have the following special medical interests:

Dr Mitchell – Dermatology  
Dr Brown & Dr Blake – Well Woman  
Dr Woodward – Implanon insertion & removal  
Dr Bailward & Dr Oakley – Paediatrics

Information leaflets relating to the clinical services and health services that we provide for patients and the public, and our range of regular publications are freely available at the surgeries, in the reception areas.

If you wish to make a complaint about any aspect of our service, you should first contact reception to ask for a complaints form and return to:

Practice Manager  
Montpelier Health centre  
Bath Buildings  
Montpelier  
Bristol  
BS6 5PT  
Tel: 0117 9426811

The complaints policy for our practice can be obtained at a cost of £ (0) from our website or in hardcopy from:

IT Manager  
Montpelier Health centre  
Bath Buildings  
Montpelier  
Bristol  
BS6 5PT  
Tel: 0117 9426811

**General policies and procedures in use within the practice.**

We have policies available on the following:

- complaints (£ 0)
- confidentiality (£ 0)
- data protection (£ 0)
- health and safety (£ 0)
- information sharing with other agencies (£ 0)
- removal of patients from the practice list (£ 0)
- zero tolerance to violence (£ 0)
- Access to medical records (£ 0)
- Prescribing Policy (£ 0)

Each of the above are available in hardcopy. If you would like a copy, please contact:

IT Manager  
Montpelier Health centre  
Bath Buildings  
Montpelier  
Bristol  
BS6 5PT  
Tel: 0117 9426811

**Cost of Information**

For the most part, we will charge you only for hard copies. 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 General Practice website – 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:

IT Manager  
Montpelier Health centre  
Bath Buildings  
Montpelier  
Bristol  
BS6 5PT  
Tel: 0117 9426811

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 organisation's websites.

Leaflets and brochures – free of charge for leaflets or booklets on, for example, services we offer to the public.

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

The charges will be reviewed regularly.

We will publish any changes we make to this publication scheme, the criteria on which our information Governance 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.

### Useful Resources

Freedom of Information

[http://www.foi.nhs.uk/publication/gp\\_preview.php](http://www.foi.nhs.uk/publication/gp_preview.php) 21/10/2008

### Websites:

Our website

[www.montpelierhealthcentre.co.uk](http://www.montpelierhealthcentre.co.uk)

Bristol Primary Care Trust

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

Information Commissioner

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

Lord Chancellors Department

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

NHS Freedom of Information

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

General Medical Council

[www.gmc-uk.org](http://www.gmc-uk.org)

Publications:

NHS Openness Code

[www.doh.gov.uk/nhsexec/codemain.htm](http://www.doh.gov.uk/nhsexec/codemain.htm)

[www.doh.gov.uk/nhsexec/codeannx.htm](http://www.doh.gov.uk/nhsexec/codeannx.htm)

FOI Act 2000

[www.hmso.gov.uk/acts/acts2000/20000036.htm](http://www.hmso.gov.uk/acts/acts2000/20000036.htm)

Code of Practice under Section 45 FOI Act 2000

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

Code of Practice under Section 46 FOI Act 2000

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

Statement of Fees and Allowances payable for General Medical Practitioners in England

[www.doh.gov.uk/pricare/fees.htm](http://www.doh.gov.uk/pricare/fees.htm)

Copyright: Material available through this Publication Scheme is subject to the General Practice's copyright unless otherwise indicated. Unless expressly indicated to the contrary, it may be reproduced free of charge in any format or medium provided it is done so accurately in a manner which will not mislead. Where items are re-published or copied to others, you must identify the source and acknowledge copyright status. This permit does not extend to third party material, accessed through the scheme. For HMSO Guidance Notes see [www.hmso.gov.uk/guides.htm](http://www.hmso.gov.uk/guides.htm).

Privacy

Freedom of Information

[http://www.foi.nhs.uk/publication/gp\\_preview.php](http://www.foi.nhs.uk/publication/gp_preview.php) 21/10/2008