

**Alton Street Surgery
Model Publication Scheme**

Information to be published	How the information can be obtained	Cost
Class 1 - Who we are and what we do The practice provides General Medical Services. We are contracted to NHS England Area Team (Arden, Herefordshire & Worcestershire) and Herefordshire Clinical Commissioning Group.	Practice Leaflet & website	Free
Doctors in the practice Dr Philip Clayton, Dr Simon Lennane, Dr Lisa Price, Dr Jade Medlicott, Dr Edwina Gallagher, Dr Benjamin Barclay, Dr Caroline Pickles, Dr Jeremy Gifford, Dr Jessica Davies	Practice Leaflet & website	Free
Contact details for the practice (named contacts where possible with telephone number and email address (if used)) Practice Manager Alton Street Surgery Alton Street Ross-on-Wye HR9 5AB Tel: 01989 563646	Practice Leaflet & website	Free
Opening hours Our core opening hours are 8.00am to 6.00pm Monday to Friday, and telephone access is available between those times. We are also open 6.30pm to 7.30pm on Monday, Tuesday and Wednesday evenings as necessary. There is no telephone access at	Practice Leaflet & website	Free

these times, and appointments for these surgeries may only be pre-booked. Access to the building is restricted to patients with appointments.		
Other staffing details A full range of support staff are employed including: <ul style="list-style-type: none"> • Administrative and secretarial staff • Deputy Practice Manager • Reception Manager • Administration Manager • Reception staff • Advanced Nurse Practitioners • Practice Nurses • Health Care Assistants Attached staffs include District Nurses, Health Visitors, Midwives, Counsellors, First Contact Practitioner, Dementia Nurse, Social Prescriber.	Practice Leaflet & website	Free
Class 2 – What we spend and how we spend it (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit) There may be circumstances where this 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 maybe prejudicial to the conduct of the Practices affairs.	Request to be made to Practice Manager	Free
Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews) Our priority is to provide and maintain a high standard of service and		

<p>clinical care to our patients. We adopt local care pathways when these become available, and adhere to local and national guidance, such as that produced by the National Institute of Clinical Excellence, National Service Frameworks, and Map of Medicine directions when appropriate.</p> <p>Regular audits/contract monitoring and inspections take place by Herefordshire CCG and CQC periodically.</p> <p>Plans for development are detailed in the Practice Improvement plan.</p> <p>Our performance under the Quality and Outcomes Framework (QOF) can be found on the NHS IC website.</p> <p>NHS Choices website provides details of our performance, and what patients think of us from the Patient Satisfaction Questionnaire carried out annually.</p>	<p>Hard copy request from Herefordshire CCG and via the CQC website.</p> <p>Request to be made to the Practice Manager</p> <p>http://www.qof.ic.nhs.uk/search.asp</p> <p>www.nhschoices.nhs.uk</p>	<p>*</p> <p>*</p>
<p>Class 4 – How we make decisions</p> <p>We hold regular meetings – receptionists, practice nurses/health care assistants, clinical, palliative care, educational, partners and whole practice. With the exception of the partners’ meetings, which have a closed session, notes of meetings where decisions are made are taken. (Any information which is commercially sensitive or falls under the Data Protection Act is excluded).</p>	<p>Request to be made to the Practice Manager</p>	<p>*</p>
<p>Records of decisions made in the practice affecting the provision of NHS/HSC services.</p>	<p>Request to be made to the Practice Manager</p>	<p>*</p>
<p>Class 5 – Our policies and procedures</p>		

Policies and procedures about the employment of staff	Request to be made to the Practice Manager	*
Internal instructions to staff and policies relating to the delivery of services	Request to be made to the Practice Manager	*
Equality and diversity policy	Request to be made to the Practice Manager	*
Health and safety policies	Request to be made to the Practice Manager	*
Complaints procedures	Website or copy from Reception	Free
Records management policies (records retention, destruction and archive)	Request to be made to the Practice Manager	*
Data protection policies	Request to be made to the Practice Manager	*
Patients Charter	Practice leaflet and website	Free
Class 6 – Lists and Registers		
Currently maintained lists and registers only	Not held	
Any publicly available register or list	Not held	
Class 7 – The services we offer		
<p>This is the range of services we provide under contract to the NHS:</p> <ul style="list-style-type: none"> • Cervical cytology • Child health surveillance 		

<ul style="list-style-type: none"> • Chronic disease management clinics • Contraceptive services • Flu Clinics • Health promotion clinics • Immunisations • Maternity services (with midwife) • Minor surgery services • Maternity services • Musculo-skeletal Clinic <p>Some of these services are provided in partnership with other agencies, namely:</p> <ul style="list-style-type: none"> • Ross-on-Wye Community Hospital • District Nurse Team • Health Visitor Team • Midwife Team 		
<p>Out of hours arrangements</p> <p>Provided by NHS 111 from 6pm to 8am and all weekend and Bank Holidays</p>		Free

* = Charges for provision of information