

Complaints

If you are dissatisfied with the way in which your request for access under the Act has been handled, or if you wish to appeal against a refusal to release any information requested, please write in the first instance to the Business Manager at the Practice.



If, after receiving a reply, you remain dissatisfied you may appeal to the Information Commissioner. Details of how to do this will be supplied as part of your reply from the Practice.

All requests for Information under the Act (with the exception of a copy of the publication scheme which is available from Reception and on the Practice web-site) must be made in writing and addressed to:

Joanne Cripps
Business Manager
Grove House Practice
St Paul's Health Centre
High Street
Runcorn
Cheshire WA7 1AB



**Grove House Practice
St Paul's Health Centre
High Street
Runcorn
Cheshire
WA7 1AB**

Tel No: 01928 566561

**Cancellation line: 01928 842577
(message facility only)**

Website: www.grovehouse.co.uk

If you require this leaflet in a different format or if you need further information or advice, please contact the Practice

Last reviewed: August 2023

How to Obtain Information under FOIA

Grove House Practice



What is the Act?

The Freedom of Information Act 2000 aims to produce a culture of openness in Public Bodies, by providing members of the public with the right to access information held. The main purpose behind this is to show how public money is being used.

GP practices, although not government owned, are considered to be “Public Bodies” for the purposes of this Act. Therefore members of the public (not necessarily patients) can request information from them. This right came into force in 2005.



GP practices are required to make information available via a “Publication Scheme”. This may be held in paper form or by electronic means. It will include information commonly requested and is available on request.

Grove House’s Publication Scheme follows the model scheme for GP practices approved by the Information Commissioner.

What Sort of Information is Available?

The full details can be found in our Publication Scheme which is available on request from the Business Manager and can also be found on our web-site (www.grovehouse.co.uk). The only information covered by this scheme is about the primary personal medical services we provide under contract to the National Health Service. In summary, information available under the Freedom of Information Act covers:

- Who we are and what we do
- Details of the services we offer
- How we are funded
- What our priorities are and how we are doing against these
- How we make decisions
- Our policies and procedures

Note: Information related to individual health/clinical records is not available under this legislation. Please ask Reception for details of how to access information for this purpose under the Data Protection Act - a separate leaflet (“How we use your Health Records”) is available in the waiting room and on our website.

How Up To Date is the Information?

Grove House Practice complies with the principles of the Freedom of Information Act, and as such updates the publication scheme document on at least an annual basis, and at other intervals during the year if significant changes occur.

The publication scheme itself will contain the date of the latest update.

Fees

The information outlined in the publication scheme is available at no charge. However, a fee may be charged to cover the administration costs of providing and/or posting any information requested.



Suggestions

We welcome feedback from members of the public about the information they would like to see in our publication scheme. Please write to our Business Manager, Joanne Cripps with your suggestions.