

FOIA Model Publication Scheme

Grove House Practice

Patient Information Leaflet



Information to be published	How the information can be obtained (eg hard copy, website)
Equality and diversity policy	Available on request from the Business Manager
Health and safety policy	Available on request from the Business Manager
Complaints procedures (including those covering requests for information and operating the publication scheme)	1. Patient leaflet available in the Waiting Room and on Practice website (www.grovehouse.co.uk)
Records management policies (records retention, destruction and archive)	The Practice adheres to the NHS Records Management Code of Practice. Details are available at: http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4131747 . A hard copy of the Practice policy is available from the Business Manager
Data protection policies	Available on request from the Business Manager Patient Information Leaflet also available in Waiting Room and on Practice website (www.grovehouse.co.uk)

Information to be published	How the information can be obtained (eg hard copy, website)
Policies and procedures for handling requests for information	Patient Information Leaflet also available in Waiting Room and on Practice website (www.grovehouse.co.uk)
Class 7 – The services we offer	
The services provided under contract to the NHS	The Practice provides all primary medical care services as per NHS contract. Grove House currently holds a “PMS” contract. Details are available on request from the Business Manager.
Charges for any of these services	All NHS services are free of charge. The charges for other services are available in the Waiting Room and on the Practice website (www.grovehouse.co.uk)
Information leaflets	The Practice provides a series of Patient Information leaflets covering various aspects of our services. These are provided in hard copy format in the Waiting Room and also on the Practice website (www.grovehouse.co.uk)
Out of hours arrangements	Currently contracted by the CCG. Out of hours services can be reached by calling 0151 220 3685. This number is available in the Practice, on our telephone messages and in our Practice booklet and leaflets as well as on the Practice website (www.grovehouse.co.uk)

Information available from Grove House Practice under the Freedom of Information Act

Model Publication Scheme

Please note that 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 (eg hard copy, website)
<u>Class1 - Who we are and what we do</u>	
A brief history of the Practice	1. Practice Guide to our Services booklet (available from Reception) 2. Practice website (www.grovehouse.co.uk)
Doctors in the practice	1. Practice Guide to our Services booklet (available from Reception) 2. Practice website (www.grovehouse.co.uk)
Contact details for the practice	1. Practice Guide to our Services booklet (available from Reception) 2. Practice website (www.grovehouse.co.uk)
Opening hours	1. Practice Guide to our Services booklet (available from Reception) 2. Practice website (www.grovehouse.co.uk) 3. NHS Choices website (www.nhs.uk)
Other staffing details	1. Practice Guide to our Services booklet (available from Reception) 2. Practice website (www.grovehouse.co.uk) 3. NHS Choices website (www.nhs.uk)

Information to be published	How the information can be obtained (eg hard copy, website)
<u>Class 2 – How we are funded</u>	
Annual Practice Income	Not currently available
Breakdown of expenditure	Not currently available
<u>Class 3 – What our priorities are and how we are doing</u>	
Business Plans/Current Priorities	Available on request from the Business Manager
QOF assessments	Available via NHS Choices and other web browsers Additional information may be available from the Business Manager
Performance statistics	Available on notice board at Practice Hard copies may be available on request from Business Manager

Information to be published	How the information can be obtained (eg hard copy, website)
<u>Class 4 – How we make decisions</u>	
Records of decisions made in the practice affecting the provision of NHS services	The Practice has 5 GP Partners who own the NHS contract. Together with the management team and other clinicians, decisions are made and minuted at a variety of business and clinical meetings. Specific decisions may be available on request from the Business Manager
<u>Class 5 – Our policies and procedures</u>	
Policies and procedures about the employment of staff	Available on request from the Business Manager
Internal instructions to staff and policies relating to the delivery of services	Available on request from the Business Manager