

Appendix 5a - Information Governance and Data Security Policy

FREEDOM OF INFORMATION PUBLICATION SCHEME

Document history January 2014 – Reviewed and updated, Dec 15, Dec 16	Next review Dec 17
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1. Your rights to information

The Freedom of Information Act obliges General Practice to respond to requests for information held by them. The rights of the public to access this information are subject to some exemptions which have to be taken into consideration before deciding what information can be released. Under the Data Protection Act patients are also entitled to access their clinical record.

2. How much does it cost?

The majority of information is free of charge. In some cases there will be charges made to cover the cost of copying, printing, postage and administrative costs. The current rate of photocopying and or printing is 30 pence per sheet and the administrative charge is set at £10.00. These charges will be reviewed regularly.

3. How is information made available?

All requests for information must be responded to within 20 working days. Requests must be made in writing and must include the name and address for the correspondence and a clear description of the information required. **Requests for information including access to medical records should be made to Mr Guy Patey, Practice Manager, St James Medical Centre, Coal Orchard, Taunton.**

The practice is not obliged to comply with vexatious requests or repeated or substantially similar requests from the same person other than at reasonable intervals.

Where information is available on a website the Practice can assist if you do not have Internet access.

4. Exemptions

There are a number of exemptions from the scheme covering personal data, security, formulation of government policy, commercial and individual confidentiality. A further absolute exemption is where information is accessible by other means or if the information has been provided in confidence. Other exemptions include information relating to commercial interests and audit functions.

5. Information available from St James Medical Centre providing medical services under contract to the NHS under the Freedom of Information Act model publication scheme

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
<p>Class1 - Who we are and what we do General Practitioner partnership trading as 'St James Medical Centre' providing primary care general medical services to a registered patient population.</p> <p>St James Medical Centre, Coal Orchard, Taunton, Somerset, TA1 1JP Also at – Orchard Medical Centre, Norton Mills, Morse Road, Norton Fitzwarren, Taunton, Somerset, TA2 6DG</p>	<p>Website www.stjamesmedicalcentre.co.uk</p> <p>Practice booklet</p>
<p>Doctors in the practice</p> <p>Dr A F C Fulford, Dr Y L Duthie, Dr R A Benneyworth, Dr J N Martin, Dr T R C Eve, Dr A R Channing, Dr T E C Herdman, Dr B C Moyse, Dr S Gant.</p>	<p>Website</p> <p>Practice Booklet</p>
<p>Contact details for the Practice</p> <p>Postal address – St James Medical Centre, Coal Orchard, Taunton, TA1 1JP Main telephone number – 01823 285400 Fax – 01823 285404 Email – contact@stjamesmc.nhs.uk</p>	<p>Website</p> <p>Practice Booklet</p>

<p>Senior Partner – Dr Adrian Fulford Practice Manager – Guy Patey</p>	
<p>Opening hours</p> <p>8.30am to 6.30pm Monday to Friday Extend hours enhanced service for pre-booked appointments only</p>	<p>Website Practice Booklet</p>
<p>Other staffing details</p> <p>Employed staff – Salaried GP, Practice Manager, Practice Nurses, Health Care Assistants, Administration Staff, Medical Secretaries, Data Clerks</p> <p>Attached staff (not employed by the Practice) – District Nurses, Health Visitors, Midwives</p>	<p>Available on request from the Practice Manager</p>
<p>Class 2 – What we spend and how we spend it</p> <p>The Practice contracts with NHS England to provide primary care general medical services (GMS practice). It also provides enhanced services commissioned by Somerset Clinical Commissioning Group and the Local Authority. The Practice can provide details of the total income received from the PCT for the main categories of income.</p> <p>There may be circumstances where material 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 may be prejudicial to the conduct of the Practices' affairs.</p> <p>The practice is also provided with a nominal budget for hospital services and prescribing but this administered at County level.</p>	<p>Available on request from the Practice Manager</p>
<p>Class 3 – What our priorities are and how we are doing</p> <ul style="list-style-type: none"> - Maintain high quality care to patients - Expansion of the Practice patient list - Consolidation of Orchard Medical Centre site at Norton Fitzwarren - Improved integration of our two sites - Responsive to changes in the organisation and delivery of care to cope with increasing demands / pressures - Safe and appropriate development of staff skill mix within the team - Collaboration with other local surgeries through Taunton Federation of GP Practices <p>Performance indicators – Quality and Outcomes Framework – target measures covering a broad spectrum of conditions and diseases</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>Available on request from the Practice Manager</p> <p>View at website http://qof.hscic.gov.uk/index.asp www.nhschoices.nhs.uk</p>

<p>Class 4 – How we make decisions</p> <ul style="list-style-type: none"> - Formal Partners’ meetings are held monthly and have agenda and minutes. - Ad hoc ‘Away Days’ are held - Weekly Executive team meetings are held. These are attended by the Senior Partner, Practice Manager, Lead Practice Nurse and Assistant Manager (Operations) - Team meetings <p>Records of decisions made in the practice affecting the provision of NHS services can be made available.</p>	<p>Available on request from the Practice Manager</p>
<p>Class 5 – Our policies and procedures</p> <p>The Practice has many policies, procedures and protocols covering Clinical</p> <ul style="list-style-type: none"> - Employment of staff – staff handbook - Information governance and data security – includes confidentiality, data sharing, request to view medical records - Health and Safety – includes policy statement, evacuation plans, risk assessments, infection control - Complaints - Internal instructions to staff and policies relating to the delivery of services - Equality and diversity policy 	<p>Available on request from the Practice Manager</p>
<p>Class 6 – Lists and Registers</p> <p>Currently maintained publically available lists and registers only</p>	<p>None held</p>
<p>Class 7 – The services we offer</p> <p>We are contracted by the NHS to provide a wide range of NHS services</p> <ul style="list-style-type: none"> - Primary Care General Medical Services - Alcohol risk reduction - Anticoagulation monitoring - Asthma clinic - Chronic Disease Management - Child hood immunisations - Contraception - Coronary heart disease monitoring - Diabetes clinic - Extended opening hours - Health Check - Immunisations e.g. protection against influenza 	<p>Website</p> <p>Practice booklet</p> <p>Available on request from the Practice Manager</p>

- Midwifery – provided by Taunton and Somerset NHS Trust
- Neo-natal checks
- Patient access online – appointments, prescriptions
- Pre and post-operative care
- Repeat prescriptions
- Shared care drug service – jointly with Turning Point
- Stop smoking clinics
- Travel clinic
- Telehealth

Each service is the subject of a specification.

Most services are free at the point of contact. Exclusions include some aspects of travel clinics.

The Practice has opted out of the provision of the 'Out of Hours' service. This service is commissioned by the Somerset Clinical Commissioning Group and is contracted to South West Ambulance Service.

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