

This Publication Scheme provides a guide to the services and practitioners who practice together with Clarendon Lodge Medical Practice 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 Clarendon Lodge Medical Practice. 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. Where there is a charge for providing information the cost will be calculated as set out in each class.

How is the information made available?

The information within each Class is available in hard copy from the Practice Manager.

Your rights to information:

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Clarendon Lodge Medical 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 Clarendon Lodge Medical 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 and you can contact the Practice Manager at Clarendon Lodge Medical Practice to do this.

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:

Clarendon Lodge Medical Practice 16 Clarendon Street Leamington Spa CV32 5SS

Classes of Information

All information at Clarendon Lodge Medical 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 confidential 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 7 broad categories:

1. Who we are

Details of the practice, organisational structures, key personnel and how we fit into the NHS

2. Our Services

The range of services we provide under contract to the NHS

3. Financial and funding information

Funding details and charging policies

4. Regular publications and information for the public

Guidance and information leaflets

5. Complaints

Policies, procedures and contacts for complaints

6. Our policies and procedures

General policies and procedures in use within the practice. These include, but are not restricted to, data protection, prescribing and prescription, health and safety

7. This Publication Scheme

In this class we will publish any changes we make to this Publication Scheme, the criteria on which our information management policies are made and a referral point for all enquires regarding information management generally in the Trust. We will also publish any proposed changes or additions to publications already available.

Class 1 information

General Practices are often the first port of call for many people when they develop a health problem. Doctors are also known as general practitioners (GP's). GPs work within practices or surgeries together with other health professionals, including nurses and health visitors to provide "primary care" services. Every UK citizen has the right to be registered with a local GP.

The following diagram illustrates where primary care relates to other organisations in the NHS.

Clarendon Lodge Medical Practice

Clarendon Lodge Medical Practice is a 6 partner practice, providing services to patients living within the Leamington area. (See current Practice leaflet and website for defined area – this may be subject to change).

We supply services in accordance with a general medical services contract held with Warwickshire Primary Care Trust (PCT). A full list of the services we provide will be found in Class 2.

A full list of local general practices can be found on the Warwickshire PCT website at www.warwickshire.nhs.uk

The key personnel within the practice are as follows:

- Dr John Fullbrook, full time partner
- Dr Evelyn Chan, part time partner
- Dr Jo Mulley, part time partner
- Dr Adrian Parsons, full time partner
- Dr Tom Harper, full time partner
- Dr Alia Fahmy, part time partner

- Dr Rebecca Alsop, prt time partner
- Dr Sarah Colliver, (salaried doctor)part time
- Our Practice Manager is Mr. Stephen Gallagher, full time.

Other Practice Nurses:

- Sara Lawton, part time
- Cynthia O'Leary, part time
- Lucy Harvey, part time
- Samantha Day, part time
- Sonya Heesom (Healthcare Asst) part time
- Jo Allen (Healthcare Asst) part time
- Heather Master (Healthcare Asst) part time

There is a number of attached staff working within the practice. These include:

- Health Visitors
- District Nurses
- Midwives

This practice aims to follow national and local best practice guidance, including the National Institute of Clinical Evidence (NICE) best practice guidelines and the National Service Frameworks.

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

A full list of local general practices can be found on the Warwickshire PCT website at www.warwickshire.nhs.uk

Class 2: Our Services

The range of services we provide under contract to the NHS

The full range of services that we provide, are listed within our practice leaflet which may be obtained from:

Mr. S Gallagher Clarendon Lodge Medical Practice 16 Clarendon Street Leamington Spa CV32 5SS
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Some services may involve information sharing (e.g. child protection conferences) with other agencies and in these instances the practice will adhere to its protocol for sharing such information.

The practice is open the following hours:

Weekdays 08:00 – 18:00 (closed Monday lunchtimes 12:30 – 13:30)

Saturdays – closed all day (except extended hours surgeries)

Sundays – closed all day

Out of hours cover is provided Harmoni between the hours of 18:00 – 08:00 on weekdays, all day on Saturdays, all day on Sundays and Bank Holidays.

Consultations will be conducted in English; however, a translation service is available with advance notice.

Class 3: Financial and Funding Information

Funding details and charging policies

Clarendon Lodge Medical Practice receives money from Warwickshire PCT according to its contract with the PCT in exchange for services provided to patients. The total practice funding received from the NHS before expenses in 2009/10 was £1, 356, 096

The sum spent on drugs prescribed by the practice in 2009/10 was £1, 685, 346

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 Practice's affairs.

Class 4: Regular Publications and Info to the Public

Guidance and information leaflets

We will make available a range of information including:

- Practice leaflet
- Information Sheets
- Allergies
- Arthritis
- Asthma/Chest/Lung diseases
- Child Health, vaccinations & schedule
- Contraception
- Coronary Heart Disease/Strokes/Angina
- Diabetes
- Gynaecology
- Injuries & Accidents
- Infections
- Travel Vaccinations

Class 5: Complaints

Policies, procedures, and contacts for complaints

The practice follows the NHS Complaints Procedure and a copy of the practice complaints procedure is available from:

Mr. S Gallagher Clarendon Lodge Medical Practice 16 Clarendon Street Leamington Spa CV32 5SS
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Class 6: Our Policies and Procedures

General policies and procedures in use within the practice

The practice has a number of policies and procedures in place. These include:

- Health & Safety Policy
- Complaints Policy and Procedure
- Zero Tolerance
- Confidentiality Policy

Class 7: This Publication Scheme

In this class we will publish any changes we make to this Publication Scheme, the criteria on which our information management policies are made and a referral point for all enquires regarding information management generally in the Trust. We will also publish any proposed changes or additions to publications already available.

Cost of Information

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD). Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available.

- a) Leaflets and brochures - Free of charge for most leaflets or booklets on, for example, services we offer to the public. A list is available from the Practice Manager.
- b) “Glossy” or other bound paper copies will attract a charge. A full list is available from the Practice Manager.

The charges will be reviewed regularly.

Useful Resources

Web sites:

- www.informationcommissioner.gov.uk
This is the web site of the Information Commissioner

- **www.lcd.gov.uk**
This is the web site of the Lord Chancellor's Department
- **www.foi.nhs.uk**
This is the NHS Freedom of Information web site

Publications

- **NHS Openness Code**
- **FOI Act 2000**
- **Code of Practice under Section 45 FOI Act 2000**
- **Code of Practice under Section 46 FOI Act 2000**
- Statement of Fees and Allowances payable for General Medical Practitioners in England