

Version	Date Published	Review Status
1	January 2009	Reviewed and Updated July 2017

Changes from the previous version are marked with a line in the margin

Model publication scheme 2009
Hilary Cottage Surgery
Information available from the Practice Manager, Diane Piatek
(01285 712377, HilaryCottage.Secretary@nhs.net)
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	Cost
Class1 - Who we are and what we do (Organisational information, structures, locations and contacts) This will be current information only	Hard Copy Email Practice Website (www.fairfordsurgery.co.uk) (NHS Choices Website (http://www.nhs.uk/Services/CP/Overview/DefaultView.aspx?id=41714))	Nil
Doctors in the practice	As above	Nil
Contact details for the practice	As above	Nil
Opening hours	As above	Nil
Other staffing details	As above	Nil
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)		
Total cost to the CCG/LHB/HSSB of our contracted services.	Available upon request from NHS England	Not Known

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Audit of NHS income	Available upon request from NHS England	Not Known
GP Earnings	Practice Website (www.fairfordsurgery.co.uk)	
Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews)		
Current and previous year as a minimum		
Plans for the development and provision of NHS services	Available upon request from the Practice Manager Practice Website (www.fairfordsurgery.co.uk) https://www.gpcontract.co.uk/browse/L84053/16	Nil
Class 4 – How we make decisions (Decision making processes and records of decisions)		
Records of decisions made in the practice affecting the provision of NHS services	Available upon request from the Practice Manager	Nil
Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities)		
Current information only		
Policies and procedures about the employment of staff	Available upon request from the Practice Manager	Nil
Internal instructions to staff and policies relating to the delivery of services	Available upon request from the Practice Manager	Nil

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Equality and diversity policy	Available upon request from the Practice Manager	Nil
Health and safety policy	Available upon request from the Practice Manager	Nil
Complaints procedures (including those covering requests for information and operating the publication scheme)	Available upon request from the Practice Manager Practice Website: http://www.fairfordsurgery.co.uk/info.aspx?p=9&pr=L84053&t=1&high=complaints	Nil
Records management policies (records retention, destruction and archive)	Available upon request from the Practice Manager	Nil
Data protection policies	Available upon request from the Practice Manager	Nil
Policies and procedures for handling requests for information	Available upon request from the Practice Manager	Nil
Patients' charter	Available upon request from the Practice Manager	Nil
Class 6 – Lists and Registers		
Currently maintained lists and registers only		
Any publicly available register or list	https://www.gpcontract.co.uk/browse/L84053/16	Nil
Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public)		

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Current information only		
The services provided under contract to the NHS	Hard Copy Email Practice Website (www.fairfordsurgery.co.uk) NHS Choices Website (http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=41714)	Nil
Charges for any of these services	Available upon request from the Practice Manager	Nil
Information leaflets	Hard Copy Email Practice Website (www.fairfordsurgery.co.uk) NHS Choices Website (http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=41714)	Nil
Out of hours arrangements	As above	Nil

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Freedom of Information

Class 3 – What are our priorities & how are we doing.

Our priorities:

The doctors, nurses and all non clinical staff work cohesively together to provide the best possible care together with an efficient, effective service to all our patients.

We continually seek to provide better access for patients, both physically and practically. We currently offer patients a suite of online services including appointment booking, repeat prescription requests and access to their Summary Care Record. We allow patients to request access to their detailed coded records with strict protocols in place to ensure data security. A “Privacy Notice” for patients detailing how we use personal information is published in the surgery and on the practice website.

We offer a text appointment reminder system for patients and health promotion topics e.g. flu clinics and the Friends and Family Test.

We aim to continually improve the fabric of the premises by undertaking a rolling programme of planned improvements.

All staff work towards achieving good results in the national Quality and Outcomes Framework (QOF) which covers a range of clinical care. We also work closely with Gloucestershire Clinical Commissioning Group (CCG) to develop local services for patients based on clinical priority.

Plans for the development and provision of NHS services in the practice.

We hold four face to face meetings with our Patient Participation Group (PPG) annually to discuss local service improvements. Minutes of meetings, reports and action plans are available in hardcopy from the practice or electronically on our website.

Care Quality Commission (CQC) Inspection reports from our inspection in November 2014 are available to patients. CQC Ratings are also displayed in the practice and on the practice website.

How we make decisions

Items are discussed and decisions made at our monthly Partners meetings. We also have many departmental meetings and any operational issues that required a decision to be made are added onto the Partners Agenda for discussion. These meetings are minuted and decisions recorded accordingly.