

Information available from St Stephens Gate Medical Practice (*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 (e.g. hard copy, website)	Cost
Class1 - Who we are and what we do		
The Practice Booklet – available from Reception on request. Various other leaflets and signs in the practice. The website www.ststephensgate.com No cost		
Doctors in the practice – in the practice booklet, leaflets and website. No cost		
Contact details for the practice (named contacts where possible with telephone number and email address (if used) The practice booklet and practice website. No cost.		
Opening hours – Practice booklet and leaflets; practice website. For bank holiday arrangements a notice will be placed on the website and a poster on the front doors of the practice. No cost.		
Other staffing details – practice booklet and website; for any other queries please email michelle.kears@nhs.net or fran.fulton@nhs.net Depending on info requested may be an admin charge c. £20		
Class 2 – What we spend and how we spend it		
Information on NHS income and expenditure against this available by request in writing to Michelle Kears, Practice Manager. Depending on info requested may be an admin charge c. £20		
Total cost to the PCT/LHB/HSSB of our contracted services. Available by request in writing to Michelle Kears, Practice Manager		
Audit of NHS income Available by request in writing to Michelle Kears, Practice Manager		

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 Available by request in writing to Michelle Kears, Practice Manager. Admin charge applicable – cost depends on time spent in collating the information. For QOF (Quality and Outcomes Framework) performance please see <http://www.gof.ic.nhs.uk/search.asp> (look under the postcode NR2 2TJ for this practice)

Plans for the development and provision of NHS services

Class 4 – How we make decisions

(Decision making processes and records of decisions)

Current and previous year as a minimum. Available by request in writing to Michelle Kears, Practice Manager. Depending on info requested may be an admin charge c. £20

Records of decisions made in the practice affecting the provision of NHS services. Available by request in writing to Michelle Kears, Practice Manager. Depending on info requested may be an admin charge.

Class 5 – Our policies and procedures

(Current written protocols, policies and procedures for delivering our services and responsibilities) please email michelle.kears@nhs.net or fran.fulton@nhs.net for any of the policies below. If hard copies (rather than electronic versions) are requested there will be an administrative charge and postage if appropriate.

Policies and procedures about the employment of staff

Internal instructions to staff and policies relating to the delivery of services

Equality and diversity policy

Health and safety policy

Complaints procedures (including those covering requests for information and operating the publication scheme)

Records management policies (records retention, destruction and archive)

Data protection policies

Policies and procedures for handling requests for information

Patients' charter – none held currently

Class 6 – Lists and Registers

Currently maintained lists and registers only – list of registers available (e.g. disease registers – obviously with no patient details) available, please email michelle.kears@nhs.net or fran.fulton@nhs.net. An admin charge may apply c. £20

Any publicly available register or list – not held

Class 7 – The services we offer

(Information about the services we offer, including leaflets, guidance and newsletters produced for the public)

Current information only The Practice Booklet – available from Reception on request. Various other leaflets and signs in the practice. The website www.ststephensgate.com No cost

The services provided under contract to the NHS The Practice Booklet – available from Reception on request. Various other leaflets and signs in the practice. The website www.ststephensgate.com No cost

Charges for any of these services See the website; also please email michelle.kears@nhs.net or fran.fulton@nhs.net. No charge

Information leaflets. Various - in the practice waiting areas, consultation rooms.

Out of hours arrangements. Practice booklet and leaflets; practice website. For bank holiday arrangements a notice will be placed on the website and a poster on the front doors of the practice. (The Practice's emergency and appointments lines go through to OOH provider automatically). No cost.