

## **DAVENPORT HOUSE FREEDOM OF INFORMATION ACT**

This is a guide to the General Practitioners who practice together within the partnership publication scheme 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 Drs. Stranders and Partners; it is a description of the information about our doctors and Practice, which we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

### **How much will it Cost?**

Whilst the publication is free of charge there may be a cost to producing copies of the surgeries policies and procedures. The practice will advise any costs when a request for information is received.

### **How is the Information Made Available?**

The information within each Class is made available in hard copy or via e mail on request from Mrs Anthea Doran or Mrs Heather Hassall, Practice Managers.

### **Your Rights to Information**

In addition to accessing the information identified in the publication scheme, you are entitled to request information about Davenport House Surgery 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 1<sup>st</sup> 2005 it will oblige the General Practice to respond to requests about information that it holds 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 1988, you are also entitled to access your clinical records or any other personal information held about you. To access records contact Mrs Anthea Doran or Mrs Heather Hassall, the Practice Managers at the Surgery. A charge may apply.

### **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 Mrs Anthea Doran or Mrs Heather Hassall, Practice Managers, at the Surgery.

## **CLASSES OF INFORMATION**

All information at the Davenport House Surgery 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 of Freedom of Information Act 2000. Where individual Classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all Classes within the Publication Scheme.

## **WHO WE ARE**

General Practices are often the first port of call for many people when they develop a health problem. Doctors, also known as general practitioners (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.

Davenport House Surgery is an 8 partner practice, providing services to patients living within the Harpenden and adjoining area. (See current Practice leaflet for defined area – this may be subject to change).

We supply services in accordance with a general medical services contract held with Hertfordshire 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 obtained from Herts PCT Registration Department: 01707 390855.

The key personnel within the practice are as follows:

Dr Alan Stranders, senior partner – part time.

Dr Charli Barber-Lomax, full time partner

Dr Andrew Chafer, full time partner

Dr Alka Cashyap, part time partner

Dr Kirsten Lamb, part time partner

Dr Mark Sandler, full time partner

Dr Charitha Thenuwara, full time partner

Dr Sneha Wadhvani, part time partner

Mrs Anthea Doran/ Mrs Heather Hassall Practice Managers

Miss Charlotte Compton – Clinical Nurse Lead

We also employ: Practice Nurses, Administrative staff and Reception staff:

We are a training practice and may have training doctors consulting under supervision during surgery.

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

Health Visitors

Midwives

District Nurses

Macmillan Nurses

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.

### **RANGE OF SERVICES**

We provide a full range of services under contract to the NHS. These services are listed within our practice leaflet and on our website: [www.davenportssurgery.co.uk](http://www.davenportssurgery.co.uk).

These services include but are not exclusive to:

A full range of general medical services

- \* Child health surveillance
- \* Minor surgery
- \* Contraceptive services
- \* Travel advice and immunisation inc yellow fever

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 8.30-6.30pm

2<sup>nd</sup> Saturday of every month 9-12pm

Sundays – closed all day

Out of hours cover is provided by the Herts Urgent Care .

Consultations will be conducted in English. If translation services are required please contact us in advance.

### **FINANCIAL AND FUNDING INFORMATION**

Davenport House Surgery Practice receives money from Hertfordshire 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 2003/04 was £793645.

The sum spent on drugs prescribed by the practice in 2007/08 was £1450695.

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.

## **REGULAR PUBLICATIONS AND INFORMATION TO THE PUBLIC**

The practice has an up to date booklet available in Reception. This booklet provides information about the Doctors and staff who work at the surgery and the services we offer.

Other information is available on the practice notice boards and display tables in the waiting areas.

The Davenport Patients Group produces regular newsletters for patients with information about events and campaigns running in the practice. Their website can be accessed at: [www.davenporthouseppg.org.uk](http://www.davenporthouseppg.org.uk)

## **COMPLAINTS**

The practice follows the NHS Complaints Procedure and a copy of the practice complaints procedure is available from the practice manager. Please ask at reception or contact her on 01582 463007.

## **POLICIES AND PROCEDURES**

General policies and procedures in use within the practice include, but are not restricted to:

- Data Protection
- Prescribing
- Health & Safety
- Complaints
- Infection Control

All policies and procedures are available for viewing, upon request in writing, to Mrs Anthea Doran or Mrs Heather Hassall, Practice Manager, at the surgery

## **PUBLICATION SCHEME**

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

## **COSTS OF INFORMATION**

Any requests regarding our information management policies should be directed to Mrs Anthea Doran or Mrs Heather Hassall, Practice Managers, at the surgery

In some cases there will be charges made to cover the costs of copying, printing, stamped addressed envelopes and the administrative costs involved in so doing.

The current rate of photocopying and/or printing is charged at 30pence/per sheet and the administrative charge stands at £10.00. The charges will be reviewed regularly.

Requests for multiple printouts, and/or archived copies of documents which are no longer accessible or available, may attract a charge for the retrieval, photocopy, postage etc. We will inform you of any cost charges, in advance. We will not provide printouts of other organisation's websites.

## **USEFUL RESOURCES**

### **Web sites:**

- <http://www.informationcommissioner.gov.uk/>  
This is the web site of the Information Commissioner
- <http://www.foi.nhs.uk/>  
This is the NHS Freedom of Information web site

### **Publications**

- \* NHS Openness Code- [www.legislation.hmso.gov.uk/acts2000/2000036.htm](http://www.legislation.hmso.gov.uk/acts2000/2000036.htm)
- \* FOI Act 2000 [www.legislation.hmso.gov.uk/acts2000/2000036.htm](http://www.legislation.hmso.gov.uk/acts2000/2000036.htm)
- \* Code of Practice under Section 45 FOI Act 2000 <http://www.lcd.gov.uk/>
- \* Code of Practice under Section 46 FOI Act 2000 <http://www.lcd.gov.uk>
- \* Statement of Fees and Allowances payable for General Medical Practitioners in England

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