

St Thomas Medical Group

Freedom of Information Policy

The following policy is in accordance with the Freedom of Information Act 2000.

INTRODUCTION

This Publication Scheme is a complete guide to the information routinely made public by the partners of St Thomas Medical Group doctors Arshi, Bradley-Smith, Coleman, Fox, Kernick, Miller, Northover, Plummer, Rutter, Smith, Thomas, Watson, Williams. It is a description of the information about our practice which we make publicly available. It will be updated at regular intervals and we will monitor its effectiveness.

How much does it cost?

The publications are free unless otherwise indicated within each class. Where information is provided at a cost the charges will be calculated as set out in Class 7 of this publication.

How is the information made available?

The information within each class is available by downloading from our practice website at www.stthomasmedicalgroup.co.uk or available in paper form from the leaflet racks in reception or by writing to the Practice Manager at the surgery. Written requests for our publications will be responded to within 20 working days, please include a stamped self addressed envelope with written requests.

YOUR RIGHTS TO INFORMATION

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about our Practice under the NHS Openness Code 1995.
- The Freedom of Information Act 2000 recognizes that members of the public have the right to know how public services are organized and run how much they cost and how decisions are made.
- From 1st January 2005 the Freedom of Information Act obliged all General Practice to respond to requests about information that they hold and record in any format. The Act created a right to access to that information. These rights are subject to some exemptions which have to be taken into consideration before deciding what information can be released.
- New environmental information regulations 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 by our practice. You can request to see your own medical record by writing to the Practice Manager at the surgery.

Feedback:

We welcome suggestions about how this publication scheme and the presentation of the information itself might be improved. If you have any comments, or if you have any difficulty accessing any information please write to the Practice Manager.

CLASSES OF INFORMATION

All information at St Thomas Medical Group is held, retained and destroyed in accordance with NHS guidelines.

Our commitment to publish or supply 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 or any information which has been destroyed or updated in accordance with NHS guidelines and our Practice Records Management Policy.

Where individual classes are subject to exemptions, the main reasons are for example the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all classes within the publication scheme.

The information available under this scheme is grouped into the following broad categories:

Class 1 - Who we are

St Thomas Medical Group is part of Devon Primary Care Trust and provides medical services to patients across four sites which are as follows:

St Thomas Health Centre accepts patients living to the west of the River Exe. The western boundary is at the Sainsburys' Superstore in Alphington, the eastern boundary at Redhills. The northern boundary reaches to Longdown, Whitestone and Pathfinder Village, nr Tedburn St Mary.

Exwick Health Centre accepts patients living to the west of the River Exe in the Exwick area, the western boundary being at Redhills, as well as patients living in Upton Pyne and Bramford Speke.

The Student Health Centre accepts patients who are students of the University of Exeter, living on or adjacent to the main campus.

Pathfinder Surgery accepts patients who are living in Pathfinder Village.

A full list of the General Practices in this area and further details about how the Primary Care Trust fits into the NHS, a major part of the public sector, can be found on the Primary Care Trust website www.devonpct.nhs.uk or by writing to them at Devon Primary Care Trust, County Hall, Topsham Road, Exeter EX2 4QL.

Our practice is contracted to provide Personal Medical Services for our registered patients under contract to the Devon Primary Care Trust in accordance with our Personal Medical Services contract.

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

The current partners at St Thomas Health Centre are:

Name	Qualifications	Hours	Date Registered
Dr Guy Bradley-Smith	MBBCh (Oxon), MA (Cantab), MRCGP, DCH, DRCOG	Full time	1980
Dr Lorna Coleman	MBBS, DCH, MRCGP, FP Cert	Part time	1991
Dr David Kernick	BSc, MD, FRCGP, DCH, DA, DRCOG	Part time	1976
Dr Peter Miller	MB BChir, DCH, DFFP, MFHom (Med), MRCGP	Full time	1995
Dr Ruth Northover	MBBS, DRCOG, MRCGP	Part time	1985
Dr John Rutter	MBBS, LRCP, MRCS, DRCOG	Part time	1974
Dr Mark Watson	BEng (Hons), MBChB, DRCOG, FPCert, MRCGP	Full time	1990
Dr Alex Williams	MBBS, MRCP, DRCOG, FRCGP	Part time	1982

The current partners at Exwick Health Centre are:

Name	Qualifications	Hours	Date Registered
Dr John Fox	BA Hons (Oxon), MBBS, MRCGP	Full time	1993
Dr Hugh Plummer	BSc, BM, PhD, DRCOG, MRCGP	Full time	1979
Dr Alison Smith	MBChB, DRCOG, MRCGP, FPCert	Part time	1986

The current partners at the Student Health Centre are:

Name	Qualifications	Hours	Date registered
Dr Harpreet Arshi	MBChB, DRCOG, MRCGP, FPCert.	Full time	1983
Dr Kate Thomas	MBBS, DA, DRCOG, MRCGP, DOccMed	Part time	1982

Doctors employed by the Partnership to provide services are:

Name	Qualifications	Hours	Date registered
Dr Karen Crawford	MBChB, DRCPG, MRCGP	Part time	1990
Dr Di Cameron	BM, DRCOG	Part time	1995
Dr Vik Mohan	MA, MRCGP	Part time	1994
Dr Jo Neumegen	BMedSc, BMBS, DRCOG, MRCGP	Part time	1994
Dr Mark Selman	BM BS, DCH, MRCGP	Part time	1991
Dr Cathryn Sheppard	BM, DipFFP, MRCGP,	Part time	1990
Dr John Simkins	BSc, MBChB, MRCGP	Part time	1971
Dr Richard Wise	MB, BS, DRCOG, MRCGP	Part time	1999

The following clinical staff provide services to our patients and are employed by the practice

Job Title	Names
Practice nurses at St Thomas Health Centre	Heather Baker, Jude Sawkins, Jan Springthorpe, Rachel Ingram, Ruth Butt, Chris Howell, Gill Smith, Marion Clements, Debbie Ebdon, Shirley Richardson
Health care assistants at St Thomas Health Centre	Jeanette Burch, Lynn Chave, Julie Main
Practice nurses at Exwick Health Centre	Lyn Short, Sheila Buddle
Health care assistant at Exwick Health Centre	Debbie Reinhold and Rachel Banks
Practice nurses at the Student Health Centre	Lyn Short, Liz Moore, Dee McLarin, Sarah Bell, Jenny Martin and Clare Nicholls

The following clinical staff provide services to our patients in the community but are employed by Devon Primary Care Trust:

Job Title	Names
Community Nurses	Angela Laidlaw, Maria Winter, Julie Parnell, Sally Johns, Claire Bergfeld, Kim Smaldon, Anne Cule, Tim Dentith, Karen Tetley, Carin Prior, Bridget McDiamuid
Community Matron	Sarah Garnsworthy
Community Pharmacist	Ian Nash

The following people provide administrative support to St Thomas Health Centre

Job Title	Names
St Thomas Medical Group Practice Manager	Gill Heppell
Assistant practice manager	Marilyn Mabe
Data quality manager	Marion Long
Computer manager	Jennie Rhodes
Volunteer co-ordinator and Carers' Support Worker	Denise Knowles
Research manager	Debbie Reinhold
Medical Secretaries	Marie Davies, Kate Berry, Jan Wood, Gill Strongman, Alison Calland, Hayley Elliott, Lynne Ernest, Jill Juniper, Vicky Barwick, Sam Hotton
Receptionists	Sue Chrichard, Denise Wilson, Cherry Wilson, Heather Ley, Karen Nethercott, Dawn Hogbin, Eleanor Charles, Lin Chandler, Mo Reid, Sylvia Sharland, Sarah Burch
Data quality clerks	Stephen Brooks, Rebecca Reid
Summariser	Wendy Barnes

The following people provide administrative support to Exwick Health Centre

Branch manager	Karen Scott
Medical Secretaries	Jenny Carpenter
Receptionists	Sue Stanyard, Annie Wetherill, Sylvia Mcfarlane, Sheila Delve, Cindy Ankers, Kate Vanstone and Linda Atkinson
Summariser	Joan Hobbs

The following people provide administrative support to the Student Health Centre

Branch manager	Janis Hooper
Medical Secretaries	Helen Ward, Jill Gowing
Receptionists	Jill Northcott, Jane O'Callaghan, Kim Bliss, Rachel Banks
Summariser	Rachel Banks

Class 2 - Our Services.

A full list and outline of the services we provide can be found in our practice booklet in which we include:

- A timetable of our opening hours
- Details of all the sites we operate from

Copies of the practice booklet can be obtained free of charge from reception or through our website - www.stthomasmedicalgroup.co.uk

We provide an Out of Hours service through Devon Doctors on Call. Further information about this service can be obtained from Devon Doctors on Call, Unit 10, Manaton Court, Manaton Close, Matford Business Park, Exeter EX2 8PF.

We share information with other service providers in accordance with the policies agreed with the Devon Primary Care Trust and by reference to the Data Protection Act.

Class 3 - Financial and funding information.

We receive fees for providing medical services to our registered patients from the Devon Primary Care Trust through the mechanism of our Personal Medical Services contract.

From these fees the practice has to meet the costs of running the Practice this includes the following main expenses:

- Running costs and maintenance of the premises and equipment
- Administrative costs including pay
- IT support and maintenance
- Communications support, maintenance and running costs
- Infrastructure investment such as clinical equipment

We receive a drug budget that is set by the Devon Primary Care Trust on a yearly basis to provide prescriptions for our registered patients.

The budgets received vary from year to year and can be obtained by writing to the Practice Manager.

We have a scale of fees for work that comes outside of our Personal Medical Services contract. Details are displayed on notices in reception, or on our website.

There may be circumstances where material cannot be released because it is:

- Confidential
- Commercial information

- 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
- No longer available under the NHS guidelines

Class 4 - Regular publications and information for the public

We keep a range of leaflets on medical problems that can be accessed by:

- a) Asking our practice nurses or the doctors
- b) Looking on the leaflet racks in the waiting room

We keep you informed of temporary alterations in our opening hours by:

- a) Prominent notices on the waiting room notice board
- b) Notices on the entrance doors
- c) Accessing our website

We publish a newsletter for our patients quarterly and will be available in the waiting room.

We publish a practice booklet which is updated regularly. It is available from reception and on the leaflet racks in the waiting room

Once an update is produced, previous copies are destroyed and are no longer available for publication.

We keep some leaflets and information produced by other organisations.

The leaflets available under Class 4 are free of charge.

Leaflets may from time to time become unavailable due to replacement by an alternative or because they have been updated.

Class 5 - Complaints.

We have a practice complaints procedure which has been agreed with our Primary Care Trust for all practices and a copy may be obtained from the Practice Manager. If you wish to make a complaint please write or ask to speak to the Practice Manager.

There may be circumstances where material cannot be released because it is confidential to a third party as regulated by the Data Protection Act 1998 or is no longer available under NHS guidelines or our Practice Records Management Policy.

Class 6 - Our Policies and Procedures.

We keep policies in the following areas:

- Patient privacy and confidentiality
- Clinical protocols
- Administrative procedures
- Complaints
- Records management, information sharing and data protection
- Drugs, dispensing, prescribing and prescriptions
- Health and safety
- Employment
- Risk management

These policies are subject to regular review. They are available by writing to the Practice Manager. There may be circumstances where material cannot be released because it is:

- Confidential
- Security based
- Commercial information
- 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
- No longer available under NHS guidelines
- No longer current and has been replaced

There is a charge for producing a hard copy of this information as detailed in class 7 below.

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 enquiries regarding information management generally in our Practice. We will also publish any proposed changes or additions to publications already available.

Some information is available free, but there may be a nominal charge to cover costs if you require a hard copy of information.

These charges will vary according to how the information is available.

Although individual copies of single items covering a single page will be provided free, a charge will be made to cover the costs of supplying information.

Charges.

1. Website

- Free of charge - you may download any publication that we post on the website using your own computer. Charges for the Internet service provider and personal printing costs would have to be met by you.
- If you do not have access to the Internet, the public library has a service you can use.

Printouts are available from the practice by writing to the Practice Manager and enclosing a stamped addressed envelope.

(1) A single print out from the website will attract a charge of **35p** per sheet.

(2) Requests for multiple printouts or for archived copies of documents that are no longer accessible or available on the website will attract a charge for retrieval, photocopy and postage etc. We will let you know the cost and charges that will have to be paid in advance.

(3) We are not able to provide printouts of other organisations' websites.

2. Leaflets and brochures about our practice are available at the reception desk free of charge for single copies.

3. E-mail will be free of charge unless otherwise specified in advance.

Any cost incurred for postage will be charged for and you are requested to submit a stamped self addressed envelope with any request for hardcopies to be sent by post.

The charges will be reviewed regularly.

Any enquiries regarding information management in this practice should be referred to the Practice Manager.

USEFUL RESOURCES

National Health Service	www.nhs.uk
Department of Health	www.doh.gov.uk
Information Commissioner	www.informationcommissioner.gov.uk
Lord Chancellor's Department	www.lcd.gov.uk
NHS Freedom of Information	www.foi.nhs.uk
Devon Primary Care Trust	www.devonpct.nhs.uk

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