



## **NHS FREEDOM OF INFORMATION PROJECT BOARD/BRITISH MEDICAL ASSOCIATION MODEL PUBLICATION SCHEME FOR GENERAL PRACTICES**

Welcome to the St Austell Healthcare General Practitioner's Publication Scheme. This is a guide to the General Practitioners' (who practice together) within the partnership /single practice Publication Scheme as required by the Freedom of Information Act 2000.

The General Practitioners who practice together within this partnership are listed below:

Dr Jane Brenton  
Dr James Eagle  
Dr Stephen Gray  
Dr Alistair James  
Dr Alistair Lockwood  
Dr James McClure

Dr Debbie McKay  
Dr William Moore  
Dr Dan Murphy  
Dr Stewart Smith  
Dr Clare Taylor

St Austell Healthcare provides medical services from the following sites:

The Carlyon Road Health Hub, 14 Carlyon Road, St Austell, Cornwall, PL25 4EG  
Wheal Northey, 1 Wheal Northey, St Austell, Cornwall, PL25 3EF  
Park, 19 Bridge Road, St Austell, Cornwall, PL25 5HE  
Foxhole, Carpalla Road, Foxhole, St Austell, Cornwall, PL26 7TY  
Mevagissey, River Street, Mevagissey, St Austell, Cornwall, PL26 6UE

### **Introduction**

This Publication Scheme is a complete guide to the information routinely made available to the public by the above named General Practitioners. It is a description of the information about our General Practitioners and Practice that 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. Fees are inline with those recommended by the Data Protection Act.

### **How is the information made available?**

The information within each Class is available in hard copy from:

Business Support Manager  
Wheal Northey  
1 Wheal Northey  
St Austell  
Cornwall  
PL25 3EF

Email: [info.sahc@nhs.net](mailto:info.sahc@nhs.net)

Some information may be downloadable from the practice website:  
[www.staustellhealthcare.co.uk](http://www.staustellhealthcare.co.uk)



## Your rights to information

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about St Austell Healthcare 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, and is recorded in any format and it will create a right of access to that information. These rights are subject to some exemptions that 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 (Subject Access Request) or any other personal information held about you and you can contact:

Secretarial Team  
St Austell Healthcare – Park Site  
19 Bridge Road  
St Austell  
Cornwall PL25 5HE  
Email:- [secretaries.sahc@nhs.net](mailto:secretaries.sahc@nhs.net)

## 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 our Wheal Northey Site (for attention of Business Support Manager) or email [complaints.sahc@nhs.net](mailto:complaints.sahc@nhs.net).

## CLASSES OF INFORMATION

All information at St Austell Healthcare is held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information that 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 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 the following broad categories:

### 1. Who we are

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



The practice is owned and run by the partners of St Austell Healthcare and the head Office is at 1 Wheal Northey, St Austell, Cornwall PL25 3EF.

NHS England is responsible for ensuring you get all the primary care services you need. Their contact details are: NHS England, PO Box 16738, Redditch, B97 9PT. Telephone 0300 311 22 33. Email [england.contactus@nhs.net](mailto:england.contactus@nhs.net).

NHS Kernow is the clinical commissioning group for Cornwall and the Isles of Scilly. Their contact details are: NHS Kernow Clinical Commissioning Group, Sedgemoor Centre, Priory Road, St Austell PL25 5AS. Telephone: 01726 627800. Email [kccg.contactus@nhs.net](mailto:kccg.contactus@nhs.net).

The practice aims to follow National Institute for Clinical Excellence (NICE) and National Service Framework guidelines along with local policies recommended by the above Trust. Some of these policies and guidelines can be found on the NICE website ([www.nice.org.uk](http://www.nice.org.uk)) or the Department of Health website ([www.doh.gov.uk](http://www.doh.gov.uk)).

The NHS is a very large part of the public sector. It is possible to find out information about our practice, NHS Kernow, and other NHS services in your area by using [www.nhs.uk](http://www.nhs.uk). A full list of local General Practices can be found there too. St Austell Healthcare provides medical services for the geographical area of St Austell and surrounding villages.

The full names of our GP partners are listed in the introduction to this publication scheme. The practice also employs a range of staff. Updated details of clinicians employed can be found from our practice leaflets or on our website [www.staustellhealthcare.co.uk](http://www.staustellhealthcare.co.uk).

It is important to us that we work efficiently as a fully integrated team to provide a seamless service to all of our patients.

## **2. Our Services**

The range of services we provide under contract to the NHS. Details of these services can be found in our practice leaflet or from our practice website.

Practice leaflets are available free of charge and are located at the reception desk at all sites.

Included in our practice leaflet is information on the following:

- Opening and Closing times
- Arrangements for out of hours cover
- List of services provided

## **3. Financial and funding information**

St Austell Healthcare receives funds from NHS England according to its Primary Care Contract in exchange for NHS services provided for patients.

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.

#### **4. Regular publications and information for the public**

Information leaflets relating to the clinical services and health services that we provide for patients and the public, and our range of regular publications are freely available at the surgeries, in the reception area. Alternatively information can be obtained from the practice website or please contact:

Business Support Manager

#### **5. Complaints**

Policies, procedures and contacts for complaints:

Information and contact details for complaints can be found on our website at [www.staustellhealthcare.co.uk](http://www.staustellhealthcare.co.uk).

#### **6. Our policies and procedures**

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

We have a directory of policies in operation including the following:

- Complaints
- Confidentiality
- Data Security
- Health & Safety

Each of the above are available in hard copy and some are available on our website. If you would like a copy please contact:

Business Support Manager

#### **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. 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. Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available.

Via the General Practice Web Site –Free of charge, although any charges for Internet Service provider and personal printing costs would have to be met by the individual

For those without Internet access, a single printout as on the website would be available from our Business Support Manager by post.



However, requests for multiple printouts, or for archived copies of documents that are no longer accessible or available on the web, may attract a charge for the retrieval, photocopy, postage etc. We will let you know the cost and charges that will have to be paid in advance. [We will not provide printouts of other organisation's websites.] For all hard copies there will be a charge of £0.50 for each sheet copied.

b) Leaflets and brochures-free of charge for leaflets or booklets on, for example, services we offer to the public. Full details are available from our practice leaflet or from our website: [www.staustellhealthcare.co.uk](http://www.staustellhealthcare.co.uk).

The charges will be reviewed regularly.

### Useful Resources

Web sites:

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

This is the web site of the Information Commissioner

[www.lcd.gov.uk](http://www.lcd.gov.uk)

This is the web site of the Lord Chancellor's Department

[www.foi.nhs.uk](http://www.foi.nhs.uk)

This is the NHS Freedom of Information web site

<https://www.kernowccg.nhs.uk/>

This is the web site for NHS Kernow Clinical Commissioning Group

### Publications

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

### Copyright

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