

Introduction

The Freedom of Information (Fol) Act 2000 gives the public a right of access to all types of recorded information held by 'Public Authorities', including the Health Service. Under the Fol Act all public authorities are required to have and operate a publication scheme approved by the Information Commissioner. We comply with the Act's requirements by having and operating such a publication scheme. This is our commitment to make information easily available to the public.

We will respond to requests for information that we hold recorded in any format, and recognise your right to access this information. These rights are subject to some exemptions in accordance with NHS protocol and the Data Protection Act 1998.

Note: The scheme is only for information held as a public authority and does not include any information that is not held, is held for other purposes or would be exempt from release.

Responding to Written Requests

Valid Requests

To be valid under the Act, the request:

- Must be in writing. This could be a letter or email from anywhere in the world. Requests can also be made via the web;
- Can be made to any member of staff and does not have to refer to the Fol Act;
- Must include the requester's real name. The Act treats all requesters alike, so the we will not normally seek to verify the requester's identity.

However, we may decide to check their identity if it is evident they are using a pseudonym or if there are legitimate grounds for refusing their request and it is suspected they are trying to avoid this happening, for example because their request is vexatious or repeated.

A request can be made in the name of an organisation, or by one person on behalf of another, such as a solicitor on behalf of a client but must;

- Include an address for correspondence. This need not be the person's residential or work address – it can be any address at which they can be written to, including a postal address or email address;
- Describe the information requested. The Act covers information not documents, so a requester does not have to ask for a specific document (although they may do so). They can, for example, ask about a specific topic and expect the Practice to gather the relevant information to answer their enquiry.

A question can be a valid request for information.

Feedback

If you have any comments regarding this Publication Scheme or how we have dealt with any requests pertaining to it, please write to:

Amy Jose' Locality Manager, Holland Park Surgery,
Chester Road North, Brownhills, WS9 7JB

Information available from Holland Park Surgery under the Freedom of Information Act Model Publication Scheme.

Our Charges for Providing Information under this Scheme

All documents that we make available free of charge under this Scheme are identified in the table below as “Free”.

All documents available under this Scheme for which we may charge a fee are identified as “★”.

We will make reasonable charges (which will include staff time, administrative costs, copy costs, postage and any other out of pocket expenses we incur) when we provide the following information:

- Paper copies of certain documents;
- Copying data onto media (e.g. CD-ROM);
- Supplying multiple print-outs;
- Supplying archived copies of documents that are held by the Practice but are no longer accessible or available via the Practice website

Please contact The Practice Manager at the Practice if you require a document for which a fee may be applicable. She will let you know the cost and charges that you will be required to pay us, in advance of us supplying the documents to you.

Our charges will be reviewed regularly and be in line with other NHS organisations.

We are not able to provide printouts of other organisation’s websites.

How the Information can be obtained under this Scheme

All documents that we make available under this Scheme can be viewed and / or downloaded from the Practice Website and / or made available in a leaflet and / or made available in hard copy format on request.

We will despatch information within 20 working days from receipt of the request and fee.

Information available on the website is also available in hard-copy format on request, although charges may apply - please contact the Practice Manager at the Practice for further details.

Our Website

Please note some of the information below is available through our website:

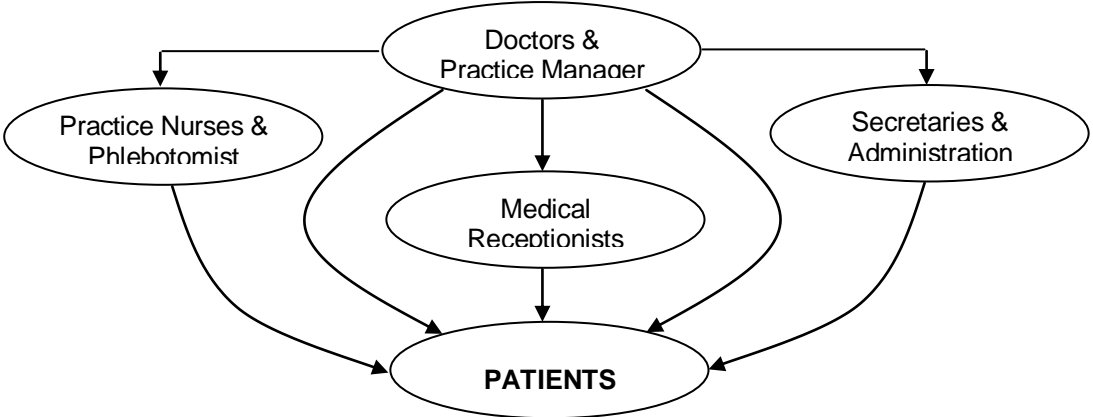
<http://www.hollandparksurgery.co.uk/>

This Publication Scheme Information was last reviewed and updated: November 2015

Information to be published	How the information can be obtained	Cost
Class 1 - Who we are and what we do (Organisational information, structures, locations and contacts) - This will be current information only		
<p>Holland Park Surgery provides General Medical Services for selected geographic area of Walsall (a more detailed guide to the geographical area we cover is featured on the Practice Website).</p> <p>We are under contract with NHS Walsall to provide these NHS Services.</p>	Practice leaflet and website	Free
<p>Doctors in the Practice: http://www.hollandparksurgery.co.uk/staff1.aspx?t=1</p> <p>Partners</p> <p>Dr Martin Stevens (m) Main Partner at the Practice BSc (Hons) MB ChB MRCP Qualified Birmingham England 2001 Dr Stevens enjoys table tennis, reading and luge.</p> <p>Dr Bhavna Sood (female) MBBS MRCP DRCOG BMedSci Qualified Nottingham, England 2008 Dr Sood is interested in Palliative care and women's health</p>	Practice leaflet and website & NHS Choices Website	Free
<p>Contact details for the Practice: http://www.hollandparksurgery.co.uk/contact1.aspx</p> <p>Our Locality Manager, Amy Jose' will be prime contact for maintaining this Scheme on a day-to-day basis and responding to requests made under this scheme.</p> <p>Holland Park Surgery, Chester Road North, Brownhills, WS8 7JB Tel: 01922 604500</p> <p>www.hollandparksurgery.co.uk</p>	Practice leaflet and website & NHS Choices Website	Free

<p>Opening hours: http://www.hollandparkurgery.co.uk/page1.aspx?p=2&t=1</p> <p>The surgery is open: 8.00am- 6:30pm Monday Tuesday Wednesday and Friday. Thursday 8.00am – 1.00 pm</p> <p>Telephone lines are open: 8.15am-6:30pm Monday – Friday.</p> <p>Surgery is closed on Saturday, Sunday and all Bank Holidays.</p>	<p>Practice leaflet and website</p>	<p>Free</p>
<p>Trainee Doctors and Medical Students:</p> <p>We are a GP Training Practice, recognised by the Postgraduate School of General Practice at the NHS West Midlands Deanery. Therefore we offer some appointments with doctors who are training to become general practitioners, and some appointments with doctors who may ultimately go into other branches of medicine. All doctors in training work under the supervision of their GP Clinical Supervisors:</p> <p>Doctors undergoing Specialty Training in General Practice (ST2/ST3), based at the surgery for 6-12 months.</p> <p>Doctors undergoing Foundation Training (FY2), based at the surgery for 4 months.</p>	<p>Website</p>	<p>Free</p>

The diagram on the right shows the flow of responsibility within the surgery – the group at the beginning of each arrow take responsibility for the group of people at the end of the arrow. All staff hold responsibilities for the patients.



Information to be published	How the information can be obtained	Cost						
<p>Other up to date staffing details can be found on our practice website:</p> <ul style="list-style-type: none"> • http://www.hollandarksurgery.co.uk/staff1.aspx?t=2 • or in our latest practice leaflet which is available at reception <p>Our community team information can also be found:</p> <ul style="list-style-type: none"> • http://www.hollandarksurgery.co.uk/staff1.aspx?t=4 • or in our latest practice leaflet which is available at reception 	Practice leaflet and website	Free						
Information to be published	How the information can be obtained	Cost						
<p>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) Current and previous financial year as a minimum</p>								
<p>Umbrella Medical (Lichfield Street Surgery, Holland Park Surgery and Mossley Fields Surgery,) receives funding from NHS Walsall for providing for our patients the services outlined in the new General Medical Service (GMS)/APMS Contract, linked to a qualities and outcomes framework for patients. This funding is based on a global funding formula. Funding is also received for delivering directed, nationally and locally agreed enhanced services and the provision of premises from which those services are delivered. A list of these services may be found in Class 7.</p> <p>The figures below represent the totals for Umbrella Medical (4 surgeries) as a whole:</p> <table border="1" data-bbox="98 1007 1655 1193"> <thead> <tr> <th data-bbox="98 1007 613 1086"></th> <th data-bbox="613 1007 1135 1086">Year ending 31st March 2015 (2014/15)</th> <th data-bbox="1135 1007 1655 1086">Previous Year (2013/14)</th> </tr> </thead> <tbody> <tr> <td data-bbox="98 1086 613 1193">Total GMS income received from the NHS before expenses</td> <td data-bbox="613 1086 1135 1193">£2,068,204</td> <td data-bbox="1135 1086 1655 1193">£2,186,907</td> </tr> </tbody> </table> <p>Umbrella Medical also receives funding from the provision of private services. Funding for private work does not exceed 10% of the funding level received from the NHS.</p> <p>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 Practices' affairs.</p>		Year ending 31 st March 2015 (2014/15)	Previous Year (2013/14)	Total GMS income received from the NHS before expenses	£2,068,204	£2,186,907	Hard copy by request from Practice Manager	Free
	Year ending 31 st March 2015 (2014/15)	Previous Year (2013/14)						
Total GMS income received from the NHS before expenses	£2,068,204	£2,186,907						
Audit of NHS Income	Hard copy by request from Practice Manager	Free						

Information to be published	How the information can be obtained	Cost
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.		
The Practice's priority is to provide the highest standard of clinical care to patients registered with the Practice, ensuring we work collaboratively with other healthcare providers and support organisations, to enable more of our patients to be treated in a primary care setting, closer to home.		
Developments In line with PCO priorities http://www.walsall.nhs.uk/Corporate/Governance/What_Are_Our_Priorities_and_How_Are_We_Doing.asp	See CCG 5 Year Plan on their website	Free
Plans for development and provision of NHS services are detailed in our Practice Development Plan which we produce at the start of every new financial year, in April.	Hard copy by request from Practice Manager	★
Continued participation in the Quality & Outcomes Framework (QOF). Our performance under the QOF can be found on the NHS IC website: http://www.qof.ic.nhs.uk/search.asp	Website	Free
Continued participation in Enhanced Services: (A list of our enhanced services can be found in Class 7)	Hard copy by request from Practice Manager	★
Continued participation in Commissioning Group to provide greater services for patients, closer to Home.	Hard copy by request from Practice Manager	★
NHS Choices website provides details of our performance, and what patients think of us from the Patient Satisfaction Questionnaire, carried out annually. www.nhschoices.nhs.uk	Website	Free
Our Patient Participation Group produces a report on a yearly basis, identifying key Patient issues, which we take into account in our future planning.	Website and Hard Copy from Reception	Free
Continued participation in undergraduate teaching in partnership with University of Birmingham Medical School.	Hard copy by request from Practice Manager	★

Information to be published			How the information can be obtained	Cost
Class 4 – How we make decisions				
(Decision making processes and records of decisions) - Current and previous year as a minimum				
Meeting Name	Attendees	Frequency	Hard copy by request from Practice Manager	★
Partners	Partners , Practice Manager, Salaried & Nurse Manager	Monthly		
Education	Partners, Registrar and Practice Nurses and Practice Manager	Monthly		
GSF	GP, GSF Co-ordinator, District Nurse, Community Matron, Clinical Nurse Specialist for Palliative Care and Practice Nurses	Bi-Monthly – Mondays		
Unplanned admission meetings	GP, Unplanned admission Co-ordinator, District Nurse, Community Matron, Clinical Nurse Specialist for Palliative Care and Practice Nurses	Quarterly		
Child protection	GP, Child protection lead, HV, practice nurse	Bi - Monthly		
Management committee	Management committee	Weekly		
Nurses	Practice Nurses, Senior Partner & Managers	Bi - Monthly		
Receptionists	Practice Manager, Office Manager & Receptionists	Bi Monthly		
Locality Managers	Practice Manager, Locality Manager	Weekly		
<p>The Palliative Care Register is discussed at GSF meeting.</p> <p>All issues regarding the Practice and any changes proposed are discussed at the appropriate level of meeting.</p> <p>All decisions affecting the partnership are made on a majority vote basis.</p> <p>All meetings and decisions are evidenced in minutes.</p> <p>The Practice retains two sets of minutes:</p> <ul style="list-style-type: none"> A confidential set which contains commercially sensitive or data protected information that is not within this Publication Scheme. These minutes are shared with key personnel in the Practice, including the line managers who then brief their staff teams as necessary. 				

Information to be published	How the information can be obtained	Cost
Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering services and responsibilities) - Current information only.		
A full list of our policies and protocols is available upon request from the practice manager. These cover subjects including but not limited to: Administration Clinical Care Confidentiality Equality and Diversity Data Management Data Protection Health and Safety Infection Control Patient Information Patients Staff/Personnel	Hard copy by request from Practice Manager	★
Many of our policies, protocols and procedures which focus on patients themselves are available on our website, covering areas such as: Access to Medical Records (charges apply – these are detailed in the Access to Medical Records policy) , New Patients, Non-NHS fees, Patient Charter, Patient DNA (Did Not Attend) Appointment, Patient Removal from Practice List and Zero Tolerance	Website	Free
Complaints Procedures (including those covering requests for information and operating the publication scheme)	Website and Hard Copy from Reception	Free
<ul style="list-style-type: none"> General minutes of meetings are available through the Publication Scheme. Copies of these minutes are held centrally within the Practice for reference by any member of the team. 		
Information to be published	How the information can be obtained	Cost
Class 6 – Lists and Registers Currently maintained lists and registers only.		
We maintain our list of registered patients using EMIS Web system which is fully computerised and paperless. At the present time, we have approximately 3900 patients registered with the Practice. The list is confidential.		
All gifts and donation are recorded and passed to the PPG	Hard copy by request from Practice Manager	★
Any publicly available register or list	Not held	

Information to be published	How the information can be obtained	Cost															
Class 7 – The services we offer																	
<p>The services we provide in accordance with the General Medical Services contract held with NHS Walsall include the following: http://www.hollandarksurgery.co.uk/page1.aspx?p=1 http://www.hollandarksurgery.co.uk/links1.aspx</p> <p>A full range of General Medical Services including GP consultations and Nurse consultations and triage advice</p> <ul style="list-style-type: none"> • Ante-natal Care Baby Clinic & immunisation • Blood Pressure Review Clinic Cervical Cytology • Child health surveillance Childhood developmental checks, vaccinations and immunisations • Contraceptive services • Disease management services including Asthma, Diabetes, Hypertension, Coronary Heart Disease and Chronic Obstructive Pulmonary Disease • Ear Syringing Flu Clinics • Immunisations Maternity Medical Services • Travel and other immunisations Well Person 3 yearly reviews and yearly Over 75 checks 	Practice leaflet and website.	Free															
<p>Enhanced Services</p> <p>These are NHS services not provided through Essential or Additional services and include more specialised services undertaken by GPs or nurses with special interests and allied health professionals and other services at the primary-secondary care interface. They may also include services addressing specific local health needs or requirements, and innovative services that are being piloted and evaluated.</p>	Hard copies by request from Practice Manager	Free															
<p>We provide the following services:</p> <table border="1"> <thead> <tr> <th data-bbox="91 1246 853 1294">Directed Enhanced Service</th> <th data-bbox="853 1246 1048 1294">Provided</th> </tr> </thead> <tbody> <tr> <td data-bbox="91 1294 853 1342">Alcohol</td> <td data-bbox="853 1294 1048 1342">Yes</td> </tr> <tr> <td data-bbox="91 1342 853 1390">Childhood Immunisations</td> <td data-bbox="853 1342 1048 1390">Yes</td> </tr> <tr> <td data-bbox="91 1390 853 1437">Extended Opening Hours</td> <td data-bbox="853 1390 1048 1437">Yes</td> </tr> </tbody> </table>	Directed Enhanced Service	Provided	Alcohol	Yes	Childhood Immunisations	Yes	Extended Opening Hours	Yes	<table border="1"> <thead> <tr> <th colspan="2" data-bbox="1115 1203 2085 1294">Local Enhanced Services- Accredited Practices/Providers Only</th> </tr> </thead> <tbody> <tr> <td data-bbox="1115 1294 1895 1342">Anti-coagulation Monitoring</td> <td data-bbox="1895 1294 2085 1342">Yes</td> </tr> <tr> <td data-bbox="1115 1342 1895 1390">Diabetes Level 2 (Revised)</td> <td data-bbox="1895 1342 2085 1390">No</td> </tr> <tr> <td data-bbox="1115 1390 1895 1437">Extended Minor Surgery</td> <td data-bbox="1895 1390 2085 1437">No</td> </tr> </tbody> </table>	Local Enhanced Services- Accredited Practices/Providers Only		Anti-coagulation Monitoring	Yes	Diabetes Level 2 (Revised)	No	Extended Minor Surgery	No
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Local Enhanced Services- Accredited Practices/Providers Only																	
Anti-coagulation Monitoring	Yes																
Diabetes Level 2 (Revised)	No																
Extended Minor Surgery	No																

Flu immunisations/Pneumococcal	Yes	Sexual Health	Yes
Learning Disabilities	Yes	Sub Dermal Implants	Yes
Minor Surgery	Yes		
Patient Engagement	Yes		
National Enhanced Services		Enhanced Services - YET TO BE AGREED	
IUCD – Intra-uterine contraceptive device fittings	Yes	Practice Consultancy	Yes
Near Patient testing (regular blood monitoring)	Yes	Clinical Consortia Engagement & Participation DES	Yes
Local Enhanced Services		Additional Services	
Alcohol (CCG commissioned LES)	Yes	Cervical Screening	Yes
Chlamydia Screening	Yes	Contraceptive services	Yes
ECG	Yes	Vaccinations & Immunisations	Yes
Glucose Tolerance Testing	Yes	Childhood Immunisations	Yes
HPV	Yes	Child Health Surveillance Services	Yes
NHS Health Checks	Yes	Maternity Medical Services	Yes
Palliative Care	Yes	Minor Surgery	Yes
Phlebotomy	Yes		
Spirometry	Yes		
Shared Care - Substance Misuse	Yes		
Treatment Room (New)	Yes		

<p>The following services involve information sharing with other agencies: Child protection, General nursing, Mental health, Referral to Hospitals, Social services, Transport.</p>	Hard copies by request from Practice Manager	Free
<p>Charges for services made by the Practice is displayed in reception and can be found here: http://www.hollandarksurgery.co.uk/page1.aspx?p=1&t=4</p>	Website; Practice Leaflet; On our Reception Desk;	Free

<p>No charge is made for all the services we provide under contract to the NHS.</p> <p>For the services we provide which are outside our contract to the NHS, there is a charge, which we keep in line with those recommended by the British Medical Association (BMA).</p> <p><u>Examples of non-NHS services for which GPs can charge their NHS patients are:</u></p> <ul style="list-style-type: none"> • Private medical insurance reports Holiday cancellation claim forms • Referral for private care forms Letters requested by, or on behalf of, the patient <p><u>Examples of non-NHS services for which GPs can charge other institutions are:</u></p> <ul style="list-style-type: none"> • Medical reports for an insurance company Some reports for the DSS/Benefits Agency • Examinations of local authority employees <p>We produce and publish a list of these Services and their associated charges.</p>	<p>On Practice Notice Boards.</p>	
<p>Language Interpretation</p> <p>Language interpretation is available to patients for consultations via Pearl – 020 7253 7700. This is commissioned by NHS England and normally requires 48 hours' notice.</p>	<p>Website</p>	<p>Free</p>
<p>Student Teaching and Training:</p> <p>We are a Teaching Practice for the University of Birmingham Medical School and a Nurse Training Practice for the University of Wolverhampton.</p> <p>Final (5th year) year medical students, also known as student doctors, are based at the surgery for attachments of up to two months. 1st to 4th year medical students come to the practice at intervals from late June/July to March.</p> <p>You may be asked see our more senior medical student(s) first before seeing the doctor. You may be asked to allow our more junior medical students to be present as observers with the doctor during your consultation.</p> <p>Student Nurses may be present during your consultation with our practice nurses.</p>	<p>Website; Hard copies by request from Practice Manager</p>	<p>Free</p>
<p>Information Leaflets:</p> <p>Practice Brochure, Practice Charter Practice,Newsletter Traveller Holiday Information Patient Participation Group Reports,Access to medical Records – patient information leaflet and application form Carer's Referral form,Non-NHS fees application pack</p>	<p>Website; On our Reception Desk; From leaflet Dispensers in the Practice Waiting</p>	<p>Free</p>

<p>The Practice also holds information leaflets provided by outside agencies: We have a leaflet rack, supplied and merchandised by IDS UK Healthcare - 01489860000 which is updated on a regular basis. A full publication list can be obtained by contacting the telephone number above. In addition to the above, the Practice offers a range of information about a variety of issues and a considerable number of minor illnesses via the Practice website, where you can also find a list of Useful Contacts and links to other health-related websites.</p>	<p>Room.</p>	
<p>Out of Hours Arrangements http://www.hollandarksurgery.co.uk/page1.aspx?p=2&t=4</p> <p>When the Practice is closed 'Out of Hours Care' for urgent medical services is provided by an 'Out of Hours' service arranged by Prime-Care</p> <p>When the surgery is closed on a Thursday afternoon the practice is covered by Waldoc 01922 501999</p>	<p>Website; Practice Leaflet</p>	<p>Free</p>

Other Useful Resources

Websites:

The Information Commissioner www.informationcommissioner.gov.uk

The Lord Chancellor's Department www.lcd.gov.uk

The NHS Freedom of Information www.foi.nhs.uk

NHS Direct www.nhsdirect.co.uk

NICE

www.nice.org.uk

Publications:

NHS Openness Code www.doh.gov.uk/nhsexec/codemain.htm

FOI Act 2000 www.legislation.hmso.gov.uk/acts2000/2000036.htm

Code of Practice www.lcd.gov.uk

(under Sections 45 & 46 FOI Act 2000)

