NHS FREEDOM OF INFORMATION

**Welcome to the Brook Lane Surgery General Practitioner’s Publication Scheme. This is a guide to the General Practitioners’ (who practice together) within the partnership practice Publication Scheme as required by the Freedom of Information Act 2000.**

**PART ONE: Introduction**

This Publication Scheme is a complete guide to the information routinely made available to the public by Brook Lane Surgery. It is a description of the information about our General Practitioners and Practice which 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 within each Class. Where information is provided at a cost the charges will be calculated as set out in Class 7.

**How is the information made available?**

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

Practice Manager

Brook Lane Surgery

233a Brook Lane

Sarisbury Green

Southampton

SO31 7DQ

Tel: 01489 873959

**Your rights to information**

* In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Brook Lane Surgery under the Freedom of Information Act 2000
* 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.
* GP surgeries have an obligation to respond to requests about information that they hold, and is recorded 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.
* Under the Environmental Information Regulations2004 . Public authorities have to make environmental information available, this may include the state of the environment, energy ratings, water ratings, CCTV and call recordings.

Under the Data Protection Act 2018, you are also entitled to access your clinical records or any other personal information held about you and you can contact:

Practice Manager

Brook Lane Surgery

233a Brook Lane

Sarisbury Green

Southampton

SO31 7DQ

Tel: 01489 873959

 to do this.

**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:

Practice Manager

Brook Lane Surgery

233a Brook Lane

Sarisbury Green

Southampton

SO31 7DQ

Tel: 01489 873959

## PART TWO: Classes of information

All information at Brook Lane 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 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 2018. 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**

Class Description: *Details of the practice, organisational structures, key personnel and how we fit into the NHS*

The General Practice organisational structure:

This practice adheres to the national General Medical Services contract. The contract is with the Hampshire, Southampton and Isle of Wight Clinical Commissioning Group (<https://www.hampshiresouthamptonandisleofwightccg.nhs.uk/>

This practice aims to follow National Institute for Clinical Excellence (NICE) and National Service Framework Guidelines. Copies of these can also be found on the NICE website (www.nice.org.uk) or the Department of Health website ( https://www.gov.uk/government/organisations/department-of-health-and-social-care).

The NHS is a very large part of the public sector. It is possible to find out information about our practice, the Hampshire , Southampton and Isle of Wight CCG and other NHS services in your area by using https://www.nhs.uk/nhs-services/. A full list of local General Practices can be found there too. Brook Lane Surgery provides general medical services for the geographical area displayed on our website.

The full names of GP’s at our practice are listed on our web site https://www.brooklanesurgery.co.uk/pages/Doctors-and-Staff

The Practice also employs Administration staff including Receptionists and Secretarial staff and Practice Nurses.

A full list of the services we provide is detailed in Class 2 below. There is a national NHS Plan that explains how the NHS is changing and sets out how the different parts function and work together. A copy is available on the Department of Health website ( https://www.longtermplan.nhs.uk/

Some information will be withheld, including personal, confidential information about individuals which is protected by the Data Protection Act 2018.

**2. Our Services**

The range of services we provide under contract to the NHS

The practice provides the following services.

|  |
| --- |
| **Service** |
|  |
| Baby clinic |
| Cervical cytology |
| Child health surveillance |
| Contraceptive services |
| Counsellor |
| Disease management clinics |
| District Nurse |
| Flu clinics |
| Health promotions clinics  |
| Immunisations |
| Maternity medical services |
| Minor surgery services |
| Obstetric services  |

Some of these services are provided in partnership with other agencies, namely:

Counselling – Portsmouth Counselling Services

First Contact Practitioner – Solent NHS Trust

Mental Health practitioner – Southern health Foundation Trust

Health and Wellbeing Coach – Solent Mind

Included in our practice leaflet is information on the following:

-our practice address

-our opening and closing times

-the arrangements we have for out of hours cover

Language and translation service: Arrangements have been made with the Hampshire, Southampton and Isle of Wight Clinical Commissioning Group (<https://www.hampshiresouthamptonandisleofwightccg.nhs.uk/> to provide this service.

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

Guidance and information leaflets

Information leaflets relating to the clinical services and health services we provide for patients and the public, and our range of regular publications are freely available at the surgery in the reception area, or on the practice website https://www.brooklanesurgery.co.uk/Home

**5. Complaints**

Policies, procedures and contacts for complaints

Brook Lane Surgery operates a complaints procedure. A copy of which is available from reception or on the practice website at: https://www.brooklanesurgery.co.uk/pages/Complaints

**6. Our policies and procedures**

General policies and procedures in use within the practice.

The Practice operates the following policies and procedures:

Data Protection Act 2018

Prescribing and prescription

Health and Safety

Zero tolerance

**7. This Publication Scheme**

How changes are made to this Publication Scheme and the criteria on which information management policies are made.

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 the practice. 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 or copying onto media (e.g. CD ROM). Some information is available free, but for others there may be a charge.

As a general guide, charges are as follows:

1. Via the *General Practice/Primary Care Trust 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 print-out as on the website would be available by post from:

Practice Manager

Brook Lane Surgery

233a Brook Lane

Sarisbury Green

Southampton

SO31 7DQ

Tel: 01489 873959

or by personal application at the Brook lane Surgery.

However, requests for *multiple printouts*, or for archived copies of documents which are no longer accessible or available on the web, may attract a charge for the retrieval.

We will not provide printouts of other organisation’s websites.

1. *Leaflets and brochures* - Free of charge for leaflets or booklets on, for example, services we offer to the public.
2. *“Glossy” or other bound paper copies, CD Rom, video or other mediums*, might incur a ‘hire’ charge which will be passed on.
3. E-mail will be free of charge unless it says otherwise

The charges will be reviewed regularly.

## PART THREE: Useful Resources

**Web sites:**

* Our website – [www.brooklanesurgery.co.uk](http://www.brooklanesurgery.co.uk)
* Hampshire, Southampton and Isle of Wight Clinical Commissioning Group (<https://www.hampshiresouthamptonandisleofwightccg.nhs.uk/>
* The Information Commissioner
* : https://ico.org.uk/The NHS Freedom of Information Act - https://www.gov.uk/make-a-freedom-of-information-request
* NHS Advice <https://www.nhs.uk/>
* NICE – [www.nice.org.uk](http://www.nice.org.uk)
* Department of Health – https://www.gov.uk/government/organisations/department-of-health-and-social-care

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For HMSO Guidance Notes see [www.hmso.gov.uk/guides.htm](http://www.hmso.gov.uk/guides.htm)