

NHS FREEDOM OF INFORMATION ACT

Welcome to College Way Surgery General Practitioner's Publication Scheme. 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 the College Way Surgery General Practitioners. 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?

Viewing the publications is free of charge but in certain circumstances there may be a charge for the cost of producing copies. Details of the costs can be found in "College Way Surgery Fees for non-NHS Services"

How is the information made available?

The information within each Class is available in hard copy form from the Practice Manager or the Reception Manager.

Your rights to information

In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about the College Way Surgery General Practice 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 1st 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 which have to be taken into consideration before deciding what information it can release.

New environmental information regulations may be introduced in the future which will enable similar access to environmental information as under the Freedom of Information Act 2000.

Under the Data Protection Act 2018, you are also entitled to access your clinical records or any other personal information held about you. You can contact the Practice Manager or the Reception Manager at College Way Surgery, Comeytrove Centre, Taunton, TA1 4TY to do this. Further details of how to do this are contained in our Practice Information Booklet which is available free on request.

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 Judith Kassapian, Practice Manager, College Way Surgery, Taunton TA1 4TY

CLASSES OF INFORMATION

All information at the College Way Surgery General Practice 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 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 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

College Way Surgery is an independent GP contractor working within the NHS and contracted to NHS England with additional work commissioned by Somerset CCG and Somerset County Council. The surgery provides general medical services for the south-western area of Taunton. A map of the area covered by the practice is available free in our practice booklet.

We practice from College Way Surgery,
 Comeytrowe Centre,
 Taunton, Somerset TA1 4TY

The practice website is: www.collegewaysurgery.nhs.uk

The NHS is a very large part of the public sector. A full list of local General Practices can be found on the NHS website <https://www.nhs.uk/Service-Search/GP/LocationSearch/4>

The following Doctors work at the practice as partners:

Dr Gabrielle de Cothi	MB ChB DRCOG MRCGP (Birmingham 1986)
Dr Annabel Hesford	MB ChB MA DCH DRCOG DFFP DPD MRCGP (Oxford 1989)
Dr Andrew Bett	MBBS MRCGP DRCOG Dip Occ Med DFFP (London 1991)
Dr David Badham	BSc MBBS DCH DRCOG MRCGP (London 1991)
Dr Ronita Porter	BSc MBBS MRCGP DFFP DCH (London 1998)
Dr Bill Tuff	MB BS BClinSci MRCGP DRCOG (London 2001)
Dr Sara Alkadhi	MB ChB DRCOG MRCGP (Baghdad 2002)
Dr Hamish McLaren	BSc MB ChB DRCOG MRCGP (Bristol 2007)
Dr Rachel Charles	BM BS MRCGP MRCP DFFP B Med Sci (Nottingham 1994)

The Management Team Is:

Practice Manager: - Judith Kassapian Reception Manager: - Nicky Small
Nurse Manager: - Allison Hallas, RN

They are responsible for the day-to-day running of the practice. If you have a complaint, criticism or suggestion, please ask at reception to speak to any one of them. Your views are always welcome and help us provide the best possible service to our patients.

Practice Nurses

Our practice nurses are available by appointment and are able to offer advice about health matters, family planning and travel. They also carry out cervical smears, ECGs, blood pressure checks and wound assessment. Clinics are offered for diabetes, asthma, COPD and cardiovascular disease.

Phlebotomist

Blood tests ordered by your doctor are carried out by our phlebotomist in a separate clinic.

Reception & Office Staff

Our reception and office teams look after all the other specialist tasks essential to the smooth running of the practice.

Full details of our General Practice organisational structure and key personnel are given in our practice booklet which is available free of charge.

2. Our Services

The range of services we provide under contract to the NHS and the private services we provide are detailed in our practice booklet. An outline is given below:

NHS Services

- GMS Medical services to patients
- Baby clinics
- Child health surveillance
- Childhood immunisations
- Cervical cytology
- Contraceptive services
- Counselling service
- Dermatology Service
- Disease management clinics – including asthma, diabetes, COPD and cardiovascular disease.
- Immunisations
- Maternity medical services
- Minor surgery services
- Vasectomy service

Private Services for registered patients (for which there will be an additional charge)

- Non NHS travel immunisations
- Non NHS medicals for emigration, sport or driving
- Non NHS medicals for HM Services
- Insurance reports and medicals at the request of our patients
- Solicitors reports at the request of our patients

Opening Hours

The doors are open Monday to Friday between 8.30am & 6.30pm. We are closed each Wednesday between 1.00pm & 2.00pm for staff training but a doctor may be contacted by telephoning the normal surgery number. The surgery is part of the local Improved Access initiative offering a limited number of pre-bookable evening and Saturday morning appointments at practices in the local area for patients who find it difficult to attend during the usual working day.

The surgery has easy access for wheelchairs and appropriate toilet facilities for disabled patients.

Full details of consultation times are given in our practice booklet and on our website:

www.collegewaysurgery.nhs.uk

Out of Hours Cover

When the surgery is closed cover is provided by NHS Advice Line and the Out of Hours Service both of whom may be contacted by telephoning 111. Patients are also encouraged to seek advice from community pharmacists for minor ailments.

3. Financial and Funding Information

College Way Surgery receives money from NHS England, Somerset CCG and Somerset County Council according to its contract (as per Class 1 above) in exchange for services provided for patients.

The total income received from the NHS before expenses and reimbursements in 2018 was £1.8M. The sum spent on drugs prescribed by College Way Surgery in 2018-19 was £1.8M. A price list showing the fees charged for non-NHS work is displayed in reception

4. Regular publications and information for the public

The practice makes available a free booklet giving full details of the doctors and principal staff, the services provided and how to access them as well as some basic healthcare advice. Copies are available from reception.

We also make available to patients a wide range of medical and healthcare information leaflets which are regularly updated and are available free on request from reception.

5. Complaints

An outline of the practice complaints procedure is given in our practice booklet. A copy of the full complaints procedure may be obtained from:

The Practice Manager or the Reception Manager at College Way Surgery, Comeytrowe Centre, Taunton, TA1 4TY

6. Our policies and procedures

General policies and procedures used within the practice include but are not restricted to:-

- Patients Charter
- Information Governance
- Confidentiality
- Chaperones
- Complaints
- Repeat Prescribing
- Data protection
- College Way Surgery non-NHS Fees

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 generally in the Practice. We will also publish any proposed changes or additions to publications already available.

The Data Protection Act 2018 requires us to make copies of records available free of charge against a Subject Access Request unless the request is manifestly unfounded or excessive, particularly if it is repetitive. Details of charges are contained within the College Way Surgery non-NHS Fees.

We do not charge if you want to just view your records and make your own notes. .

We will advise you of any costs that may be levied and will require payment before producing the information you require.

Our practice booklet is available free of charge. Medical information leaflets are available free of charge unless they are specially ordered in which case they will be charged at cost.

Management of Information

The principal referral point for the management of information within the practice is the Practice Manager. The GP partners retain the legal responsibility for information held on their patients.

Useful Resources

Web sites:

www.informationcommissioner.gov.uk

This is the web site of the Information Commissioner

www.lcd.gov.uk

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

www.foi.nhs.uk

This is the NHS Freedom of Information web site

Publications

- NHS Openness Code- www.doh.gov.uk/nhsexec/codemain.htm
- FOI Act 2000 www.legislation.hmsso.gov.uk/acts2000/2000036.htm
- Code of Practice under Section 45 FOI Act 2000 www.lcd.gov.uk
- Code of Practice under Section 46 FOI Act 2000 www.lcd.gov.uk

- Statement of Fees and Allowances payable for General Medical Practitioners in England

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