

**LEATSIDE SURGERY
BABBAGE ROAD
TOTNES
TQ9 5JA**

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

E-mail address: leatside.surgery@nhs.net

FREEDOM OF INFORMATION ACT 2000

PUBLICATION SCHEME

Welcome to the Leatside Surgery's publication scheme. This scheme is produced in accordance with the requirements of the Freedom of Information Act 2000.

INTRODUCTION

This Publication Scheme is a complete guide to the information routinely made available to the public by doctors Manser, Loverock, Grant, Frankland, Ingoldsby, Watkins, Gelder, Martinus Quinsey and Morris at Leatside 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 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.leatside.co.uk or available in paper form from the leaflet racks in reception or by writing to the General 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

- 1 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.
- 2 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.
- 3 From 1st January 2005 the Freedom of Information Act will oblige all General Practice to respond to requests about information that they hold and record in any format. The Act will create 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.

- 4 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.
- 5 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 General 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 contact the General Manager.

CLASSES OF INFORMATION

All information at Leatside Surgery 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.

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

This NHS practice is part of South Hams & West Devon Primary Care Trust and provides medical services for patients living within certain areas. A map of our practice area is available in our Practice Booklet, which is available from reception and on our Practice website.

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.shandwd-pct.co.uk or by writing to them at

The Lescaze Offices, Shinner's Bridge, Dartington, NR Totnes, TQ9 6JE.

Our practice is contracted to provide General Medical Services for our registered patients under contract to the South Hams & West Devon Primary Care Trust in accordance with the National Statement of Fees and Allowances.

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 are:

Name	Qualifications	Hours	Date Registered
Dr Tim Manser	M.B.B.S.(London 1970) D.R.C.O.G., D.MJ.(Clin)	Full Time	1970
Dr Michael Loverock	M.B.B.S.(London 1975) M.R.C.G.P., D.C.H., D.R.C.O.G., M.R.C.S., L.R.C.P.	Full Time	1975
Dr Nicola Grant	M.B.B.S(London 1979)	Full Time	1979
Dr Andrew Frankland	L.R.C.P.(London 1980) M.R.C.S., M.R.C.G.P., D.C.C.H., D.R.C.O.G.	Full Time	1980
Dr Beverley Ingoldsby	M.B.Ch.B.(Sheffield 1984) M.R.C.G.P., D.C.H	Full Time	1984
Dr Dylan Watkins	M.B.Ch.B.(Leicester 1992) M.R.C.G.P.	Full Time	1992
Dr Alison Gelder	B Med Sci B.M.B.S. (Nottingham 1992) D.F.F.P., M.R.C.G.P.	Part Time	1992
Dr Ian Morris	M.B.B.Ch (Wales 1995)	Full Time	1995
Dr Pia Martinus Quincey	BM (Southampton 1989) M.R.C.P	Part Time	1989
Dr Sarah Oxtoby (Retainer)	BM (Southampton 1993) M.R.C.G.P D.R.C.O.G D.F.F.P	Part Time	1993

The following key personnel work within the practice and are employed by the practice, a full up to date list is available free of charge in our practice booklet from reception and on our Practice website.

Job Title	Name	Hours
General Manager	Mr Andrew Moore	Full Time
Practice Manager	Mrs Loraine Stacey	Full Time
Practice Nurse Team Leader	Mrs Ali Topham	Full Time (Registered April 1978)
Secretarial Team Leader	Caroline Greenwood	Full Time
Reception Team Leader	Mrs Sally Smeaton	Part Time
Practice Nurse	Mrs Juliet Manser	Part Time (Registered November 1973)
Practice Nurse	Mrs Kim Woollett	Part Time (Registered September 1978)
Practice Nurse	Mrs Alison Briscoe	Part Time (Registered April 1978)
Practice Nurse	Mrs Jan Slack	Part Time (Registered August 1982)
Practice Nurse	Miss Katie Furness	Full Time (Registered June 2000)
Healthcare Assistant	Mrs Bernadette Hattersley	Part Time
Healthcare Assistant	Miss Jayne Strawson	Part Time
Healthcare Assistant	Miss Tanya Lethbridge	Part Time

The following people provide services to our patients but are employed by the following NHS Trusts:

Job Title	Name	Hours	SDHC	PCT
District Nurse Team Leader	REN Libby Easterbrook	Full Time		Yes
District Nurse	RGN Jan Loffel	Part Time		Yes
District Nurse	A/N Janet Gagg	Part Time		Yes
District Nurse	E/N Madeline Baldwin	Part Time		Yes

District Nurse	A/N Rose O'Brien	Part Time		Yes
District Nurse	RGN Avril Gordon	Full Time		Yes
District Nurse	S/N Lyn Hughes	Part Time		Yes
District Nurse	RGN Zoe Hope	Part Time		Yes
District Nurse	RGN Linda Williams	Full Time		Yes
District Nurse	RGN Sue Salem	Part Time		Yes
Health Visitor	Carol Zollo	Full Time		Yes
Health Visitor	Jan Laverty	Full Time		Yes
Nursery Nurse	Tracey Hodges	Full Time		Yes
Midwife	Fran Whittaker	Full Time	Yes	
Midwife	Jo White	Part Time	Yes	
Midwife	Flo McGrattan	Part Time	Yes	
Midwife	Kim Connabeer	Part Time	Yes	
Midwife	Lorraine Walker	Full Time	Yes	
Midwife	Mandy Hocking	Full Time	Yes	

The following people provide services to our patients but are employed by other NHS Agencies.

Job Title	Name	Hours
Orthopaedic Physician	Mr Hedley Piper	Part Time
Counsellor	Gordon Frow	Part time
Counsellor	Cindy Huxley	Part Time
Podiatrist	Denise Walker	Part Time
CPN	Margaret Norris	Part Time

Class 2 Our Services.

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

- 1 details of our doctors clinical interests
- 2 a timetable of our opening hour
- 3 details of all the sites we operate from
- 4 our Patients' Charter

Copies of the practice booklet can be obtained free of charge from reception.

Our Doctors' clinical interests are as follows:

Doctor	Clinical Interests
<i>Dr Tim Manser</i>	<i>GP Advisor to SDHCT Minor Surgery</i>
<i>Dr Michael Loverock</i>	<i>Medicine of the Elderly Diabetic Clinic Minor Surgery</i>
<i>Dr Nicola Grant</i>	<i>Family Planning Obstetrics Minor Surgery</i>
<i>Dr Andrew Frankland</i>	<i>Trainer Clinical Assistant (Harbourne Unit) Asthma Acupuncture</i>
<i>Dr Beverley Ingoldsby</i>	<i>Child Health Surveillance Family Planning Obstetrics Minor Surgery</i>
<i>Dr Dylan Watkins</i>	<i>Cryotherapy Cardiovascular Medicine</i>
<i>Dr Alison Gelder</i>	<i>Minor Surgery</i>
<i>Dr Ian Morris</i>	<i>BASICS Doctor</i>
<i>Dr Pia Martinus Quinsey</i>	<i>Child Health Surveillance Family Planning Obstetrics</i>
<i>Dr Sarah Oxtoby</i>	<i>Womens Health</i>

The main surgery with the administration staff is at: Leatside Surgery

Details of our opening hours are contained in surgery booklet available in reception:

Surgery Opening Times are:

Monday to Friday 08.30am to 18:30pm

Class 3 Financial and funding information.

We receive fees for providing medical services to our registered patients from the South Hams and West Devon Primary Care Trust through the mechanism of the National Statement of Fees and Allowances.

Total Income received from the NHS before expenses in last financial year to 2003/4 was £1,300,828.

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

- Paying Doctors and Nurses
- 1 Running costs and maintenance of the premises and equipment
- 2 Administrative costs including pay
- 3 IT support and maintenance
- 4 Communications support, maintenance and running costs
- 5 Infrastructure investment such as clinical equipment, the new surgery building, IT and so on

We receive a drug budget that is set by the South Hams and West Devon Primary Care Trust on a yearly basis to provide prescriptions for our registered patients. Total sum spent on drugs prescribed by our Practice in the financial year 2003/4 was £1,824,916. The budgets received vary from year to year and can be obtained by writing to the General Manager.

We have a scale of fees for work that comes outside of the Statement of Fees and Allowances contract. Details are displayed on the notice boards in the waiting areas and in free handouts on the reception desk or on our website.

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

- 1 confidential or
- 2 commercial information or
- 3 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 or
- 4 no longer available under NHS guidelines

Class 4 Regular Publications and information for the public

- 1) We keep a range of leaflets on medical problems that can be accessed by:
 - a) Asking our practice nurses or the doctors

- b) Looking in the leaflet folders in the waiting room
 - c) In the waiting areas
 - d) Accessing our website
- 2) 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) Handouts available on the reception desk
 - d) Accessing our website
- 3) We publish a newsletter for our patients quarterly and is available in the waiting areas.
- 4) We publish a practice booklet, which is updated regularly, and it is available from reception.
Once an update is produced, previous copies are destroyed and are no longer available for publication.
- 5) We keep some leaflets and information produced by other organizations.
These can be accessed from:
- a) *Leaflet racks*
 - b) *Reception*
 - c) *Website*

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 Devon Local Medical Committees for Devon Practices and a copy may be obtained from the General Manager. If you wish to make a complaint please write or ask to speak to the General 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.

Class 6 Our Policies and Procedures.

We keep policies in the following areas:

- 1) Patient Privacy and Confidentiality
- 2) Clinical Procedures.
- 3) Administrative Procedures.
- 4) Complaints
- 5) Drugs, Dispensing, Prescribing and Prescriptions
- 6) Health and Safety
- 7) Employment
- 8) Audit and Controls Assurance

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:

- 5 confidential or
- 6 security based or
- 7 commercial information or
- 8 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 or
- 9 no longer available under NHS guidelines
- 10 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

- a) Free of charge - You may download any publication that we post on the web site using your own computer. Charges for the Internet Service provider and personal printing costs would have to be met by you.
- b) If you do not have access to the Internet:
 - i) The Public Library have a service you can use.
 - ii) Printouts are available from the practice by writing to the General Manager and enclosing a stamped addressed envelope
 - (1) 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.
 - (2) We are not able to provide printouts of other organisations' websites.

1. Leaflets and brochures about our practice are available at the reception desk free of charge for single copies.
2. Glossy, laminated or other bound paper copies or in some cases a CD ROM, video or other media will be charged for. We will let you know the cost and charges that will have to be paid in advance.
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 General Manager.

USEFUL RESOURCES

Websites:

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
South Hams & West Devon Primary Care Trust	www.shandwd-pct.co.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 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 & Allowances payable for General Medical
Practitioners in England <http://www.redbook.i12.com/rb/Docs/rb0.htm>

NICE best practice guidelines. Available from www.nhs.uk or www.doh.gov.uk

National Service Frameworks Available from www.nhs.uk or www.doh.gov.uk

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For HMSO Guidance Notes see www.hmso.gov.uk/guides.htm

