

G P CENTRE

**FREEDOM OF
INFORMATION ACT 2000**

PUBLICATION SCHEME

On behalf of:

Drs Longley & Jolley Practice
Drs Brennan & Scott Practice
Drs Leghari & Muktar Practice

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Welcome to the GP Centre's Publication Scheme. This scheme is produced in accordance with the requirements of the Freedom of Information Act 2000 on behalf of 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 Longley & Jolley; Brennan & Scott (formerly Brennan & Neylan) and Leghari, Lodge & Mukhtar Partnerships. It describes the information about our General Practitioners and our Practices', which we make publicly available. The scheme is reviewed annually and we will monitor its effectiveness.

How much will it Cost?

The publication scheme is provided free of charge; and other publications are free unless otherwise indicated within each class. Where information is subject to a cost, the charges will be calculated as set out in class 5&7 of this Publication.

How is the Information Made Available?

The information within each Class is made available in paper form by writing to the Information Management & Technology Coordinator at the Surgery address. Written requests for information and our publications will be responded to within 20 working days from receipt.

Your Rights to Information

In addition to accessing the information identified in the publication Scheme, you are entitled to request information about our Practices 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 obliges the 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 were introduced in 2003. These enabled similar access to environmental information as under the Freedom of Information Act 2000

Under the Data Protection Act 1988, you are also entitled to access your clinical records or any other personal information held about you and you can obtain a guidance leaflet and form from our Reception office to assist you. For further information may be obtained by writing to the Practice Business Manager at the Surgery.

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 the Practice Business manager at the Surgery.

Classes of Information

All information at the GP Centre 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 of 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:

- Who we Are and What we do
- What we spend and how we spend it
- What our Priorities are and How we are Performing
- How We make decisions
- Our Policies & Procedures
- Lists & Registers
- The Services We Offer

Class 1 - Who we Are

Sutton & Merton Primary Care Trust commissions health services and monitors 56 GP surgeries. A list of these surgeries and further details as to how the Primary Care Trust fits into the NHS hierarchy a major component of the Public Sector can be found on the Primary Care Trust Website www.suttonandmertonpct.nhs.uk or by writing to them at Sutton & Merton PCT, Nelson Hospital, Kingston Road, London SW20 8DB.

The GP Centre Practices provide general medical services for the geographical area of North Cheam extending to Lynwood Drive, Worcester Park. A detailed list of the area covered by the practice is available from Reception

Our Practices are contracted to provide Personal Medical Services (PMS) for our registered patients under contract to Sutton & Merton PCT in accordance with the our PMS contracts.

Details of the General Practitioners working at our Surgery are detailed overleaf. We do engage from time to time the services of GP locum doctors to cover surgeries during periods of absence.

The Current GP Partners are:

Dr J M Longley (Snr)	<i>MB BS, MRCS, LRCP, MRCGP, DRCOG, DA, DFFP Dip Med Ac Member of the British Medical Acupuncture Society.</i>
Dr A Jolley	<i>BSc, MB BS, DRCOG, MRCGP, DFFP</i>
Dr C Brennan	<i>MB BS, DRCOG, FPA Cert. DFFP Member of the British Medical Acupuncture Society.</i>
Dr R Scott	<i>LMSSA, LRCP, LRCS, DRCOG</i>

Dr J A K Leghari	<i>MB BS, DA, FPA Cert.</i>
Dr J W Lodge	<i>MB BS, MRCGP, MRCS, LRCP, D(obst)RCOG, DCH</i>
Dr D Muktar	<i>MB ChB, FRCS</i>

GP services commissioned and engaged directly by the Practices are:

Dr R H Ibberson	<i>MBchB, MRCGP, DRCOG, DCH</i>
Dr V Nathan	<i>MRCGP, DRCOG, DCH</i>
Dr R Albadri	<i>MBchB, MRCGP, DRCOG, DFRSH</i>
Dr Z Ahmed – Jushuf* (GP Registrar)	
Dr A Roberts* (GP Registrar)	
<i>*maternity leave</i>	

The following key personnel are employed by the Practices:

Mrs J Hartland	GP Centre, Practice Business Manager: Key responsibilities include Business Strategy Planning; Corporate & Information Management Governance; Organisational Development; Service development & implementation. Corporate Services functions, that include: finance, accounting, human resources, risk management, systems, premises & facilities
Mrs H Batchelor	GP Centre, Nurse Practice Manager: key responsibilities include: clinical governance; management of chronic disease clinics; nursing services provision and management; delivery of key clinical services and programmes; immunisation programmes and travel clinic.

The Practice Team:

The GP Centre employs a number of clinical and administrative staff who report to the above managers. Currently we employ:

5 Practice Nurse (4 with specialist skills)

1 Healthcare Assistant

1 Asst Practice Manager (surgery services) & 1 IM&T Asst Manager (information systems & reporting)

2 Medical Secretary/Administrators (patient referral and commissioning services)

3 Senior Receptionists (reception patient services; service support to clinicians; surgery appointments)

1 Practice Administrator

6 Reception/Administrators (frontline reception services and associated administrative functions)

1 Reception Assistant

2 Domestic Staff

There are a number of other attached healthcare professionals who provide services to our patients but are employed by the Sutton & Merton PCT. These include:

Health visitors

District Nurses

Community Matron

Midwives

We share information with other service providers in accordance with the policies developed to meet NHS Code of Conduct and given national standards and by reference to the Data Protection Act.

Some information will be withheld, including personal, confidential information about individuals which is protected by the Data Protection Act 1998

Opening Hours

Each practice provides a Practice leaflet which outlines the services we provide, details regarding our Doctors and scheduled opening hours.

Details of the Surgery opening hours are displayed by the building entrance door and contained in our out of hour's telephone messaging service.

DAY	Drs on call	Reception Office	Surgeries
Monday	08.00-18.30	08.30 – 18.00	08.30 – 18.00
Tuesday	08.00-18.30	08.30 – 18.00	08.30 – 18.00
Wednesday	08.00-18.30	08.30 – 18.00	08.30 – 18.00
Thursday	08.00-18.30	08.30 – 18.00	08.30 – 18.00
Friday	08.00-18.30	08.30 – 18.30	08.30 – 18.00
Evening Surgeries	Extended Hrs		
Monday	18.30 – 21.30	N/A	Brennan Practice
	18.30 – 21.15		Leghari Practice
Tuesday	N/A	N/A	N/A
Wednesday	18.30 – 21.15		Longley Practice
Thursday	N/A	N/A	N/A
Friday	N/A	N/A	N/A

Sutton & Merton PCT provide an emergency GP service outside these hours; this service may be accessed by telephone: 0845 6031087

Class 2 – NHS Income & How it is Spent

We receive income for providing medical services to our registered patients from Sutton & Merton Primary Care Trust through the mechanism of our Personal Medical Services contract(s) and agreed enhanced services provision and reimbursement of the cost of drugs and vaccines administered to our patients.

Additionally a nominal allowance is received towards the costs to the Practice to develop, re-engineer and implement Primary Care Commissioning services and monitor and control costs incurred by the PCT on behalf of its patients from use of secondary care NHS services. This includes the cost of patient referral to hospitals and consultants and use of accident & emergency services and community care.

Expenses, incurred by the Surgery for the period YTD to Dec. 2007 and YTD to Dec. 2008 **exclude** income taxes and other statutory contributions payable. The Practice income varies from year to year and is subject to the Practice(s) reaching national and local health targets, overall performance and the evidence and reporting produced by the Practice to satisfy Sutton & Merton PCT verification and validation processes.

Incomes received from all sources are subject to annual external audit by the Practice appointed Accountants who prepare annual financial statements.

There may be circumstances where material and financial information cannot be released because it is:-

- Confidential as regulated under the Data Protection Act 1998 or is no longer available under NHS guidelines or

It is

- Commercial information

And/Or

- The appropriate designate for these purposes under the Act has taken the view that it may be prejudicial to the conduct of the Practice(s) business affairs.

	YE DEC 2008	YE DEC 2007	
GROSS INCOME Rec'd	£2.038m	£1.978m	£ expressed 000's
EXPENSES			
GP Services	59.00%	60.00%	11 GPs & Out of Hours
Practice Staff (25)	24.00%	23.5%	Includes statutory pay
Drugs, clinical supplies, equipment	4.25%	4.50%	Includes vaccines
Finance Costs and Capital charges	3.50%	3.50%	
Professional indemnities, levies,	2.00%	2.32%	Mandatory
Professional Services	0.95%	1.70%	Legal, Accountancy etc
Transportation, travel	1.45%	1.50%	
Premises upkeep; services	2.50%	1.40%	
General operating expenses	2.20%	1.58%	

The practice is also allocated a prescribing budget set by Sutton & Merton Primary Care Trust on an annual basis. This budget provides for the cost of NHS prescriptions issued and dispensed to our registered patients. Further information regarding prescribing budgets can be obtained by writing to them at Sutton & Merton PCT, Nelson Hospital, Kingston Road, London SW20 8DB.

YE March 2009		YE March 2008	
Budget	£2.099m	Budget	£2.133m
Actual*	£2.140m	Actual	£2.096m

** subject to final confirmation*

We operate a scale of fees for work that falls outside our medical services contract – and apply a tariff aligned to recommendations made by the BMA. Details are displayed in the reception waiting room areas.

Class 3 - What our Priorities are and How we are Performing

The Practice performance is measured and benchmarked to Department of Health national and local targets and standards, in terms of both clinical and administrative outputs. Performance is monitored in a number of ways that include the capture of key clinical information using pre-determined criteria nationally that provides quantitative and qualitative measures in respect of the delivery of clinical services; attainment of immunisation targets and clinical best practice for the prevention, treatment and ongoing monitoring of certain medical conditions.

The Practice performance is also measured in terms of governance and security against regulatory and legislative compliance standards, NHS national guidelines, frameworks and best practice. A number of patient feedback mechanisms are also used to measure patient satisfaction.

Additionally, the Practice(s) are measured in terms of budget performance and use of NHS services from prescribing to in-patient episodes.

All key service areas undergo an annual clinical audit and further evidence and validation is provided by periodic and annual reports and returns; interim and annual assessment processes and on site visits and inspections.

In 2007/08 and 2008/09 the GP Centre achieved maximum Quality Outcome Framework points available; an A/B ranking in 90% of all GP practice assessment standards and national targets; and meets > 80% non contractual Healthcare Commission Standards in terms of clinical and non clinical services delivery and environment.

In 2007/08 and 2008/09; Patient survey results indicated the Practice(s) continued to outperform overall the national GPAQ benchmarks.

2008/09

- **Data Accreditation** (quality standards, assurance, diligence, security) was achieved for all three Practices in respect of patient records and information handling.
- **Expanded patient services** to manage specific gynaecology conditions at the surgery and Anti-coagulation clinics to manage patients taking 'Warfarin'. Along with commissioning partners the Practice(s) assisted the development of a one stop gynaecology service at the Nelson Hospital; and alternative service options for both physiotherapy and urology.
- **Advanced** sexual health promotion and monitoring services.
- **Progressed** and help develop a wide range of service specifications together with its commissioning group partners that will deliver more patient services in a primary care setting during the next 12-24 months.
- **Expanded patient access** to GPs by the introduction of three additional weekly evening surgeries.

2009/10

The GP Centre Business Plans and Strategies will focus on:

- Maintaining current core patient service levels in an environment of rising costs and reduced income; and review the viability of enhanced service provision.
- The appointment and transitioning new GPs to all three Practices as a result of the retirement of GP principals.
- A review of patient access; appointment allocation mix; and explore opportunities to improve patient awareness and understanding as to how the system that is provided should be used.
- Evaluating workload impacts to staff resources and the delivery of patient services as a result of increased governance and reporting requirements.
- Explore options to improve process and patient communication channels through the development of a web-site.
- Scope terms of reference for a Practice Patient Participation Group (PPG) by April 2010.
- Improve current healthcare provision to patients through a cohesive approach with other healthcare agencies for patients who are terminally ill and their families
- A review of healthcare provision for patients with type 2 diabetes (through collaborative working with commissioning partners).
- Expanding the choice of healthcare services that may be provided locally.

Further information regarding the Practice Plans and Strategies may be obtained from the Practice Business Manager. 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.

Class 4 – How we make Decisions

Commissioning new/revised services in Primary Care:

- The GP Centre Practices are represented by **one** GP principal on the Nelson Commissioning Group Management Team (NCGMT). The NCGMT represent 14 GP practices in the locality and serve the interests of 145,000 patients.
- The NCGMT meet monthly (in addition to specific sub-committees and performance management committees) and decisions regarding service provision require agreement with S&MPCT.

GP Centre Operations

- Decisions relating to GP Centre Business strategy; governance; and general management are taken by the senior management team that comprises: the GP Partners (from all three Practices), Practice Business Manager and the Practice Nurse Manager. Meetings are held monthly.
- Decisions relating to operational matters that relate to the delivery and performance of clinical services are made at the monthly clinical management meeting attended by the: representative members of the senior management team; Practice GPs and GP Registrars and key administrative staff.

GP Centre staff contribute to the overall development of the Practice(s) through regular administrative and nurse team meetings as well as individual business unit meetings.

Information is available by writing to Practice Business Manager. There may be circumstances where the material cannot be released because it is:

- Confidential as regulated under the Data Protection Act 1998 or is no longer available under NHS guidelines or
- Commercially sensitive information
- Security based
- The appropriate designate for these purposes under the Act has taken the view that it may be prejudicial to the conduct of the Practice(s) business affairs.
- No longer current and has been replaced.

Class 5 – Our Policies & Procedures

We develop and review policies and protocols on a regular basis that relate to performance standards and the delivery of administrative and clinical services; regulatory and legislative compliance. We operate currently 102 policies and procedures that include the Staff Handbook.

Copies of this material are available by writing to the Practice Business Manager. There may be circumstances where the material cannot be released because it is:

- Confidential as regulated under the Data Protection Act 1998 or is no longer available under NHS guidelines or
- Commercially sensitive information
- Security based and prejudicial to the Practice security arrangements.
- The appropriate designate for these purposes under the Act has taken the view that it may be prejudicial to the conduct of the Practice(s) business affairs.
- No longer current and has been replaced.

The following information may be released and provided by making a request to the Information Management & Technology Coordinator.

- Patient Charter
- Staff Code of Conduct
- Confidentiality Policy
- Data Protection Policy
- Information Governance Statement
- Consent & Information sharing Policy
- Equality & Diversity Policy
- Complaints Handling Policy
- Health & Safety Policy
- Records Management & Retention Policy
- Access to Medical Records Policy
- Violence & Aggression Policy
- Visitors Code of Conduct

To meet Practice expenses applicable where a hard copy of the information is supplied; a charge of 0.35p per page photocopied for material denoted with {*} will be applied and postage costs (if applicable) will apply to all requests for the above material in addition. We will inform requestors of any cost charges, in advance.

We do not provide printouts of other organisation's websites or information.

Class 6 – Lists & Registers

Not held

Class 7 – The Services we Offer.

Details of our Services can be found in our **Practice Leaflet** (provided free of charge) which includes:

- Current details regarding our GP's
- A timetable of opening hours.

We also publish an **A-Z of all Services** available to patients registered with the GP Centre.

In addition the following leaflets and guidance have been produced to assist our registered patients:

- Complaints, suggestions and comments – leaflet guide for patients.
- Information & You – a guide as to how we use and share information about you.
- How to Access your Medical Record.
- Patient Guide to Registering with the Practice.

All the information denoted above is available **free of charge** from the Reception office.

Other information provided free of charge includes health promotion and well-being material is available on the practice notice boards, display leaflet holders and tables in the waiting areas and front lobby.

We also produce a quarterly Surgery Newsletter which is available from 3 dispensers in the public areas of the surgery.

Useful Resources Web sites:

www.informationcommissioner.gov.uk

This is the web site of the Information Commissioner.

www.suttonandmertonpct.nhs.uk

This is the web site of the Sutton & Merton PCT