

FREEDOM OF INFORMATION PUBLICATION SCHEME

Welcome to the Cambridge House Surgery General Practitioner's Publication Scheme. This is a guide to the General Practitioner's 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 Cambridge House 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.

How is the information made available?

The information within each Class is available in hard copy. To obtain a copy your request should be directed to the Practice Manager.

Your rights of information

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Cambridge House Surgery 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 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 as early as 2003. These will enable similar access to environmental information as under the Freedom of Information Act 2000
- Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you and you can contact the Practice Manager 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:

Diane Wilshaw
Practice Manager
Cambridge House Surgery
124 Werrington Road, Bucknall
ST2 9AJ

CLASSES OF INFORMATION

All information at Cambridge House Surgery is held, retained and destroyed in accordance with the 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 1998. 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

Cambridge House Surgery operates as part of Stoke on Trent Primary Care Trust. The practice adheres to the national Primary Medical Services contract. We aim to follow National Institute for Clinical Excellence and National Service Framework Guidelines. The NHS is a very large part of public sector and a full list of local General Practices is available from North Stoke Primary Care Trust. Cambridge House Surgery provides general medical services for the geographical areas of Burslem, Tunstall and surrounding areas.

The Doctors

Dr Q Siddiqi – Full time partner

Practice Nurses / District Nurses / Health Visitors / Midwife

The practice employs two Practice Nurses (June Gould & Lisa Simmons). We also have a number of District Nurses, Health Visitors and a Midwife attached to the practice.

Practice Manager

Diane Wilshaw

2. Our Services

The range of services we provide under contract to the NHS includes: Contraceptive services, Maternity Medical Services, Child Health Surveillance, Minor Surgery, Disease Management clinics (Asthma, Diabetes, CHD), Smoking cessation, Well man/woman clinics, Travel advice/Vaccinations, Cervical cytology, Childhood immunisations, Diet clinic, Hypertension and Epilepsy clinics.

The Practice is open from 08:00 – 18.00 Monday & Tuesday
7.30 - 18.00 Wednesday & Friday
7:30 – 13:00 Thursday

Outside these hours the Doctors Co-operative Centre at Basford provides cover. This service is only to be used in the event of an emergency and is not to be used by patients unable to attend normal surgery hours.

A Language Line service is available for any patients who do not speak English.

The practice is fully computerised and medical records are held on computer and in paper form. We sometimes need to share information with the Health Authority, Hospitals and other NHS bodies to provide for your care. We feel that this is essential for the care of our patients and helps to improve NHS services.

Under the Data Protection Act 1998 you have the right to see your medical records and the right to have inaccurate data corrected.

Doctors, Nurses and attached staff use the computer to record clinical data.

Practice staff use the computer to prepare repeat prescriptions, arrange appointments, recall patients and generate referrals to secondary care. The staff are required to treat patient information in the strictest confidence and have been given training in their responsibilities under the Data Protection Act 1998.

People who work with the practice but do not directly provide your care may read patient records. These people are properly trained and have the same duty of confidentiality as the practice staff.

To provide the best possible care, the practice may at times need to share information with other agencies, e.g. when referring to a hospital.

Patients have the right to object to their medical records being used in this way. Should a patient inform us of this, we would enter this information into their records. Such requests will be respected except where disclosure is essential to protect the patient or someone else from risk or serious harm.

In any situation where the practice is being asked to release personal information about a patient (when the patient's identity is part of the data) the practice will comply only if they have received the patient's consent.

There are strict security measures in place at the practice, the Health Authority and other NHS bodies to keep patient records confidential.

Financial and funding information

Cambridge House Surgery receives money from Stoke-on-Trent Primary Care Trust according to its contract (as referred to in Section 1) in exchange for services provided for patients.

4. Regular publications and Information for the public

The practice provides a practice information leaflet giving details provided for patients, this is available from the practice reception.

The practice also provides a patient newsletter, which is compiled by the Cambridge House Surgery. This provides patients with information and updates on services at the practice.

5. Complaints

The practice aims to provide a caring, high quality service and is always pleased to receive feedback from patients. If you feel we have not met your expectations, we will respond to any concerns considerately, quickly and as effectively as possible. All comments and complaints are taken seriously, regardless of their nature: medical or administration.