

## Information available from George Clare Surgery providing medical services under contract to the NHS under the Freedom of Information Act model publication scheme

Information covered by this scheme is only about the primary, general or personal medical services we provide under contract to the National Health Service.

Information to be published	How the information can be obtained (eg hard copy, website)	Cost
<p><b>Class1 - Who we are and what we do</b> (Organisational information, structures, locations and contacts)</p> <p>This will be current information only</p>	Practice leaflet and website	Free
Doctors in the practice	Practice leaflet and website & NHS Choices Website	Free
Contact details for the practice (named contacts where possible with telephone number and email address (if used))	Practice leaflet, website & NHS Choices Website	Free
Opening hours	Practice leaflet and website	Free
Other staffing details	Practice leaflet and website	Free

<p><b>Class 2 – What we spend and how we spend it</b> (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit)</p> <p>Current and previous financial year as a minimum</p>	Hard copy by request from Practice Manager	Free
Audit of NHS income	Hard copy by request from Practice Manager	Free
<p><b>Class 3 – What our priorities are and how we are doing</b> (Strategies and plans, performance indicators, audits, inspections and reviews)</p> <p>Current and previous year as a minimum</p>	Hard copy by request from Practice Manager	★
Plans for the development and provision of NHS services	Hard copy by request from Practice Manager	★
<p><b>Class 4 – How we make decisions</b> (Decision making processes and records of decisions)</p> <p>Current and previous year as a minimum</p>	Hard copy by request from Practice Manager	★
Records of decisions made in the practice affecting the provision of NHS services	Hard copy by request from Practice Manager	★
<p><b>Class 5 – Our policies and procedures</b> (Current written protocols, policies and procedures for delivering our services and responsibilities)</p> <p>Current information only (mark “not held” against any policies not actually held)</p>	Hard copy by request from Practice Manager	★

Policies and procedures about the employment of staff	Hard copy by request from Practice Manager	★
Internal instructions to staff and policies relating to the delivery of services	Hard copy by request from Practice Manager	★
Equality and diversity policy	Hard copy by request from Practice Manager	★
Health and safety policy	Hard copy by request from Practice Manager	★
Complaints procedures (including those covering requests for information and operating the publication scheme)	Website and Hard Copy from Reception	Free
Records management policies (records retention, destruction and archive)	Hard copy by request from Practice Manager	★
Data protection policies	Hard copy by request from Practice Manager	★
Policies and procedures for handling requests for information	Hard copy by request from Practice Manager	★
Patients' charter	Practice leaflet and Website	Free
<b>Class 6 – Lists and Registers</b>		
Currently maintained lists and registers only		
Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice)	Not held	
<b>Class 7 – The services we offer</b> (Information about the services we offer, including leaflets, guidance and newsletters produced for the public)  Current information only	Practice leaflet and website.	Free

The services provided under contract to the NHS	Practice leaflet and website.	Free
Charges for any of these services	Practice Website; Practice Leaflet; On Practice Notice Boards.	Free
Information leaflets	Practice Website; From leaflet Dispensers in the Practice Waiting Room.	Free
Out of hours arrangements	Practice Website; Practice Leaflet	Free