



# **Pembroke House Surgery**

## **FREEDOM OF INFORMATION ACT 2009 PUBLICATION SCHEME**

**Pembroke House Surgery  
266-268 Torquay Road  
Paignton  
TQ3 2EZ  
Tel: 01803 553 558**

**E mail: [enquiries.pembrokehouse@nhs.net](mailto:enquiries.pembrokehouse@nhs.net)**

**Website [www.pembrokehousesurgery.co.uk](http://www.pembrokehousesurgery.co.uk)**

**Welcome to the Pembroke House Surgery publication scheme. This scheme is produced in accordance with the requirements of the Freedom of Information Act 2009.**

## **INTRODUCTION**

This Publication Scheme is a complete guide to the information routinely made available to the public by Pembroke House Surgery, 266-268 Torquay Road, Paignton, TQ3 2EZ. 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?**

Some information is available free, but there may be a nominal charge to cover costs if you require a printed 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.

#### **1. Website**

a) Free of charge - You may download any publication that we post on the website using your own computer. Charges for the Internet Service Provider and personal printing costs would be your responsibility.

b) If you do not have access to the Internet:

i) The Public Library has a service you can use.

ii) Printouts are available from the practice by writing to the Practice Manager and enclosing a stamped addressed envelope:

(1) A single printout from the website will attract a charge of 50p per sheet.

(2) 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.

(3) We are not able to provide printouts of other organisations' websites.

iii) Copying onto electronic media from our own website only will incur a charge of £10.00 (appropriate electronic media to be supplied by patient).

2. Leaflets and brochures about our practice are available at the reception desk, free of charge.

3. 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.

4. 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 copies to be sent by post.

The charges will be reviewed regularly. Any enquiries regarding information management in this practice should be referred to the Practice Manager.

**How the information is made available:**

The information within each class is available by downloading from our practice website at [www.pembrokehousesurgery.co.uk](http://www.pembrokehousesurgery.co.uk) or available in paper form from reception or by writing to the Practice Manager at the surgery or by email to [enquiries.pembrokehouse@nhs.net](mailto:enquiries.pembrokehouse@nhs.net)

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**

- 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.
- 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.
- From 1<sup>st</sup> January 2005 the Freedom of Information Act will oblige all General Practices 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.
- 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 Practice 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 write to the Practice Manager.

## CLASSES OF INFORMATION

All information at Pembroke House Surgery is held, retained and destroyed in accordance with NHS guidelines and our Practice Records Management Policy.

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 and our Practice Records Management Policy.

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 AND WHAT WE DO**

This NHS practice is part of Torbay and Southern Devon Health and Care NHS Trust and provides medical services for patients living within the boundaries of Paignton, Marldon and Torquay. A map of our practice area is available at reception and is included on our 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 Care Trust website [www.torbaycaretrust.nhs.uk](http://www.torbaycaretrust.nhs.uk) or by writing to them at:

Torbay and Southern Devon Health and Care NHS Trust  
Bay House  
Nicholson Road  
Torquay TQ2 7TD  
Tel: 01803 210500

Our practice is contracted to provide Medical Services for our registered patients under contract to Torbay and Southern Devon Health and Care NHS Trust in accordance with our Personal Medical Services contract. 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:

<b>Name</b>	<b>Qualifications</b>	<b>Hours</b>	<b>Registered</b>
Dr Will Howitt	M.B ChB.(1982) D.C.H	AM: Mon, Tues, Wed, Fri PM: Mon, Tues	1982
Dr Philip Green	MBE MB ChB (1973) FRCGP DRCOG DCH	AM: Mon, Weds, Thurs PM: Mon, Weds, Thurs	1973
Dr Helen Bishop	B.Med Sci (Hons) BM BS DCH DFFP MRCGP	AM: Mon, Thurs, Fri PM: Fri	1992
Dr Andrew Thornton	BSc MBBS MRCS MRCGP	AM: Mon, Wed, Thurs, PM: Mon, Wed, Thurs	1999
Dr Chris Hunt	MBBS BSC MRCGP	AM: Mon, Tues, Thurs, Fri PM: Mon, Tues, Thurs, Fri	2008

Dr Virginia Cunliffe (Salaried GP)	MBBCh MRCGP DRCOG DFFP	AM: Mon, Tues PM: Mon, Tues	1995
Dr Bethany Beddoes (Salaried GP)	MBChB MRCGP	AM: Tues, Wed, Fri PM: Tues, Wed, Fri	2015
Dr Katharina Jaeschke	MD FRCA MRCGP DFFP DRCOG	AM: Wed, Thurs PM: Wed, Thurs	2007

The following key personnel work within the practice and are employed by the practice.

<b>Job Title</b>	<b>Name</b>	<b>Hours</b>
Practice Manager (Partner)	Mrs Alison Brewer	Part Time
Practice Nurse	Pauline Giddings	Part Time
Practice Nurse	Ali Tickner	Part Time
Practice Nurse	Julie Hale	Part Time
Practice Nurse	Lisa Perry	Part Time
Practice Nurse	Cheryl Williams	Full Time
Healthcare Assistant	Georgia Brooks	Part Time
Healthcare Assistant	Wendy Harvey	Part Time
Healthcare Assistant	Lynn Wood	Part Time
Healthcare Assistant	Sam Scott	Part Time

The following people provide services to our patients but are employed by Torbay and Southern Devon Health and Care NHS Trust:

<b>Job Title</b>	<b>Name</b>
Health Visitor	Cathy Lawrence
Nursery Nurse	Jenny Whelband
Professional Community Nursing Team	Natasha Monk District Nurse Team Lead
Community Matron	Tina Daniels
Carer Support Worker	Ros Vian
Community Pharmacist	John Bowles

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

<b>Job Title</b>	<b>Name</b>
Midwife	Clare Hingston
Counsellor	Anne Jerney

A wide range of services use our facilities to provide patient care. Further information can be obtained from our reception.

An outline of the services we provide can be found in our practice leaflet in which we include our opening times

Copies of the practice leaflet can be obtained from reception or through our website.

Our Doctors' clinical interests outside of family medicine are as follows:

Doctor	Clinical Interests
Dr Will Howitt	Hospital Practitioner in Ophthalmology. Minor Surgery
Dr Philip Green	Minor Surgery
Dr Helen Bishop	Paediatric Surveillance

Details of our opening hours are displayed on our on our entrance doors and contained in the leaflets available in reception.

Day	Opening Times	
Monday	08:00-18:00	
Tuesday	08:00-18:00	
Wednesday	08:00-18:00	
Thursday	08:00-18:00	
Friday	08:00-18:00	Closed 13:00-13:30 for staff meeting
Saturday	08:00-12:45	Last appointment 12:20

NHS 111 is a new service when medical help is needed fast but it's not a 999 emergency. NHS 111 is available 24hours a day, 365 days a year. Dial 111 for this service. Calls are free from landlines and mobile phones. Anyone that has difficulties communicating or hearing can still use the service through a text-phone by calling 18001 111.

We share information with other service providers in accordance with the policies agreed with the Torbay and Southern Devon Health and Care NHS Trust and by reference to the Data Protection Act.

## **Class 2: WHAT WE SPEND AND HOW WE SPEND IT.**

We receive fees for providing medical services to our registered patients from the Torbay and Southern Devon Health and Care NHS Trust through the mechanism of our Personal Medical Services contract.

Total Income received from the NHS before expenses in the last financial year ending 20<sup>th</sup> June 2015 is £1,490,647.

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

- Running costs and maintenance of the premises and equipment
- Administrative costs including wages of our staff and training
- IT support and maintenance
- Communications support, maintenance and running costs
- Infrastructure investment such as clinical equipment...
- The cost of buying our premises
- The cost of drugs that we personally administer to our patients

We have a scale of fees for work that comes outside of the contract we hold with the Care Trust.

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 or
- no longer available under NHS guidelines and our Practice Records Management Policy.

### **Class 3: WHAT ARE OUR PRIORITIES AND HOW ARE WE DOING?**

We hold regular practice meetings to discuss the business and future plans of the practice and plan our work. Relevant information from these minutes can be made available.

We hold clinical governance meetings to audit our performance.

A large part of our income is driven by performance indicators which are in the public domain and can be accessed through NHS Choices at [www.nhs.uk](http://www.nhs.uk) or other Department of Health websites, such as <http://www.qof.ic.nhs.uk/search.asp> which shows QOF performance.

### **Class 4: HOW WE MAKE DECISIONS.**

All decisions regarding our practice and the services we provide are documented in the minutes of our practice meetings which are held once a week. Regular meetings are also held for the nursing, receptionists and administration staff weekly.

### **Class 5: 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) Records Management, Information Sharing and Data Protection
- 6) Drugs, Prescribing and Prescriptions
- 7) Health and Safety
- 8) Employment and equality and diversity
- 9) Risk Management
- 10) Audit and Controls Assurance

These policies are subject to regular review. And can be obtained by writing to the Practice Manager. There may be circumstances where material cannot be released because it is:

- confidential or
- security based 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 or
  - no longer available under NHS guidelines and our Practice Records Management Policy or
- no longer current and has been replaced.

### **Class 6: LISTS AND REGISTERS**

We hold no publicly available lists or registers. We maintain our list of registered patients using the EMIS clinical system which is fully computerised and paperless. At the present time, we have approximately 10,000 patients registered with the Practice. The list is confidential.

In accordance with the requirements of the New General Medical Services Contract we also hold a Register of Gifts to the Practice.

### **Class 7: THE SERVICES WE OFFER**

Our services are listed on our website and in our practice leaflet. Some of these involve information sharing with other agencies e.g. referral to hospitals.

- 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 rooms
- c) Accessing our website

**2)** We keep you informed of temporary alterations in our opening hours by

- a) Prominent notices at reception
- b) Notices on the entrance doors

**3)** We publish a newsletter for our patients from time to time. It is available in the waiting room or by accessing our website.

**4)** We publish a practice leaflet which is updated regularly. It is available from reception or by accessing our website. 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 folder in our waiting rooms
- b) Our Website

**6)** A list of the charges for services that are not covered by our NHS contract is held at reception.

**7)** The arrangements for out of hours are in our practice leaflet and as a message on our telephone.

Leaflets may from time to time become unavailable due to replacement by an alternative or because they have been updated.

### **Charges for Services made by the Practice**

No charge is made for all the services we provide under contract to the NHS.

For the services we provide which are outside our contract to the NHS, there is a charge, which we keep in line with those recommended by the British Medical Association (BMA).

Examples of non-NHS services for which GPs can charge their NHS patients are:

- Certain travel vaccinations
- Private medical insurance reports
- Holiday cancellation claim forms
- Referral for private care forms
- Letters requested by, or on behalf of, the patient

Examples of non-NHS services for which GPs can charge other institutions are:

- Medical reports for an insurance company
- Some reports for the DSS/Benefits Agency
- Examinations of local authority employees

We produce and publish a list of these services and their associated charges.



## USEFUL RESOURCES

### Websites:

National Health Service	<a href="http://www.nhs.uk">www.nhs.uk</a>
Department of Health	<a href="http://www.doh.gov.uk">www.doh.gov.uk</a>
Information Commissioner	<a href="http://www.informationcommissioner.gov.uk">www.informationcommissioner.gov.uk</a>
Lord Chancellor's Department	<a href="http://www.lcd.gov.uk">www.lcd.gov.uk</a>
NHS Freedom of Information	<a href="http://www.foi.nhs.uk">www.foi.nhs.uk</a>
Torbay and Southern Devon Health and Care NHS Trust	<a href="http://www.torbaycaretrust.nhs.uk">www.torbaycaretrust.nhs.uk</a>
NHS Choices	<a href="http://www.nhs.uk">www.nhs.uk</a>

### Publications

NHS Openness Code [www.doh.gov.uk/nhsexec/codemain.htm](http://www.doh.gov.uk/nhsexec/codemain.htm)  
FOI Act 2000 [www.legislation.hmso.gov.uk/acts2000/2000036.htm](http://www.legislation.hmso.gov.uk/acts2000/2000036.htm)  
Code of Practice under Section 45 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)  
Code of Practice under Section 46 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)  
NICE best practice guidelines Available from [www.nhs.uk](http://www.nhs.uk) or [www.doh.gov.uk](http://www.doh.gov.uk) searches  
National Service Frameworks Available from [www.nhs.uk](http://www.nhs.uk) or [www.doh.gov.uk](http://www.doh.gov.uk) searches

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For HMSO Guidance Notes see [www.hmso.gov.uk/guides.htm](http://www.hmso.gov.uk/guides.htm)