

## Information available from Kingstanding Circle Surgery under the Freedom of Information Act Model Publication Scheme.

### Our Charges for Providing Information under this Scheme

All documents that we make available free of charge under this Scheme are identified in the table below as “Free”.

All documents available under this Scheme for which we may charge a fee are identified as “★”.

We will make reasonable charges (which will include staff time, administrative costs, copy costs, postage and any other out of pocket expenses we incur) when we provide the following information:

- Paper copies of certain documents;
- Copying data onto media (e.g. CD-ROM);
- Supplying multiple print-outs;
- Supplying archived copies of documents that are held by the Practice but are no longer accessible or available via the Practice website

Please contact Jan Wilby Practice Manager at the Practice if you require a document for which a fee may be applicable. She will let you know the cost and charges that you will be required to pay us, in advance of us supplying the documents to you.

Our charges will be reviewed regularly and be in line with other NHS organisations.

We are not able to provide printouts of other organisation’s websites.

### How the Information can be obtained under this Scheme

All documents that we make available under this Scheme can be viewed and / or downloaded from the Practice Website and / or made available in a leaflet and / or made available in hard copy format on request.

We will despatch information within 20 working days from receipt of the request and fee.

Information available on the website is also available in hard-copy format on request, although charges may apply - please contact Jan Wilby Practice Manager at the Practice for further details.

This Publication Scheme Information was last reviewed and updated on 28.01.2019.

Information to be published	How the information can be obtained	Cost
<b>Class 1 - Who we are and what we do</b> (Organisational information, structures, locations and contacts) - This will be current information only		
Kingstanding Circle Surgery provides general medical services to patients in the geographical area of Kingstanding (B44, B43, parts of B42 and B74)  We are under contract with NHS England to provide these NHS Services.	Practice leaflet and website	Free
<b>Doctors in the Practice:</b> Dr Balbir Singh Sahota Dr Khalid Cassam	Practice leaflet and website & NHS Choices Website	Free
<b>Contact details for the Practice:</b> Lisa Floyd Practice Manager  Kingstanding Circle Surgery 26 Rough Road Kingstanding Birmingham B44 0UY  Tel: 0121 647 1385; Fax: 0121 354 8981	Practice leaflet and website & NHS Choices Website	Free
<b>Opening hours:</b> Monday; 0800 – 18.30 Tuesday & Wednesday; 07.15 – 18.30 Thursday & Friday; 07.30 – 18.30	Practice leaflet and website	Free

Information to be published	How the information can be obtained	Cost
<p><b>Other staffing details:</b></p> <p>Practice Manager                      Lisa Floyd  Nurse Practitioner                      Jane McCreedy  Practice Pharmacist                      Ravinder Phull  Practice Nurses                              Bettina Bettaney, Angela Tucker  Health care Assistant                      Sharon Franks; Lisa Sherwood  Medical Secretary                          Deborah Smith  Reception Team                              Linda Bristow; Ruth Dawes; Sophie Ball; Maria McDonnell; Irene Maher, Shannon McDonnell, Kane Barratt, Elaine Makinson</p> <p>Other staff supporting the work of the practice include:  District Nurses  Health Visitors  Midwives  Community Matron</p>	Practice leaflet and website	Free

Information to be published	How the information can be obtained	Cost												
<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) - Current and previous financial year as a minimum														
<p>The Practice receives money in accordance with the General Medical Services contract held with NHS England in exchange for services provided for our patients.</p> <table border="1" data-bbox="94 518 1653 852"> <thead> <tr> <th data-bbox="94 518 609 598"></th> <th data-bbox="609 518 1131 598">Current Projected Year</th> <th data-bbox="1131 518 1653 598">Previous Year</th> </tr> </thead> <tbody> <tr> <td data-bbox="94 598 609 703"><b>Total income received from the NHS before expenses</b></td> <td data-bbox="609 598 1131 703">£487107</td> <td data-bbox="1131 598 1653 703">£473346</td> </tr> <tr> <td data-bbox="94 703 609 746"></td> <td data-bbox="609 703 1131 746"></td> <td data-bbox="1131 703 1653 746"></td> </tr> <tr> <td data-bbox="94 746 609 852"></td> <td data-bbox="609 746 1131 852"></td> <td data-bbox="1131 746 1653 852"></td> </tr> </tbody> </table> <p>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 Practices' affairs.</p>		Current Projected Year	Previous Year	<b>Total income received from the NHS before expenses</b>	£487107	£473346							<p>Hard copy by request from Practice Manager</p>	<p>Free</p>
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<b>Total income received from the NHS before expenses</b>	£487107	£473346												
<p>Audit of NHS Income</p>	<p>Hard copy by request from Practice Manager</p>	<p>Free</p>												

Information to be published	How the information can be obtained	Cost
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**Class 3 – What our priorities are and how we are doing**  
 (Strategies and plans, performance indicators, audits, inspections and reviews) - Current and previous year as a minimum.

<p>The Practice’s priority is to provide the highest standard of clinical care to patients registered with the Practice, ensuring we work collaboratively with other healthcare providers and support organisations, to enable more of our patients to be treated in a primary care setting, closer to home.</p>		
<p>Plans and developments</p>		
<p>Developments In line with CCG priorities</p>	<p>See CCG 5 Year Plan on their website :  <a href="http://bhamcrosscityccg.nhs.uk">http://bhamcrosscityccg.nhs.uk</a></p>	
<p>Continued participation in the Quality &amp; Outcomes Framework (QOF).          Our performance under the QOF can be found on the NHS IC website: <a href="http://qof.hscic.gov.uk/index.asp">http://qof.hscic.gov.uk/index.asp</a></p>	<p>Website</p>	<p>Free</p>
<p>Continued participation in Enhanced Services:          Diabetes Management          Anti-coagulation monitoring          Near Patient testing          Phlebotomy          Management of stable prostate conditions          Alcohol related risk reduction service          Unplanned admissions avoidance          Dementia screening          Learning disabilities health check scheme          Patient Participation          Minor Surgery          Wound care</p>	<p>Hard copy by request from Practice Manager</p>	<p>★</p>

The GP Patient Survey Website provides details of our performance, and what patients think of us from the GP Patient Survey, carried out annually. <a href="http://practicetool.gp-patient.co.uk/practice">http://practicetool.gp-patient.co.uk/practice</a>	Website	Free
Our Patient Participation Group produces a report on a yearly basis, identifying key Patient issues, which we take into account in our future planning.	Website and Hard Copy from Reception	Free
<b>Plans for the development and provision of NHS Services:</b>		
Expansion of internet facilities for ordering repeat medications and making/cancelling advance appointments	Hard copy by request from Practice Manager	★
Continued participation in Quality and Outcome Framework.	Hard copy by request from Practice Manager	★
Continued participation in Enhanced services.	Hard copy by request from Practice Manager	★
Continued participation in Commissioning Group to provide greater services for patients Closer to Home.	Hard copy by request from Practice Manager	★

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<b>Class 4 – How we make decisions</b>																												
<table border="1"> <thead> <tr> <th>Meeting Name</th> <th>Attendees</th> <th>Frequency</th> </tr> </thead> <tbody> <tr> <td>Partners</td> <td>Partners &amp; Practice Manager</td> <td>Monthly</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td>Clinical</td> <td>Doctors, Managers, and Practice Nurses</td> <td>Quarterly</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td>Nurses</td> <td>Practice Nurses &amp; Manager</td> <td>Bi Monthly</td> </tr> <tr> <td>Receptionists</td> <td>Practice Manager, Office Manager &amp; Receptionists</td> <td>Bi Monthly</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>			Meeting Name	Attendees	Frequency	Partners	Partners & Practice Manager	Monthly				Clinical	Doctors, Managers, and Practice Nurses	Quarterly				Nurses	Practice Nurses & Manager	Bi Monthly	Receptionists	Practice Manager, Office Manager & Receptionists	Bi Monthly				Hard copy by request from Practice Manager	★
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<p>The Palliative Care Register is discussed at the GSF Meeting held every 13 weeks.</p> <p>Safeguarding meetings are held with the practice Health Visitor bi monthly or on an ad hoc basis if required.</p> <p>All issues regarding the Practice and any changes proposed are discussed at the appropriate level of meeting.</p> <p>All decisions affecting the partnership are made on a majority vote basis.</p> <p>All meetings and decisions are evidenced in minutes.</p>																												

Information to be published	How the information can be obtained	Cost
<b>Class 5 – Our policies and procedures</b> (Current written protocols, policies and procedures for delivering services and responsibilities) - Current information only.		
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	★



Information to be published	How the information can be obtained	Cost
<b>Class 6 – Lists and Registers</b> Currently maintained lists and registers only.		
<p>We maintain our list of registered patients using the EMIS Web Clinical system which is fully computerised and paperlight.</p> <p>At the present time, we have approximately 4835 patients registered with the Practice.</p> <p>The list is confidential.</p>		
In accordance with the requirements of the New General Medical Services Contract we also hold a Register of Gifts to the Practice	Hard copy by request from Practice Manager	★
<b>Any publicly available register or list</b>	Not held	

Information to be published	How the information can be obtained	Cost
<b>Class 7 – The services we offer</b> (Information about the services offered, including leaflets, guidance and newsletters produced for the public) - Current information only.		
<p><b>The services we provide in accordance with the Personal Medical Services contract held with with NHS England include the following:</b></p> <p><b>include the following:</b></p> <ul style="list-style-type: none"> <li>• A full range of General Medical Services</li> <li>• Ante-natal Care</li> <li>• Anticoagulant Monitoring Service (Phlebotomy and prescribing)</li> <li>• Baby Clinic &amp; immunisation</li> <li>• Blood Pressure Review Clinic</li> <li>• Cervical Cytology</li> <li>• Child health surveillance</li> <li>• Childhood developmental checks, vaccinations and immunisations</li> <li>• Contraceptive services</li> <li>• Cryotherapy</li> <li>• Disease management services including Asthma, Diabetes, Hypertension, Coronary Heart Disease and Chronic Obstructive Pulmonary Disease</li> <li>• District Nurse, Health Visiting and Midwifery Services</li> <li>• Dressings</li> <li>• Flu Clinics</li> <li>• Immunisations</li> <li>• Maternity Medical Services</li> <li>• Minor surgery services</li> <li>• New patient consultations</li> <li>• Obstetrics services</li> <li>• Phlebotomy</li> <li>• Removal of Stitches</li> <li>• Smoking Cessation Service</li> <li>• Travel and other immunisations</li> </ul>	<p>Practice leaflet and website.</p>	<p>Free</p>
<b>Enhanced Services</b>	Hard copies by request	Free

<p>These are NHS services not provided through Essential or Additional services and include more specialised services undertaken by GPs or nurses with special interests and allied health professionals and other services at the primary-secondary care interface.</p> <p>They may also include services addressing specific local health needs or requirements, and innovative services that are being piloted and evaluated.</p> <p>We provide the following enhanced services:</p> <ul style="list-style-type: none"> <li>• Diabetes Management</li> <li>• Anti-coagulation monitoring</li> <li>• Near Patient testing</li> <li>• Phlebotomy</li> <li>• Alcohol related risk reduction service</li> <li>• Dementia screening</li> <li>• Learning disabilities health check scheme</li> <li>• Patient Participation</li> <li>• Minor Surgery</li> <li>• Wound care</li> </ul>	<p>from Practice Manager</p>	
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<p><b>The following services involve information sharing with other agencies:</b></p> <ul style="list-style-type: none"> <li>• Child protection</li> <li>• General nursing</li> <li>• Mental health</li> <li>• Referral to Hospitals</li> <li>• Safeguarding</li> <li>• Social services</li> <li>• Transport</li> </ul>	<p>Hard copies by request from Practice Manager</p>	<p>Free</p>
<p><b>Charges for services made by the Practice</b></p> <p>No charge is made for all the services we provide under contract to the NHS.</p> <p>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).</p> <p><u>Examples of non-NHS services for which GPs can charge their NHS patients are:</u></p> <ul style="list-style-type: none"> <li>• Certain travel vaccinations</li> <li>• Private medical insurance reports</li> <li>• Holiday cancellation claim forms</li> <li>• HGV medicals</li> <li>• Referral for private care forms</li> <li>• Letters requested by, or on behalf of, the patient</li> </ul> <p><u>Examples of non-NHS services for which GPs can charge other institutions are:</u></p> <ul style="list-style-type: none"> <li>• Medical reports for an insurance company</li> <li>• Some reports for the DSS/Benefits Agency</li> <li>• Examinations of local authority employees</li> </ul> <p>We produce and publish a list of these Services and their associated charges.</p>	<p>Practice Website; Practice Leaflet; On our Reception Desk; On Practice Notice Boards.</p>	<p>Free</p>

<p><b>Information Leaflets:</b></p> <ul style="list-style-type: none"> <li>• Practice Leaflet</li> <li>• Practice Charter</li> <li>• Practice Newsletter</li> <li>• Traveller Holiday Information</li> <li>• Patient Participation Group Reports</li> <li>• Access to medical records – application form</li> <li>• Access to medical Records – patient information leaflet</li> <li>• Carer’s form</li> <li>• “How we use your information” leaflet</li> </ul> <p>The Practice also holds information leaflets provided by outside agencies.</p> <p>In addition to the above, the Practice offers a range of information about a variety of issues and a considerable number of minor illnesses via the Practice website, where you can also find a list of Useful Contacts and links to other health-related websites.</p>	<p>Practice Website; On our Reception Desk; From leaflet Dispensers in the Practice Waiting Room.</p>	<p>Free</p>
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<p><b>Out of Hours Arrangements</b></p> <p>When the Practice is closed ‘Out of Hours Care’ for urgent medical services is provided by an ‘Out of Hours’ service arranged by Nestor Primecare Services Ltd <a href="http://www.primecare.uk.net">www.primecare.uk.net</a></p> <p>By telephoning the surgery “in hours” number you will be connected to a duty service.</p> <p>Accidents and emergencies occurring outside surgery hours should be directed to 111 line or 999</p>	<p>Practice Website; Practice Leaflet</p>	<p>Free</p>
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## Other Useful Resources

### Websites:

The Information Commissioner - [www.ico.gov.uk](http://www.ico.gov.uk)

The Justice Department - [www.justice.gov.uk](http://www.justice.gov.uk)

The Health & Social Care Information Centre - <http://www.hscic.gov.uk/foi>

NICE - [www.nice.org.uk](http://www.nice.org.uk)

### Publications:

Freedom of Information Act 2000 - <http://www.legislation.gov.uk/ukpga/2000/36/contents>

Code of Practice under Sections 45 & 46 FOI Act 2000 –

<http://www.justice.gov.uk/information-access-rights/foi-guidance-for-practitioners/code-of-practice>