

Dr's Smith, Arthur & Arthur's Practice
Guide to information available through the Scottish Information Commissioner's Model
Publication Scheme 2014

Index

Section 1	Introduction
Section 2	About Dr Smith, Arthur & Arthur's Practice
Section 3	Our functions and services
Section 4	How we take decisions and what we have decided
Section 5	What we spend and how we spend it
Section 6	Accessing information under the scheme
Section 7	Information that we may withhold
Section 8	Our charging policy
Section 9	Our copyright policy
Section 10	Our records management and disposal policy
Section 11	Feedback
Section 12	Complaints
Section 13	How to access information which is not available under this scheme
Section 14	Classes of information

Section 1: Introduction

The Freedom of Information (Scotland) Act 2002 requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- Publish the classes of information they make routinely available
- Tell the public how to access the information and what it might cost

Dr's Smith, Arthur & Arthur's Practice has adopted the Model Publication Scheme 2014 produced by the Scottish Information Commissioner. The scheme has the Commissioner's approval until 31 May 2018.

You can see the model publication scheme on the Commissioner's website at www.itspublicknowledge.info/mps or by contacting us at the address provided below.

The purpose of this Guide to Information is to:

- allow you to see what information is available (and what is not available) in relation to each class
- state what charges may be applied
- explain how you can find the information easily.

- provide contact details for enquiries and to get help with accessing the information
- explain how to request information we hold that has not been published.

Section 2: About Dr's Smith, Arthur & Arthur's Practice

General information

Who we are

Dr's Smith, Arthur & Arthur
Ancrum Medical Centre
12-14 Ancrum Road
DUNDEE
DD2 2HZ
Telephone: 01382 669500

Dr's Smith, Arthur & Arthur's Practice Team consists of:

DOCTORS

Dr Robin Smith	MB ChB (Dundee 1981) MRCGP
Dr Iain Arthur	MB ChB (Aberdeen 1987) MRCGP
Dr Sarah Arthur	MB ChB(Leeds 1988) MRCGP

PRACTICE MANAGER

Fiona Neill

GP REGISTRARS

The practice normally have 1 GP Speciality Registrar in their first year of training and one in their third year of training. This can vary throughout the year.

PRACTICE NURSING TEAM

The practice has two trained Practice Nurses and a Health Care Assistant

PRACTICE ADMINISTRATION TEAM

1 IT Administrator/Senior Receptionist
2 Full time Reception/Administration Staff
5 Part time Reception/Administration Staff

PRACTICE OPENING HOURS

The practice opening hours are Monday to Friday 08.00-18.00. We also provide extended hours on either a Monday or Wednesday until 7.30pm.

OUT- OF- HOURS SERVICE & NHS 24

OOH service is provided by NHS Tayside working together with NHS24. Patients should telephone

NHS24 in the first instance, on freephone 111. An experienced NHS 24 nurse will assess your symptoms and provide advice. If you need further assessment or treatment, either from a GP or at a local hospital, NHS 24's nurse will arrange this for you with the out of hours service. The out of hours service runs from 6pm to 8am Monday to Friday, at the weekend from 6pm Friday to 8am Monday and covers all Public Holidays.

Concerns or complaints about the services we provide can be made directly to the Practice Manager, Mrs Fiona Neill or to NHS Tayside Primary Care Board, Kings Cross, Dundee

DR'S SMITH, ARTHUR & ARTHUR'S PRACTICE AREA

The practice area covers Dundee and surrounding areas. Patients will be accepted onto the Doctors' list from Monifieth and Inchtute and all areas within these limits.

Dr's Smith, Arthur & Arthur's Practice Information

Information is included in the Practice Leaflet which is available on request and practice information is also available on our website www.ancrummedicalcentre.com

The Practice Leaflet and Website includes details of:

- Address and contact telephone/fax numbers and website
- Names of Practice Team:
 - Doctors
 - Practice Manager
 - Practice Nursing Team
 - Practice Administration Team
 - Practice Pharmacist
 - Community Nursing Team
 - Health Visitors
- How to Register with the Practice
- Practice Opening Hours
- Consultation Times
- How to see your Doctor
- Continuity of Patient Care
- Telephone Advice
- Home Visits
- Test Results
- Out-of-Hours Service& NHS 24
- Repeat Prescriptions
- Non-NHS (Private) Health Services
- Access to Medical Records
- Removal of patients from practice list
- Other Services Available at the Practice
- Training of Health Care Professionals
- Confidentiality
- Practice Area
- Community services contact numbers
- Data Protection Act
- Freedom of Information
- Suggestions/Complaints
- Patient Charter (Rights and Responsibilities)

Constitution

NHS Boards contract with GP practices to provide primary care services to patients. Dr's Smith, Arthur & Arthur's Practice holds a General Medical Services contract with NHS Tayside Board. Under this contract we provide primary medical services to patients on our practice list.

The aim of the practice is to provide patients with the best possible treatment and advice at all times and to keep patients healthy.

The Practice Management team, consisting of the 3 GP partners and practice manager meet twice weekly to discuss issues arising within the practice. New procedures and policies are identified and discussed with all team members within the practice on a regular basis.

Under our contract of services with NHS Tayside we are obligated to meet the requirements of this contract and must provide information to support this to the NHS board. The practice is audited by Practitioners Services Division under Payment Verification processes which assess that payments made to practices are correct. PSD is responsible for providing assurance to NHS boards that the payments made on their behalf to GP practices are accurate and valid. The work conducted under Payment Verification includes patient registration checks, documentary checks, trend analysis, and practice visits.

General practitioners have a duty of care to their patients and are registered with the General Medical Council and follow the standards and good medical practice guidelines laid down by the GMC, including the requirements set out in the GMC guidance *Duties of a Doctor* (http://www.gmc-uk.org/guidance/good_medical_practice/duties_of_a_doctor.asp).

Section 3: Our functions and services

NHS Boards contract with GP practices to provide primary care services to patients. Dr's Smith, Arthur & Arthur's Practice holds a General Medical Services contract with NHS Tayside. Under this contract we provide primary medical services to patients that reside within our practice area Dundee and surrounding areas (Monifieth/Inchtute).

GP contractors, Dr Robin Smith, Dr Iain Arthur and Dr Sarah Arthur hold the contract for services with the NHS board and are responsible for fulfilling the obligations of the contract. The General Medical Services (<http://www.legislation.gov.uk/ssi/2004/115/made>). Regulations outline our responsibilities under our contract. The payment arrangements under our contract are contained in the **GMS: Statement of Financial Entitlements** (the current year's SFE can be found on the NHS Scotland website (<http://www.show.scot.nhs.uk/publications/publication.asp>)).

This practice participates in the Quality and Outcomes Framework. Funding under the QOF is dependent on achievement against a variety of clinical and non-clinical indicators.

This practice aims to take account of NHS Quality and Improvement Scotland standards and guidance, Scottish Intercollegiate Guidelines Network (SIGN) guidelines relevant to general practice, and Scottish Government Health Directorates service strategies and frameworks.

Under our contract with NHS Tayside we provide a range of services to our patients, including:

- General primary medical services
- Child health surveillance
- Contraceptive services (including contraceptive implants)
- Maternity Medical Services
- Immunisation services covering: childhood; influenza; pneumococcal; travel and occupational health
- Chronic disease management
- Cervical screening
- Minor surgery injections
- Enhanced services for palliative care, osteoporosis and extended hours.

Other services provided by other healthcare professionals in Dr's Smith, Arthur & Arthur's Practice include:

District Nursing, baby clinic and health visiting, counselling, health promotion clinics.

It is important to note that this range of services may be subject to change and may not always be available.

Some services may involve information sharing with other agencies and the practice use of your personal health information is covered by a duty of confidentiality, and is regulated by the Data Protection Act.1998 which is the basis for our Data Protection Policy.

The Data Protection Act gives you a number of rights in relation to how your personal information is used, including a right to access information we hold about you.

Everyone working for the NHS has a legal duty to keep information about you confidential and adheres to a Code of Practice on protecting patient confidentiality. Further information can be found at www.nhsis.co.uk/confidentiality

The Practice is a training practice and have 2 GP partners who are registered trainers.

INTERPRETATION AND TRANSLATION SERVICES

NHS Tayside Board Interpreter Services are available through Language Line Services (LLS) for Non-English speaking patients attending NHS Tayside Services.

The practice use an online interpretation service for deaf patients provided by NHS24.

For enquiries or further information, contact Interpretation and Translation Services
Lead:
Pammy Chima who is based at Ninewells Hospital.

Section 4: How do we take decisions and what we have decided

Practice decision making process

The decision making process is based on a structure which includes a range of clinical and multi-disciplinary meetings. The Partners also have a lead in specific areas and direct the business and management of the practices through these meetings

Roles of Partners:

Dr Robin Smith is responsible for Finance. Dr Smith also takes the lead in the following clinical areas: Asthma, Mental Health, Dementia, Cancer, Chronic Obstructive Pulmonary Disease and Epilepsy. Dr Smith is also a GP Trainer

Dr Iain Arthur is responsible for IT and Information Governance. Dr I Arthur also takes the lead in the following clinical areas: Diabetes, Coronary Heart Disease, Atrial Fibrillation, Heart Failure, Learning Disability, Obesity, Smoking, Stroke, Depression, Blood Pressure and Thyroid. Dr I Arthur is responsible for medical students attending the practice.

Dr Sarah Arthur is responsible for Staff and Human Resources. Dr S Arthur also takes the lead in the following clinical areas: Palliative care, Osteoporosis, Woman's Health, Chronic Kidney Disease, Childhood Immunisations and Sexual Health. Dr S Arthur is also a GP Trainer

Role of Practice Manager – to coordinate actions agreed at all meetings to ensure the appropriate members of the practice team are fully informed. Responsibilities include chairing and facilitating of various meetings.

Role of Nursing Team – to ensure that any clinical and administrative support issues/ideas are

discussed at the nurse meeting and to coordinate actions agreed,

We have a range of meetings to inform the decision making process:

Weekly Practice Meetings attended by all GPs and the Practice Manager –

This meeting is mainly used for operational issues, sharing of information from and to and to raise awareness of practice action plan and progress on targets and deadlines.

Nurse Meeting

GPs, practice nursing team and practice manager attend – this forum discusses any issues related to services or specific patients, any decisions are fed back to the practice team.

District Nursing Staff Meeting

Meetings are held regularly to discuss any patient issues and plan any action points required.

Health Visitor Meeting

Meetings are held regularly with Dr S Arthur and members of the Health Visiting team to discuss patient issues and agree an action plan.

Palliative Care Meeting

This is a multi disciplinary meeting with members of the district nursing team and GP's in attendance to discuss various patient care plans.

Practice Team Meeting

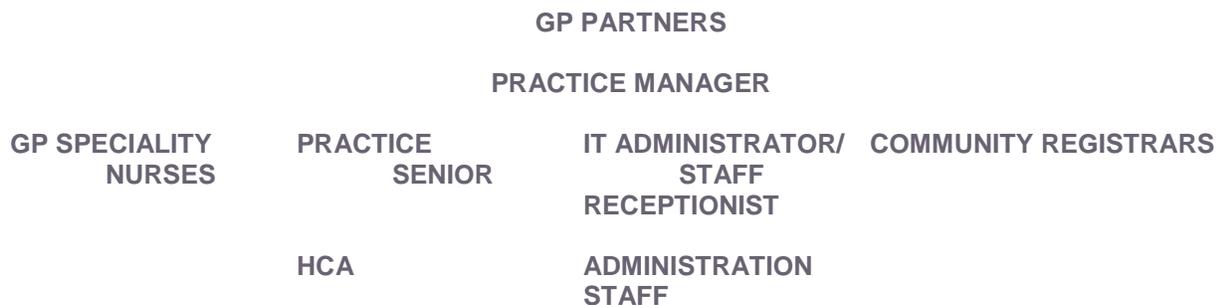
This is a full team meeting held with GP's, Practice Manager, Registrars, Nurses, HCA and administration team to discuss new processes, staff consultation on proposed new systems and HR issues, review of policies, monitoring of practice targets and deadlines, administrative support to clinical services and suggestions and new ideas for future discussion.

Patient Group Meeting

This meeting is held with Dr S Arthur, Practice Manager, Senior Receptionist and a small group of patients to discuss events within the practice and how they affect patients.

The practice retains electronic copies of all minutes of the above meetings as a reference and is available to the appropriate members of the practice team. The practice manager and GPs have access to all minutes.

Management Structure is outlined below:



Section 5: What we spend and how we spend it

Financial and funding information

Dr's Smith, Arthur and Arthur's Practice receives funding from NHS sources to provide NHS services to patients. We do not charge patients for NHS services. Details of our NHS funding can be requested from the practice, please see *Section 14 – Classes of information* for further details.

Section 6: Accessing information under this scheme

Information available under our guide to information will normally be available through the routes described below. *Section 14 – Classes of Information* provides more details on the information available under the scheme, along with additional guidance on how the information falling with each “class” may be accessed.

Online

Most information listed in our guide to information is available to download from our practice website www.ancrummedicalcentre.com. If you have any difficulty accessing information online please contact us by an alternative route.

By email

You can request the information you seek by email at fneill@nhs.net, wherever possible. When requesting information from us, please provide a telephone number so we can telephone you to clarify details, if necessary.

By phone

Information can also be requested from us over the telephone. Please call 01382 669500 to request information available under this scheme.

By post

All information under the guide will normally be available in paper copy form, but please consider the impact on the environment. Please address your request to:

Mrs Fiona Neill
Practice Manager
Dr's Smith, Arthur & Arthur
Ancrum Medical Centre
12-14 Ancrum Road
DUNDEE DD2 2HZ

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee payable (see *Section 6: Our charging policy* for further information on fees). Please also include a telephone number so we can telephone you

to clarify any details, if necessary.

Advice and assistance

If you have any difficulty identifying the information you want to access, then please contact the practice by one of the methods listed above.

Section 7: Information that we may withhold

All information covered by our publication scheme can either be accessed through our website, or will be provided promptly following our receipt of your request.

Our aim in maintaining this publication scheme is to be as open as possible. You should note, however, that there may be circumstances where information will be withheld from one of the classes of information listed in *Section 12 – Classes of Information*. Information will only be withheld where permitted by FOISA.

Information may be withheld, for example, where its disclosure would breach the law of confidentiality or harm an organisation's commercial interests. Information may also be withheld if it is another person's personal information, and its release would breach data protection legislation.

Information would not be disclosed in the following examples:

- Requests for information that is contained in patient medical records. However, you do have the right to request your own medical records, see *Section 11 - How to access information which is not available under this scheme*.
- Requests for information relating to private income of practice partners or practice staff
- Requests for financial information that would likely prejudice substantially the commercial interests of any person

Additionally, section 25 of FOISA provides an absolute exemption which allows our practice to refuse to deal with a request where the requested information is already reasonably obtainable elsewhere, even where a fee may be charged. Information provided in the publication scheme is considered reasonably obtainable.

Whenever information is withheld we will inform you of this, and will set out why it was not appropriate for that information to be disclosed. Even where information is withheld it may, in many cases, be possible to provide copies with the withheld information edited out.

If you wish to complain about any information which has been withheld from you, please refer to *Section 10 – Complaints*.

Section 8: Our charging policy

Unless otherwise stated in *Section 14 – Classes of Information*, all information contained within our guide is available from us free of charge **where it can be downloaded from our website or from the practice premises** where it can be sent to you electronically by email.

We reserve the right to impose charges for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage to the practice, as set out below.

In the event that a charge is to be levied, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

Reproduction costs:

Where charges are applied, photocopied information will be charged at a standard rate of 10p per A4 paper (black and white copy)

Postage cost:

We will pass on postage charges to the requester at the cost to the practice of sending the information by first class post.

Section 9: Our copyright policy

Dr's Smith, Arthur & Arthur's Practice holds the copyright for the vast majority of information in this guide to information. All of this information can be copied or reproduced without our formal permission, provided it is copied or reproduced accurately, is not used in a misleading context, and provided that the source of the material is identified.

The guide may, however, contain information where the copyright holder is not Dr's Smith, Arthur & Arthur's Practice. In most cases the copyright holder will be obvious from the documents. In cases where the copyright is unclear, however, it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder. Wherever possible, this scheme will indicate where we do not own the copyright on documents within *Section 14 – Classes of Information*.

Information about Crown copyright material is available on the website of the Queens Printer for Scotland at www.oqps.gov.uk. We can provide you with a copy of this information if you do not have internet access.

Section 10: Our records management and disposal policy

All information at Dr's Smith, Arthur & Arthur's Practice is held, retained and destroyed in accordance with *Scottish Government – Records Management: NHS Code of Practice (Scotland)*. Confidentiality of patient information is maintained in accordance with the *NHS (Scotland) Act 1978 Directions on the Confidentiality and Disclosure of Information: General Medical Services, Primary Medical Services Section 17C Agreements and Health Boards Primary Medical Services Contracts*. These documents are available on the NHS Scotland website (<http://www.show.scot.nhs.uk>).

Section 11: Feedback

Dr's Smith, Arthur & Arthur's Practice is required to review our guide to information from time to time. As a result, we welcome feedback on how we can develop our guide further. If you would like to comment on any aspect of this guide to information, then please contact us. You may, for example wish to tell us about:

- other information that you would like to see included in the guide
- whether you found the guide easy to use
- whether you found the guide to information useful
- whether our staff were helpful
- other ways in which our guide to information can be improved

Please send any comments or suggestions to:

Mrs Fiona Neill
Practice Manager
Dr's Smith, Arthur & Arthur
Ancrum Medical Centre
12-14 Ancrum Road
DUNDEE DD2 2HZ

fneill@nhs.net

Section 12: Complaints

Our aim is to make our guide to information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the guide, however, then please contact us, and we will try and resolve your complaint as quickly as possible. You can contact:

Mrs Fiona Neill
Practice Manager
Dr's Smith, Arthur & Arthur
Ancrum Medical Centre
12-14 Ancrum Road
DUNDEE DD2 2HZ
Telephone - 01382 669500

Any complaint will be acknowledged within two working days of receipt and we will respond in full within twenty working days.

You have legal rights to access information under this guide and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response. These rights apply only to information requests made in writing* or another recordable format. If you are unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

The Commissioner's website has a guide to this three step process, and she operates an enquiry service on Monday to Friday from 9:00am to 5:00pm. The Commissioner's office can be contacted as follows:

Scottish Information Commissioner

Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Telephone 01334 464610
Email enquiries@itspublicknowledge.info
Website www.itspublicknowledge.info

*verbal requests for environmental information carry similar rights.

Section 13: How to access information which is not available under this scheme

If the information you are seeking is not available under this guide to information, then you may wish to request it from us. The Freedom of Information (Scotland) Act 2002 (FOISA) provides you with a right of access to the information we hold, subject to certain exemptions. The Environmental Information (Scotland) Regulations 2004 (EIRs) separately provide a right of access to the environmental information we hold, while the Data Protection Act 1998 (DPA) provides a right of access to any personal information about you that we hold. Again, these rights are subject to certain exceptions or exemptions.

Should you wish to request a copy of any information that we hold that is not available under this scheme, please write to:

Mrs Fiona Neill
Practice Manager
Dr's Smith, Arthur & Arthur
Ancrum Medical Centre
12-14 Ancrum Road
DUNDEE DD2 2HZ

Charges for information which is not available under the guide

The charges for information which is available under this guide are set out under Section 8 – Our Charging Policy. Fees for information that is not available under this guide are outlined in The Freedom of Information (Fees for Required Disclosure) (Scotland) Regulations 2004. If you submit a request to us for information which is not available under the Model Publication Scheme 2014 the charges will be based on the following calculations:

General information requests

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for environmental information

We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released.

In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated on the basis of the actual cost to the authority of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 30p per A4 sheet for colour copying.
- Postage is charged at actual rate for first class mail.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Requests for your own personal data

While you cannot request personal data under the FOISA you are entitled to request your own personal data under the DPA. Under the DPA you can request your personal information from Dr's Smith, Arthur & Arthur's Practice. We reserve the right to charge a maximum of £50 for requests for an individual's own personal information.

Section 14 – Classes of information

The Freedom of Information (Scotland) Act, 2002 requires a publication scheme to specify the classes of information the Public Authority already publishes or intends to publish. Our intention is to publish as much information as possible through our guide to information, where there is known to be public interest. However, exemptions under the Freedom of Information (Scotland) Act, 2002 may allow us to withhold some information, as indicated in *Section 7: Information that we may withhold*.

We publish information that we hold within the following classes:

- Class 1: About Dr's Smith, Arthur & Arthur's Practice
- Class 2: How we deliver our function and services
- Class 3: How we take decisions and what we have decided
- Class 4: What we spend and how we spend it
- Class 5: How we manage our human, physical and information resources
- Class 6: How we procure goods and services from external providers
- Class 7: How we are performing
- Class 8: Our commercial publications

Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

Class 1: About Dr's Smith, Arthur & Arthur's Practice

Class description: Information about Dr's Smith, Arthur & Arthur's Practice, who we are, where to find us, how to contact us, how we are managed and our external relations.

The information we publish under this class

How to access it

Practice name, address and contact details Information contained in section 2 of this document and our practice leaflet.

This information is available by email and post **it is also available on our practice website www.ancrummedicalcentre.com**. It is also available from our GP practice.

Organisational structure, roles and responsibilities of partners Information contained in sections 2 & 4 of this document and our practice leaflet.

This information is available by email and post **it is also available on our practice website www.ancrummedicalcentre.com**. It is also available from our GP practice.

Practice opening hours Information contained in section 2 of this document and our practice leaflet.

This information is available by email and post **it is also available on our practice website**

www.ancrummedicalcentre.com. It is also available from our GP practice.
Contact details for patients and complaints functions Information contained in section 2 of this document and our practice leaflet.

This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Publication scheme and guide to information This information is available by email and post. The Model Publication Scheme 2014 is available on the Information Commissioner's website It is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Charging schedule for published information Information contained in section 8 of this document and our practice leaflet.

This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Contact details and advice about how to request information Information contained in section 6 of this document and our practice leaflet.

This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Charging schedule for environmental information Information contained in section 13 of this document and our practice leaflet.

This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Legal/contractual framework for the authority Information contained in section 2 of this document and our practice leaflet.

This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Description of practice governance/decision making structures Information contained in sections 2 & 4 of this document and our practice leaflet.

This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Names of, responsibilities of and (work-related) biographical details of the people who make strategic and operational decisions about the performance of function and/or delivery of services Information contained in sections 2 & 4 of this document and our practice leaflet.

This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Governance policies Information contained in section 2 of this document and our practice leaflet.

This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Strategic planning processes Information contained in section 4 of this document and our practice leaflet.

This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Accountability relationships, including reports to regulators Information contained in section 2 of this

document and our practice leaflet.

This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Class 2: How we deliver our functions and services

Class description: Information about our work, our strategy and policies for delivering functions and services and information for our services users.

The information we publish under this class How to access it

Description of practice functions, including statutory basis for them Information contained in sections 2 and 3 of this document and our practice leaflet.

This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Strategies, policies and internal staff procedure for performing statutory functions Information contained in sections 2 and 3 of this document and our practice leaflet.

This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

How to report a concern to the practice Information contained in section 2 of this document and our practice leaflet.

This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Reports of the practice's exercise of its functions The practice does not hold this information.

List of services, including statutory basis for them Information contained in sections 2 and 3 of this document and our practice leaflet.

This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Service policies and internal staff policies Information contained in sections 2 and 3 of this document and our practice leaflet.

This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Service schedules and delivery plans Information contained in sections 2 and 3 of this document and our practice leaflet.

This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Information for patients, including how to access services Information contained in sections 2 and 3 of this document and our practice leaflet.

This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Service fees and charges Information contained in sections 5 of this document and our practice leaflet.

This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Class 3: How the practice takes decisions and what it has decided

Class description: Information about the decisions we take, how we make decisions and how we involve others

The information we publish under this class How to access it

Decisions taken by the practice: agendas, reports, papers, and minutes of meetings (that do not contain confidential patient information) Information contained in section 4 of this document.

This information is available by email and post. It is also available from our GP practice.

Public consultation and engagement strategies Information contained in sections 4 of this document and our practice leaflet.

This information is available by email and post. It is also available from our GP practice.

Class 4: What the practice spends and how it spends it

Class description: Information about our strategy, and management of, financial resources (in sufficient detail to explain how we spend public money and what has actually been spent.

The information we publish under this class How to access it

Details on NHS funding received by the practice and the cost of operating our NHS contract

This information is available by email and post. It is also available from our GP practice

Cost of running the practice This information is available by email and post. It is also available from our GP practice.

Purchaser equipment and supplies We do not hold this information.

Purchasing plans and capital funding We do not hold this information.

Expenses policies and procedures This information is available by email and post. It is also available from our GP practice.

Staff pay and grading structure This information is available it can be provided by email and post. It may also be available from our GP practice.

Class 5: How the practice manages its human, physical and information resources

Class description: Information about how we manage the human, physical and information resources of the authority

The information we publish under this class How to access it

Strategy and management of human resources This information is available by email and It is also

available from our GP practice.

Staffing structure Information contained in section 2 of this document.

This information is available by email and post. It is also available from our GP practice.

Human resources policies, procedures and guidelines (recruitment, performance, management, promotion, pensions, discipline, grievance, staff development) This information is available by email and. It is also available from our GP practice.

Management of the practice premises This information is available by email and post. It is also available from our GP practice.

Premises maintenance arrangements This information is available by email and post. It is also available from our GP practice.

Records management policy Information contained in sections 10 of this document.

This information is available by email and post. It is also available from our GP practice..

Information governance Information contained in sections 5 of this document.

This information is available by email and post. It is also available from our GP practice.

Class 6: How the practice procures goods and services from external providers

Class description: Information about how we procure goods and services, and our contacts with external providers

The information we publish under this class

How to access it

Procurement policies and procedures We do not hold this information

Invitations to tender We do not hold this information

List of contracts that have gone through formal tendering, including details information We do not hold this information

Class 7: How our practice is performing

Class description: Information about how the authority performs as an organisation, and how well it delivers its functions and services

The information we publish under this class

How to access it

External reports, reports for NHS boards, annual reports, and performance statements This information is available by email and post. It is also available from our GP practice.

Quality and Outcomes Framework achievement This information is available by email and post it is also available on our practice website www.ancrummedicalcentre.com. It is also available from our GP practice.

Class 8: Our commercial publications

Class description: Information packaged and made available for sale on a commercial basis and sold at

market value through a retail outlet (e.g. research journal)

The information we publish under this class
How to access it

List and details of any commercial publications We do not hold this information