**Information available from The Quay Surgery 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.

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| **Information to be published** | **How the information can be obtained**(e.g. hard copy or website) | **Cost** |
| **Class 1 - Who we are and what we do**(Organisational information, structures, locations and contacts)This will be current information only  |  |  |
| Doctors in the practice | *Dr M Harney**Dr A Fletcher**Dr O J Parry* | *Free of charge* |
| Contact details for the practice (named contacts where possible with telephone number and email address (if used)) | *Tel: 01244 814272**Fax: 01244 821204**www.thequaysurgery.co.uk* | *Free of charge* |
| Opening hours | *Monday, Tuesday, Wednesday, Thursday & Friday**8.30 – 18.00**Out of Hours service**please call 111* | *Free of charge* |
| Other staffing details | *Practice Manager – Benjamin Williams**Assistant Practice Manager Nicola Parry**Further staff details are available on our website or on request at reception*  | *Free of charge* |
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| **Class 2 - What we spend and how we spend it**(Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit)Current and previous financial year as a minimum |  |  |
| Total cost to the PCT/LHB/HSSB of our contracted services. | *Available on request from reception* | *Free of charge* |
| Audit of NHS income | *Available on request from reception* | *Free of charge* |
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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 |  |  |
| Plans for the development and provision of NHS services | *Available on request from the Practice Manager* | *Free of charge* |
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| **Class 4 – How we make decisions**(Decision making processes and records of decisions)Current and previous year as a minimum |  |  |
| Records of decisions made in the practice affecting the provision of NHS services | *Available on request from the Practice Manager* | *Free of charge* |
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| **Class 5 – Our policies and procedures**(Current written protocols, policies and procedures for delivering our services and responsibilities)Current information only (mark “not held” against any policies not actually held) |  |  |
| Policies and procedures about the employment of staff | *Available on request from the Practice Manager* | *Maximum £1.00 each* |
| Internal instructions to staff and policies relating to the delivery of services | *Available on request from reception* | *Maximum £1.00 each* |
| Equality and diversity policy | *Available on request from reception* | *Maximum £1.00 each*  |
| Health and safety policy | *See our \*\* section , alternatively available on request from reception* | *Maximum £1.00 each* |
| Complaints procedures (including those covering requests for information and operating the publication scheme) | *See our ‘Complaints’ section , alternatively available on request from reception* | *Maximum £1.00 each* |
| Records management policies (records retention, destruction and archive) | *See our \*\* section, alternatively available on request from reception* | *Maximum £1.00 each* |
| Data protection policies  | *See our ‘Accessing your health record’ section, alternatively available on request from reception*  | *Online copy free**Hard copy £1.00* |
| Policies and procedures for handling requests for information | *See our ‘How to request information from the Practice’ section, alternatively available on request from reception* | *Online copy free**Hard copy £1.00* |
| Patients’ charter | *See our ‘Patient’s Charter’ section, alternatively available on request from reception* | *Online copy free**Hard copy £1.00* |
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| **Class 6 – Lists and Registers**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) | *None Held* | *N/A* |
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| **Class 7 – The services we offer**(Information about the services we offer, including leaflets, guidance and newsletters produced for the public) Current information only |  |  |
| The services provided under contract to the NHS | *See our Service section**alternatively available on request from reception* | *Online copy free**Hard copy £1.00* |
| Charges for any of these services | *Describe here charges, i.e. photocopying etc.* | *Free of charge* |
| Information leaflets | *List here titles of all Practice information leaflets available with links if electronic version* | *Free of charge* |
| Out of hours arrangements | *Please see our ‘Home Page’ or information leaflets* | *Free of charge* |
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*Please note: If you are unable to access information through the website paper copies are available,*

*although charges may apply, please contact the Practice Manager for further details*

Document History

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| --- | --- | --- | --- |
| Version number | Effective from | Significant changes | Replaces |
| Version 1.1 | October 23 | Created | n/a |
| Version 1.2 | November 2024 | n/a | n/a |
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