

Bank Street Medical Group Publication Scheme

Produced as required by the Freedom of Information (Scotland) Act 2002

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Section 1: Introduction to the publication scheme

The Freedom of Information (Scotland) Act 2002 (FOISA) provides individuals with a right of access to recorded information held by Scotland's public authorities. Anyone can use this right, and information can only be withheld where the FOISA expressly permits it. The FOISA provides that GPs are public authorities, to a certain extent, and you will have a right to access certain information held by GPs. A large proportion of the recorded information held by GPs is personal information contained in medical records. Personal information can be withheld under the FOISA, but you have rights to access your own medical records under other legislation and this is explained in this scheme.

Section 23 of the FOISA also requires that all Scottish public authorities maintain a publication scheme. A publication scheme sets out the types of information that a public authority routinely makes available. This scheme has been approved by the Scottish Information Commissioner, who is responsible for enforcing the FOISA. We are also obliged to review this scheme from time to time.

The purpose of this scheme is to provide you with details of the range of information that we routinely publish. The scheme also provides details of how you can access this information, and tells you whether it is available free, or if there is a charge for this information. With this scheme we aim to provide public access to the information we hold and to encourage public awareness, and participation in, the decisions we make.

Alongside the FOISA the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This publication scheme also contains details of the environmental information that we routinely make available.

Where information is not published under this scheme, you can request it from us under the FOISA or, in the case of environmental information, the EIRs. For further information on accessing information not covered by this scheme, refer to *Section 11: How to access information not available under the scheme*.

Section 2: About Bank Street Medical Group

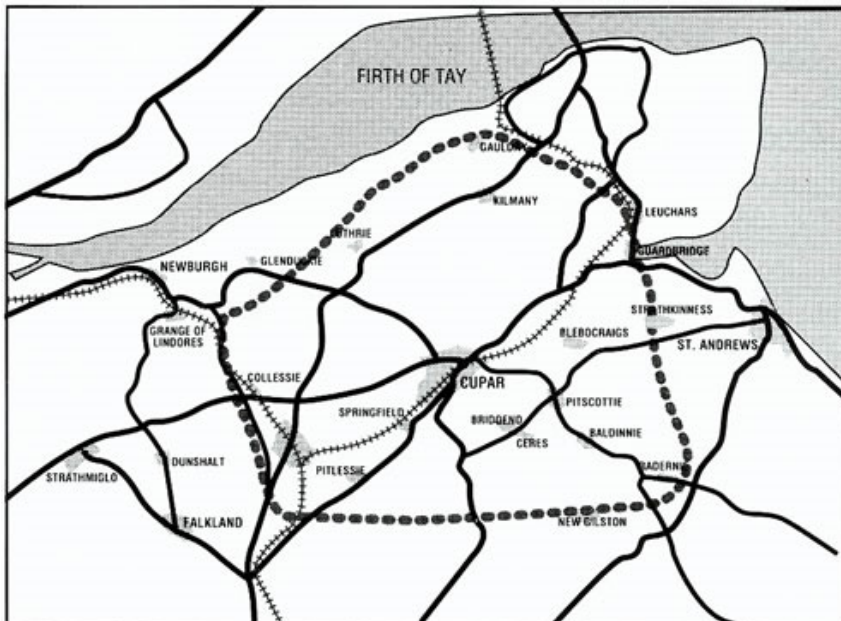
The National Health Service (NHS) Scotland is the publicly funded healthcare service for Scotland. The responsibility for healthcare is the responsibility of fourteen geographically based NHS boards and a number of Special Health Boards. Details of NHS Scotland's organisation can be found at <http://www.show.scot.nhs.uk/organisations/index.aspx>

NHS Boards contract with GP practices to provide primary care services to patients. Bank Street Medical Group holds a General Medical Services contract with NHS Fife. Under this contract we provide primary medical services to patients on our practice list.

Who we are

We are Bank Street Medical Group, we are located at The Health Centre, Bank Street, Cupar, Fife. KY15 4JN.

Details of our practice area and boundary are illustrated in the map below.



The practice is open Monday to Friday. All consultations are by appointment between the hours of 8.30am until 5.30pm.

NHS 24 provide out of hours cover between 6.00pm and 8.00am, Monday to Friday, during Saturday and Sunday and at any other time the practice may be closed.

Our practice has five GP Partners, who are as follows

Dr Annette Cruickshank

MB ChB (Aberdeen 1977)

Dr Alasdair J Gray

MB ChB (Aberdeen 1982) MRCP, MRC Psych 1

Dr Elizabeth AH Scott	MB ChB (Dundee 1976)
Dr William J King	MB ChB (Edinburgh 1984) DRCOG, DCCH
Dr Robert G Campbell	MB ChB (Glasgow 1980) MPH, MRCP

The practice is staffed by a Practice Manager; Office Manager; two Practice Nurses, one of which is an independent prescriber; a Healthcare Assistant; a team of five Medical Administrators, which includes medical secretarial, data input, registration, patient record summarising and clinical software support staff. A team of six staff the reception area. Allied health professionals also provide medical services to our patients; District Nurses and Health Visitors are 'attached' to the practice.

A practice leaflet can be obtained in person from the reception desk or by contacting the practice either by writing to the address above, or telephoning on 01334 653 478. The practice leaflet contains information relating to registration, patient rights and responsibilities, hours of opening, services provided and the staffing structure, additionally confidentiality and how personal health information is managed is included. The practice also has separate leaflets which cover such issues as complaints and access to medical records which are freely available for patients. A practice website is also available at www.bankstreetmedical.co.uk

Our services

General Practitioners are registered with the General Medical Council (GMC) 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 This practice is required to provide primary medical services in the Quality and Outcomes Framework (QOF) established under current General Medical Services contract (from 1st April 2004). Funding under the QOF is dependant on achievement against a variety of clinical and non-clinical indicators. The 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.

All practices are subject to contract review conducted by their NHS Board to ensure the practice is meeting the requirements of its contract.

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

- General primary medical services
- Minor illness clinics
- Child health surveillance
- Childhood immunisation
- Chronic disease management and long-term drug therapy monitoring

- Care of adults with diabetes
- Minor surgery services
- Influenza and pneumococcal immunisation services
- Cervical cytology
- COPD rehabilitation and anticipatory care
- Anti-coagulant monitoring
- Shared care monitoring of patients with renal anaemia
- Monitoring of adults with learning disabilities
- Support of carers
- Alcohol screening and brief intervention
- Osteoporosis enhanced service
- Ethnicity enhanced service
- Travel immunisations for adults and children
- Freezing of warts and other small lesions

The practice has access to interpreter services via arrangements with NHS Fife and Fife Community Interpreting Service.

Some services may involve information sharing with other agencies. How your personal data is managed is described in our practice leaflet and on our practice website.

Our decision making process

Clinical, managerial and business decisions are made collectively and with the support and agreement of the GP Partners.

In addition to their clinical role within the practice, all GP Partners have a non-clinical role; these roles cover such areas as information technology, finance, complaints, human resources and prescribing initiatives.

Practice meetings

The GP Partners, Practice and Office Managers have regular meetings regarding the management, processes and functions within the practice.

National gold standard framework meetings

The practice has regular multidisciplinary case review meetings where all patients on the palliative care register are discussed. A register of all patients in need of palliative care and support is maintained.

Primary care team meetings

Multidisciplinary case review meetings are held regularly to discuss any patient for whom there is mutual involvement to ensure the creation of more seamless care and the identification of problems and possible solutions.

Staff meetings

These meetings are held monthly and are attended by nominated staff members, including District Nurses and Health Visitors.

Redevelopment – meetings

The site on which the Health Centre is located is currently under major redevelopment. The Practice Manager attends Project Team and Project Board meetings. A nominated member of staff will attend site meetings when these are held.

QPA

The Practice is currently working towards the Quality Practice Award. Meetings will be held to discuss progress with this as appropriate.

Financial and funding information

Bank Street Medical Group receives funding from NHS sources to provide NHS services to patients. We do not charge patients for NHS services. You can request details of our practice funding as outlined in *Section 12: Classes of information*.

Section 3: Preparing the publication scheme

This publication scheme is adapted from a model publication scheme produced by the British Medical Association (BMA) Scotland and the Scottish General Practitioners Committee. Ultimate responsibility for the model publication scheme rests with the BMA. BMA Scotland welcomes comments on the model publication scheme and is committed to reevaluating the appropriateness of the model publication scheme on an ongoing basis.

The BMA model publication scheme was used as a basis for our practice publication scheme. Both the model publication scheme and this publication scheme were produced with due regard to public interest in providing access to the information that we hold which relates to:

- The services we provide
- The costs of those services
- The standard of those services
- The facts that inform the important decisions we take
- The reasoning that informs our decisions

Section 4: Accessing information under the scheme

Information available under our publication scheme will normally be available through routes described below. *Section 12: Classes of Information* provides more details on the information available under the scheme, along with additional guidance on how the information falling within each 'class' may be accessed.

Online

Most information listed on our publication scheme is available to download from our practice website www.bankstreetmedical.co.uk If you have difficulty accessing information online please contact us by an alternative route.

By email

You can request the information you seek by email at joycedavidson@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 telephone

Information can also be requested from us over the telephone. Please contact Joyce Davidson, Practice Manager on 01334 653 478 to request information available under this scheme.

By post

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

Joyce Davidson
Practice Manager
Bank Street Medical Group
The Health Centre
Bank Street
Cupar
Fife
KY15 4JN

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 details if necessary.

Advice and assistance

If you have any difficulty identifying the information you want to access, then please contact Joyce Davidson, Practice Manager by one of the methods listed.

Section 5: Information that we may withhold

All information covered by our publication scheme will be provided promptly following our receipt of your request, in some cases this may be accessed through our website.

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 held where permitted by FOISA.

Information may be withheld, for example, where its disclosure would breach the law of confidentiality or harm an organisations commercial interests. Information may also be withheld if it is another persons 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 the practice or its partners
- Requests for financial information that would likely prejudice substantially the commercial interests of any person

Additionally Section 25 of the 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 6: Our charging policy

Unless otherwise stated in *Section 12: Classes of information*, all information contained within our scheme is available from us free of charge where it can be downloaded from our website or sent to you electronically by email.

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

Reproduction costs

Copies of information will be charged at 10p per A4 copy (black and white) and 30p per A4 paper (colour).

Postage costs

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

Section 7: Our copyright policy

Bank Street Medical Group holds the copyright for the vast majority of information in this publication scheme. 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 is provided that the source of the material is identified.

The publication scheme may, however, contain information where the copyright holder is not Bank Street Medical Group. 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 12: 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 8: Our records management and disposal policy

All information at Bank Street Medical Group 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 7C Agreements and Health Boards Primary Medical Services Contracts. These documents are available on the NHS Scotland website at <http://www.show.scot.nhs.uk>

Section 9: Feedback

The FOISA requires that we review our publication scheme from time to time. As a result we welcome feedback on how we can develop our scheme further. If you would like to comment on any aspect of this publication scheme, then please contact us. You may, for example wish to tell us about:

- Other information that you would like to see included in the scheme
- Whether you found the scheme easy to use
- Whether you found the publication scheme useful
- Whether our staff were helpful
- Other ways in which our publication scheme can be improved

Please send any comments or suggestions to:

Joyce Davidson
Practice Manager
Bank Street Medical Group
The Health Centre
Bank Street
Cupar
Fife
KY15 4JN
joycedavidson@nhs.net

Section 10: Complaints

Our aim is to make our publication scheme 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 publication scheme however, then please contact us, and we will try and resolve your complaint as quickly as possible. You can contact:

Joyce Davidson
Practice Manager
Bank Street Medical Group
The Health Centre
Bank Street
Cupar
Fife
KY15 4JN
joycedavidson@nhs.net

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 scheme 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 other recordable format; verbal requests for environmental information carry the same rights. 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. An enquiry service operates on Monday to Friday from 9.00am to 5.00pm. The office can be contacted as follows:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Telephone: 01334 464 610
Email: enquiries@itspublicknowledge.info
Website: www.itspublicknowledge.info

Section 11: How to access information which is not available under this scheme

If the information you are seeking is not available under this publication scheme, then you may wish to request it from us. The FOISA provides you with a right of access to the information we hold, subject to certain exemptions. The EIRs separately provide a right of access to the environmental information we hold, while the Data Protection Act 1988 (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 the scheme, please write to:

Joyce Davidson
Practice Manager
Bank Street Medical Group
The Health Centre
Bank Street
Cupar
Fife
KY15 4JN
joycedavidson@nhs.net

Charges for information which is not available under the scheme

The charges for information which is available under this scheme are set out under Section 6: Our charging policy. Fees or information that is not available under this scheme are outlined in the Freedom of Information (Fees for Required Disclosure) (Scotland) Regulations 2004, this can be accessed at <http://www.opsi.gov.uk/legislation/Scotland/ssi2004/20040467.htm> If you submit a request to us for information which is not available under the scheme 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 any requests that 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 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 a 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. 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 a 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.

- Copies of information will be charged at 10p per A4 copy (black and white) and 30p per A4 paper (colour).
- Postage is charged at the actual rate for first class mail
- Staff time calculated at actual cost per staff member hourly salary rate to a maximum of £15 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 Bank Street Medical Group. We reserve the right to charge a maximum of £50 for requests for an individuals own personal information.

Section 12: Classes of information

The FOISA 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 where there is known to be public interest. However, exemptions under the FOISA may allow us to withhold some information, as indicated in *Section 5: Information and what we may withhold*.

Our practice publishes, or intends to publish, information under the classes listed below:

- a. Who we are
- b. Our services
- c. Financial and funding information
- d. Regular publications, promotional and advisory leaflets
- e. Our policies and procedures
- f. Complaints procedure

Class	Class Definition	Availability	Cost
a. Who are we	Details of the practice, including organisational structures, key personnel and how the practice fits into the NHS.	Information is included in <i>Section 2</i> of this publication scheme and our practice leaflet. This information is available by email and post, it is also available on our practice website and from our GP practice.	Information provided by email is free. Information requested by post may attract a fee as outlined in <i>Section 6: Our Charging Policy</i>
b. Our services	Details of the range of services the practice provides under contact to the NHS.	Information is included in <i>Section 2</i> of this publication scheme and our practice leaflet. This information is available by email and post, it is also available on our practice website and from our GP practice.	Information provided by email is free. Information requested by post may attract a fee as outlined in <i>Section 6: Our Charging Policy</i>

<p>c. Financial and funding information</p>	<p>Details on the NHS funding of the practice, our charging policies, financial management and purchasing equipment and supplies.</p>	<p>Details of our NHS funding can be requested from our practice.</p> <p>This information is available by email and post, it is also available from our GP practice.</p>	<p>Information provided by email is free.</p> <p>Information requested by post may attract a fee as outlined in <i>Section 6: Our Charging Policy</i></p>
<p>d. Regular publications, promotion and advisory leaflets</p>	<p>Details of the guidance and information leaflets relating to the clinical services and health services we provide.</p>	<p>This information is available by email and post, it is also available from our GP practice.</p>	<p>Information provided by email is free.</p> <p>Information requested by post may attract a fee as outlined in <i>Section 6: Our Charging Policy</i></p>
<p>e. Our policies and procedures</p>	<p>This includes details of our decision making processes and general policies and procedures including confidentiality, data protection and health and safety.</p>	<p>This information is available by email and post, it is also available from our GP practice.</p>	<p>Information provided by email is free.</p> <p>Information requested by post may attract a fee as outlined in <i>Section 6: Our Charging Policy</i></p>
<p>f. Complaints procedures</p>	<p>Details on how to make a complaint and who to contact to make a complaint.</p>	<p>This information is included in our practice complaints leaflet.</p> <p>This information is available by email and post, it is also available on our practice website and from our GP practice.</p>	<p>Information provided by email is free.</p> <p>Information requested by post may attract a fee as outlined in <i>Section 6: Our Charging Policy</i></p>