**Umbrella Medical**

**(Lichfield Street, Holland Park and Mossley and Dudley Fields**

**thereby referred to in this document as Umbrella Medical)**

**Publication Scheme**

Welcome to Umbrella Medical Publication Scheme. This is a guide to the General Practitioners’, (See section 6.1) who practice together as a partnership, Publication Scheme produced to comply with the requirements of the Freedom of Information Act 2000.

**1. Introduction**

This Publication Scheme is a complete guide to the information routinely made available to the public by Umbrella Medical. It is a description of the information about our General Practitioners and the Practice, which we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

**2. How much does it cost?**

The publications are all free unless otherwise indicated within each Class. A charge will be indicated by a **£** sign. Charges will be calculated as set out in section 6.7 *(Class 7)*.

**3. How is the information made available?**

The information within each Class is available in hard copy from the Practice Manager and much of it is available online at www.lichfieldstreetsurgery.co.uk.

**4. Your rights to information**

* In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Umbrella Medical under the NHS Openness Code 1995.
* The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.
* With effect from January 1st 2005 we will respond to requests for information that we hold, recorded in any format, and recognise your right to access that information. These rights are subject to some exemptions that have to be taken into consideration before deciding what information it can release.
* New environmental information regulations may be introduced. These will enable similar access to environmental information as under the Freedom of Information Act 2000.
* Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you and you can contact the Practice Manager to do this. Please note **£** an administration fee will be payable.

5. Feedback

If you have any comments about the operation of the Publication Scheme, or how we have dealt with your request for information from the Scheme, please write to:

Estelle Powell Practice Manager Lichfield Street Surgery 19 Lichfield Street

Walsall West Midlands WS1 1UG

## 6. Classes of Information

All information at Umbrella Medical is held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish 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. Where individual Classes are subject to exemptions, the main reasons are e.g. 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 on this Scheme is grouped into the following broad categories:

**6.1 Who we are**

Details of the practice, organisational structures, key personnel and how we fit into the NHS

* Umbrella Medical is contracted by NHS Walsall to provide General Medical Services (GMS/APMS) under the New National GMS Contract, for the patients on its list. The Practice area is displayed on the notice board in the patient waiting room. A full list of the local General Practitioners and the areas they cover can be obtained from NHS Walsall. NHS Walsall is the local NHS body responsible for commissioning heath care for the people of the Borough of Walsall.
* The Practice operates from surgery premises located at:

Lichfield Street Surgery

19 Lichfield Street

Walsall

West Midlands

WS1 1UG.

Holland Park Surgery

Park View Centre

Chester Road North Brownhills

Walsall WS8 7JB

Mossley & Dudley Fields Medical Practice M91029

3 Fisher Road

Walsall

WS3 2TA

* Each Practice is organised as follows:
* Details of all our current practice team is shown in our Practice leaflet and our practice websites.
* A full list of the services provided by the Practice is given in 6.2
* The Practice is a Training Practice, recognised by the West Midlands Deanery for Post Graduate Education. Registrars are based at the surgery for a 6 or 12 month basis and trained to become general practitioners.
* Foundation Year 2 medical students are based at the surgery on a 4 month rotation, and final year medical students are based at the surgery for a 4-6 week period.
* All of our doctors are undergraduate tutors to medical students of University of Birmingham Medical School.
* Student nurses also have placements at the surgery as part of their training.
* The Practice aims to follow, where applicable, guidelines produced by the National Institute of Clinical Excellence (NICE) and National Service Frameworks.
* Some information will be withheld, including personal, confidential information about individuals which is protected by the Data Protection Act 1998.
  1. **Our Services**

The range of services we provide under the NHS – new GMS/APMS Contract.

* The Practice provides a full range of services as part of its new GMS/APMS contract with NHS Walsall during the hours shown below:
* Monday – Friday 8am to 6.30pm

In addition the practice provides extended hours.

The services provided include:

* + GP consultations
  + Nurse consultations
  + Nurse triage advice
  + Coronary Heart Disease checks (inc. LVD)
  + Diabetes clinics
  + Asthma clinics
  + COPD clinics (spirometry)
  + Anticoagulation clinics
  + Antenatal care
  + Child health surveillance clinics
  + Childhood immunisations
  + Travel advice and vaccinations
  + Injections
  + Cervical cytology services
  + Contraceptive advice
  + Blood tests/GTT/Breath tests
  + Minor surgery (inc. cryotherapy)
  + Smoking cessation
  + ECG’s
  + Health Promotion Advice
  + Flu and pneumovax clinics
  + Over 75 checks by request
  + Weight management
  + Well person check/3 year review

In addition

* Other services are based at the Practice these include, community matron, psychiatric nursing, health visitor, physiotherapy, drug counselling, District Nurse, Midwife
* Some services may involve the sharing of information with other agencies (e.g. Social Services – Child Protection conferences). Sharing of information will only take place in accordance with the data protection and Caldicot requirements and protocols agreed with other agencies.
* Language interpretation is available to patients of the Practice for consultations via Swiss Interpreting 0121 633 5710, which is commissioned by NHS Walsall.
* Patients registered with the Practice are able to see any of the doctors, although we recommend that for a single episode of care you see the same doctor.
* Individual Doctors do have special medical interests which can be seen in 6.1, below their names. If you require further information please contact the Practice Manager.
* The Practice leaflet contains further information on services and access arrangements, a copy is available free of charge in the reception waiting area.
* The Doctors also provide a range of private services, travel vaccinations and advice, occupational health services, medical examinations, certification, private letters and sick notes. Charges will apply and be payable for these services, a list is displayed in the reception waiting area. The list is not exhaustive but covers the range of charges made.
* The surgery is open during the hours shown below (excluding extended hours):

Mondays-Friday 8.000am- 6.30pm

Holland Park is closed Thursday PM from 1pm

Weekends Closed Closed

Bank Holidays Closed Closed

* ***NB*** *With effect from the 1st December 2004 the Practice has not been responsible for providing “Out-of-hours” general medical services to patients on the Practice list from 6.30pm to 8.00am Monday to Friday and from 6.30pm to 8.00am Friday to Monday or on Bank holidays. NHS Walsall commissions “Out-of hours” service provision for patients.*

**6.3 Financial and funding information**

Funding details and charging policies

* Umbrella Medical receives funding from the NHS Walsall, based on a global funding formula, for delivering the services outlined in the new General Medical Service (GMS)/APMS Contract and for the provision of those services against a quality and outcomes framework for patients. Funding is also received for delivering directed, national and locally agreed enhanced services and the provision of premises from which those services are delivered.
* The GMS income received from the NHS for all our practices during the 2011/2012 financial year totalled £1,494,104
* The cost to the NHS of drugs prescribed by all our Practices during the 2011/ 2012 financial year totalled £2,515,577
* In addition, the practice also receives funding from the provision of private services. Funding for private work does not exceed 10% of the funding level received from the NHS.
* Charges will be made for private work undertaken by the Doctors or staff, which is outside of the NHS – new GMS Contract. The pricing structure is published and displayed in the reception waiting area. The list is not exhaustive but covers the range of charges made which follow BMA recommendations.
* The charging policy and pricing structure will be reviewed regularly.
* There may be circumstances where information is not released because it is commercial and confidential and the partners have taken the view that it may be prejudicial to the conduct of the Practice’s business.

**6.4 Regular publications and information for the public**

Guidance and information leaflets

* + - The Practice is committed to providing information for patients, which is clear, unambiguous and in plain English, (where available and relevant information will also be provided in other languages). The aim is to ensure patients are informed about the services we offer and how they can access them.
    - The Practice leaflet, which is available free of charge from reception, contains information about the doctors and clinical staff, how to join the Practice, the services provided and how to access them. It also outlines your rights and responsibilities, how your information is used and who it is shared with and why. Additional information is provided on external support services provided by Badger, NHS Direct and NHS Walsall.
    - The Practice also provide additional patient information leaflets, which are available free of charge from reception, on specific services (e.g. Child Health Surveillance, Maternity (Ante-natal) Care, the “Out of Hours” Service –Waldoc and the roles of Attached Staff).
    - General health related information posters and leaflets covering a range of clinical issues, voluntary support groups, health promotion and lifestyle advice are available on the display boards and leaflets dispensers in the reception waiting area.

**6.5 Complaints**

Policies, procedures and contacts for complaints

* “Listening to Patients” is at the centre of the work carried out by the Practice. The Practice Policy of “Listening to Patients” includes a formal complaints procedure in addition to sections on comments and suggestions.
* The Practice has a suggestion box in the reception waiting area and welcomes constructive suggestions and /or comment.
* The Practice has produced a patient information leaflet, which is available free of charge from reception, to explain how to make suggestions, comments or complaints and what to do if you are not satisfied with the response you receive from the Practice.
* Information posters are also displayed in the reception waiting area telling you who to ask for if you wish to make a complaint.
* A report of complaints is compiled annually and is available on request.

**6.6 Our policies and procedures**

General policies and procedures used within the practice. These include, but are not restricted to, data protection, prescribing and prescription, health and safety.

* In order to ensure the Practice is compliant with appropriate standards and efficient and effective in its service provision a series of policies have been developed. These policies cover the following areas:
  + Data Protection and Security Policy
  + New Patient Policy
  + Patient Removal Policy
  + Prescribing and Repeat Prescribing Policies
  + Health and Safety Policy
  + Infection Control Policy
  + Significant Event Review Policy
  + Staff Training Policy
* Viewing of the above policies can be arranged via the Practice Manager.
* A charge **£** will be made for each hard paper copy of the above policies, and many are available to view online on our website (www.lichfieldstreetsurgery.co.uk).

**6.7 This Publication Scheme**

We will publish any changes we make to this Publication Scheme, the criteria on which our information management policies are made and a referral point for all enquires regarding information management generally in the NHS. We will also publish any proposed changes or additions to publications already available.

* Information provided will only be provided in hard copy format. Information will not be provided on data media, (e.g. CD ROM).
* Where information is provide to patients or companies and / or individuals duly authorised to act on behalf of patents, there is legislative provision and guidance which sets out a pricing structure of charges for copying printing stamp addressed envelopes and the associated administrative costs involved. These are as follows
  + Viewing of medical records: - £10.00
  + Providing an extract or full copy of the  
    medical records: - Admin charge £15.00 Photocopy per sheet £0.35
    - * + Providing a copy of a practice policy: - Admin charge £15.00 Photocopy per sheet £0.35
* Practice information accessible via the Lichfield Street Surgery Practice Web Site will be free of charge, although any charges for Internet Service provider and personal printing costs would have to be met by the individual
* The Practice Leaflet and Practice Patient Information leaflets and brochures are provided free of charge in the reception waiting area. Other general leaflets and brochures available in the reception waiting area are provided free of charge.

## 7. Useful Resources

Web sites:

* Information Commissioner Web Site [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)
* NHS Walsall Web Site [www.walsall.nhs.uk](http://www.walsall.nhs.uk)

## 8. 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)
* FOI Code of Practice
  + Section 45 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)
  + Section 46 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)
* Statement of Fees and Allowances payable for General Medical Practitioners in England

**9. Copyright**

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