

Making an Access Request

All requests (with the exception of a copy of the publication scheme) are to be made in writing to the following address;

Amanda Brookes
Deputy Business Manager
Westbury Group Practice
Station Road
Westbury
BA13 3JD
Telephone: 0844 4778760

If, however, you would initially like to read our publication scheme this is available on request at reception.

The publication scheme contains a menu of the types of information available, such as policies and procedures:

- *Our NHS relationship
- *NHS income for the last financial year
- *Prescribing cost information
- *Practice Area
- *Full Partners' names, qualification and status
- *Key staff names, qualification and status
- *Clinics and services, and opening hours
- *Complaints procedures
- *Confidentiality Policy
- *Zero Tolerance (Violent patient) Policy
- *Data Protection Policy
- *Health & Safety Policy
- *Patient Removal Policy

Contact details

Eastleigh Surgery 0844 4778760
White Horse Surgery 0844 4778762
Bratton 0844 4778761

As well as providing you with doctor and nurse appointments, we also offer the following services.

Cervical screening
Childhood immunisations
Diabetes clinics
Dispensary (Bratton only)
Exercise referrals
Family Planning
Hypertension clinics
Physiotherapy
Respiratory clinics
Smoke Stop
'No Worries'
Travel clinic
Warfarin monitoring clinic
Weight management clinic

Westbury Group Practice

Freedom of Information Act Patient Leaflet



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What is the Act?

The Freedom of Information Act 2000 aims to produce a culture of openness in public bodies, by providing members of the public with the right to access information held. The main purpose behind this is to show how public money is being used.

GP practices, although not government owned, are considered to be “public bodies” for the purposes of this Act. Therefore members of the public (not necessarily patients) can request information from them. This right came into force in 2005.

GP practices are required to make information available via a “publication scheme”. This may be held in paper form or by electronic means. It will include information commonly requested and is available on request.

The practice’s publication scheme follows the model scheme for GP practices approved by the Information Commissioner.

FEES

The information contained in the **publication scheme** is available at no charge.

In some circumstances, a fee may be charged for the provision of information.

How Up To Date is the Information?

The practice complies with the principles of the Freedom of Information Act, and as such updates the publication scheme document on at least an annual basis, and at other intervals during the year if significant changes occur.

The publication scheme itself will contain the date of the latest update.

The Publication Scheme

The practice has developed a publication scheme. It is a guide to information, routinely published and will give an indication of information intended to be published. The publication scheme describes the form in which the information is available and any fees that will be charged. A request can be made from the information listed in the publication scheme.

Please ask for a copy from Reception or via our website:

www.westburygp.co.uk

Note: Information related to individual / health / clinical records are not available under this legislation.

Please ask at Reception for details of access for this purpose under the Data Protection Act.

A separate leaflet is available.

January 2009

Suggestions

We welcome feedback from members of the public regarding information they would like to see in our publication scheme.

Please write to the Practice Manager with any ideas which you may have.

Complaints

If you are dissatisfied with the way in which your request for access under the Act has been handled, or if you wish to appeal against a refusal to release any information requested, please write in the first instance to the Practice Manager.

If, after receiving a reply, you remain dissatisfied you may appeal to the Information Commissioner. Details of how to do this will be supplied as part of your reply.