

**Information available from Westbury Group Practice (providing medical services under contract to the NHS) 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.

<b>Information to be published</b>	<b>How the information can be obtained</b>	<b>Cost</b>
<b><u>Class1 - Who we are and what we do</u></b> ( <i>Organisational information, structures, locations and contacts</i> )		
Doctors in the practice: Number of, Female/Male, Qualifications	Practice Website	FOC
Contact details for the practice: Main and Branch Surgeries	NHS Choices Website	FOC
Opening hours: Including Extended Hours	Website	FOC
Other staffing details: Other Healthcare Professionals i.e. PM, Nurses, Community Nurses	Practice Leaflet	FOC
<b><u>Class 2 – What we spend and how we spend it</u></b> ( <i>Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit</i> )		
<b><i>Total cost to the PCT of our contracted services.</i></b> <ul style="list-style-type: none"> <li>• Total NHS Income</li> <li>• Total Expenditure</li> </ul>	Hard Copy	Chargeable
<b><i>Audit of NHS income</i></b> <ul style="list-style-type: none"> <li>• Internal &amp; External Financial Systems/Procedures</li> </ul>	Hard Copy	Chargeable
<b><u>Class 3 – What our priorities are and how we are doing</u></b> ( <i>Strategies and plans, performance indicators, audits, inspections and reviews</i> ) <ul style="list-style-type: none"> <li>• Aligned to the PCT priorities based on population needs</li> <li>• Measured performance via QOF and other internal audit</li> </ul>	Hard Copy Wiltshire Annual Plan NHS Choices	Chargeable  FOC
<b><i>Plans for the development and provision of NHS services</i></b> Via national direction i.e. DOH or local direction from the PCT	Hard Copy Wiltshire Plan NHS Wiltshire	Chargeable FOC
<b><u>Class 4 – How we make decisions</u></b> ( <i>Decision making processes and records of decisions</i> ) <ul style="list-style-type: none"> <li>• Via Practice Business Meetings, Staff meetings</li> </ul>		
<b><i>Records of decisions made in the practice affecting the provision of NHS services</i></b> <ul style="list-style-type: none"> <li>• <b><i>We have records of such but will NOT publish due to confidentiality and commercial sensitivities</i></b></li> </ul>		

<b>Class 5 – Our policies and procedures</b> ( <i>Current written protocols, policies and procedures for delivering our services and responsibilities</i> )		
<b>Policies and procedures about the employment of staff</b> <ul style="list-style-type: none"> <li>Recruitment procedures, Contracts of Employment, Induction programme</li> </ul>	Hard Copy	Chargeable
<b>Internal instructions to staff and policies relating to the delivery of services</b> <ul style="list-style-type: none"> <li>Contained within Staff Handbook</li> </ul>	Hard Copy	Chargeable
<b>Equality and diversity policy</b> <ul style="list-style-type: none"> <li>Contained within Staff Handbook</li> </ul>	Hard Copy	Chargeable
<b>Health and safety policy</b> <ul style="list-style-type: none"> <li>Contained within Staff Handbook</li> </ul>	Hard Copy	Chargeable
<b>Complaints procedures</b> <ul style="list-style-type: none"> <li>NHS Complaints Procedure – updated to reflect requests for information and operation of the FOI Publication Scheme</li> </ul>	Hard Copy Practice website	Chargeable FOC
<b>Records management policies (records retention, destruction and archive)</b> <ul style="list-style-type: none"> <li>Contained within Practice Procedures File</li> </ul>	Hard Copy	Chargeable
<b>Data protection policies</b> <ul style="list-style-type: none"> <li>Contained within Practice Procedures File</li> </ul>	Hard Copy	Chargeable
<b>Policies and procedures for handling requests for information</b> <ul style="list-style-type: none"> <li>Contained within Practice Procedures File</li> </ul>	Hard Copy	Chargeable
<b>Patients' charter</b>	Practice website Practice leaflet	FOC FOC
<b>Class 6 – Lists and Registers</b> ( <i>Any publicly available register or list</i> )	None Held	
<b>Class 7 – The services we offer</b> ( <i>Information about the services we offer, including leaflets, guidance and newsletters produced for the public</i> )		
<b>The services provided under contract to the NHS</b> Those contained within the General Medical Services/Personal Medical Services	Hard Copy Website Practice Leaflet	Chargeable FOC FOC
<b>Charges for any of these services</b>	No charge for NHS services	
<b>Information leaflets</b> <ul style="list-style-type: none"> <li>Available in the practice in waiting/public areas</li> </ul>	Hard Copy	FOC
<b>Out of hours arrangements</b> Provided by: Wiltshire Medical Services <a href="http://www.wiltshiremedicalservices.co.uk">www.wiltshiremedicalservices.co.uk</a>	Practice leaflet Website	FOC FOC

**January 2009**