

WEST MOORS VILLAGE SURGERY



Freedom of Information FOI Act 2000

1. Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by the above practice. The Scheme is a description of the information about our organisation which we make publicly available. We shall review the Scheme at regular intervals and monitor how it is operating.

2. Rights of Access to Information

In addition to accessing the information identified in this Publication Scheme, you are entitled to request information about West Moors Village Surgery under the Freedom of Information Act 2000.

The Freedom of Information Act recognises that as a member of the public, you have the right to know how public services such as the NHS are organised and run, how much they cost and how decisions are made.

General Practice will also respond to requests about the information which it holds and is recorded in any form, and it will create a right of access to that information. The rights to request and access this information are subject to some exemptions which we have to take into consideration before deciding what information can be released.

Under the Data Protection Act 2018, you are entitled to access your clinical records, or any other personal information held at this practice.

3. Policy

- The Practice will comply with the FOI Act and sees it as an opportunity to enhance public trust and confidence in the Practice.
- The Practice will maintain a comprehensive 'Publication Scheme' that provides information which is readily accessible without the need for a formal FOI Act request.
- The Practice will seek to satisfy all FOI Act requests promptly and within 20 working days. However, if necessary, we will extend this timescale to give full consideration to a Public Interest test. If we do not expect to meet the deadline, we will inform the requester as soon as possible of the reasons for the delay and when we expect to have made a decision.
- The Practice will continue to protect the personal data entrusted to us, by disclosing it only in accordance with the Data Protection Act 2018.
- The Practice will provide advice and assistance to requesters to facilitate their use of FOI Act. We will publish our procedures and assist requesters to clarify their requests so that they can obtain the information that they require.

- The Practice will work with NHS Dorset and other bodies with whom we work to ensure that we can meet our FOI Act obligations, including the disclosure of any information that they hold on our behalf.
- The Practice will apply the exemptions provided in the FOI Act and, where qualified exemptions exist, the Practice will disclose the information unless the balance of public interest lies in withholding it. The following will not normally be made publicly available:
 - † personal information about individuals (e.g. patients, staff members)
 - † information which would endanger the health and safety or security of individuals
 - † information that we are prohibited from publishing by any law or court order, or which would constitute a contempt of court if made public
 - † information which has been provided to us in confidence, and is of a genuinely confidential nature
 - † information which is covered by a claim to legal professional privilege
 - † information about investigations being carried out which may lead to criminal or civil proceedings
- The Practice will consult with third parties before disclosing information that could affect their rights and interests. However, according to the FOI Act, the Practice must take the final decision on disclosure.
- The Practice will charge for information requests in line with the FOI Act Fees Regulations or other applicable regulations, including the Data Protection Act 1998.
- The Practice will record all FOI Act requests and our responses and will monitor our performance in handling requests and complaints.
- The Practice will ensure that all staff are aware of their obligations under the FOI Act and will include FOI Act education in the induction of all new staff.

4. The Classes of Information that we hold

All information at West Moors Village Surgery is held, retained and destroyed in accordance with NHS guidelines.

The information is grouped into broad categories as follows:

- **Practice Profile**
Details of the practice, organisational structures, key personnel, opening hours and the geographical area that we cover can be found in the Practice Booklet (copies are held in reception).
- **Financial and Funding Information** Information on finance and funding
- **Charging Policy**
The only charges made to patients are for services provided outside the category of General Medical Services e.g. Drivers Medicals, Insurance Reports, Medical certificates etc.

- **Our Services**
The types of services that we provide and how we deliver these
- **Policies and Procedures**
Details of consultation procedures, decision- making processes, timescales and responses.
- **Regular publications and information for the public** Guidance and information leaflets
- **Complaints**
Policies, procedures and contacts for complaints
- **Human Resources**
Employment Policies and Procedures

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Submit Freedom of Information Requests to:

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BH22 0JB



Email: wmgp@nhs.net

Feedback

If you have any questions or comments or want to make a formal complaint about the operation of the Publication scheme, or how we have dealt with your request for information please write to the Practice Manager (details above).