

GLASGOW WEST MEDICAL PRACTICE

**Guide to information available through the Scottish Information Commissioner's Model
Publication Scheme 2014**

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Section 1: Introduction

The Freedom of Information (Scotland) Act 2002 requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- Publish the classes of information they make routinely available
- Tell the public how to access the information and what it might cost

Glasgow West Medical Practice has adopted the Model Publication Scheme 2014 produced by the Scottish Information Commissioner. The scheme has the Commissioner's approval until 31 May 2018.

You can see the model publication scheme on the Commissioner's website at www.itspublicknowledge.info/mps or by contacting us at the address provided below.

The purpose of this Guide to Information is to:

- allow you to see what information is available (and what is not available) in relation to each class
- state what charges may be applied
- explain how you can find the information easily.
- provide contact details for enquiries and to get help with accessing the information
- explain how to request information we hold that has not been published.

Section 2: About Glasgow West Medical Practice

General information

Main practice is located at 1264 Dumbarton Road, Glasgow, G14 9PS, phone number 0141 959 6311. Our branch surgery is located at 4 laurel Street, Glasgow, G11 7QR, phone number 0141 339 2469. We have a website accessed through Glasgow West Medical Practice: www.dumbartonroadsurgery.co.uk or laurelstreetsurgery.co.uk.

The practice has two GP partners, Drs Leggate and Grant, 1 session GP, Dr Brown, 2 practice nurses, a practice manager and 6 administrative staff.

The practice opening hours are Monday to Friday inclusive 8.30am until 6pm. With the exception of Laurel Street which closes at 12pm (emergency services available until 6pm from Dumbarton Road)

Concerns or complaints about the services we provide can be made directly to the practice manager who will meet with patient, her concerns and provide the necessary guidance and paperwork or to the NHS Board which is Greater Glasgow and Clyde

Constitution

This GP practice is constituted under the National Health Services (Scotland) Act 1978 and is contracted by Greater Glasgow and Clyde to provide primary medical services under GMS regulations.

How the practice is run

The Partners have overall responsibility for the practice with the day to day running being delegated to the practice manager.

There are three general practitioner partners, Pamela Leggate and Richard Grant

The partners meet every Tuesday afternoon to discuss issues and plan resources. These meetings include the practice manager and, periodically, other specialists, such as district nurse, health care visitor and pharmacist support.

Under our contract of services with Greater Glasgow and Clyde we are obligated to meet the requirements of this contract and must provide information to support this to the NHS board. The practice is audited by Practitioners Services Division under Payment Verification processes which assess that payments made to practices are correct. PSD is responsible for providing assurance to NHS boards that the payments made on their behalf to GP practices are accurate and valid. The work conducted under Payment Verification includes patient registration checks, documentary checks, trend analysis, and practice visits.

General practitioners have a duty of care to their patients and are registered with the General Medical Council 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).

Section 3: Our functions and services

NHS Boards contract with GP practices to provide primary care services to patients Glasgow West Medical Practice holds a General Medical Services contract with the Greater Glasgow and Clyde Health Board. Under this contract we provide primary medical services to patients that reside within our practice area, which comes under postcodes G3,11,12,13 & 14.

GP contractors Drs Pamela Leggate & Richard Grant hold the contract for services with the NHS board and are responsible for fulfilling the obligations of the contract. The General Medical Services (<http://www.legislation.gov.uk/ssi/2004/115/made> Regulations outline our responsibilities under our contract. The payment arrangements under our contract are contained in the GMS: Statement of Financial Entitlements (the current year's SFE can be found on the NHS Scotland website (<http://www.show.scot.nhs.uk/publications/publication.asp>”).

This 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.

Under our contract with Greater Glasgow and Clyde we provide a range of services to our patients, including: general primary medical services, child health surveillance, contraceptive services, cervical cytology, maternity medical services, minor surgery (injections) services, obstetric services, immunisation services, palliative care enhanced service, extended hours services. The full range of QOF Chronic Disease Management is offered by the practice disease management clinics, cervical cytology, etc. It is important to note that this range of services may be subject to change and may not always be available.

Some services may involve information sharing with other agencies internal to NHS. Confidentiality and Data protection laws are followed, with protocols in place.

Should a patient require an interpreter, the practice participates in the GG & C interpreter service and will arrange this for a patient.

The practice is contactable by telephone, in writing and via website (for repeat prescribing and appointment requests)

Section 4: How we take decisions and what we have decided

The practice has 3 equal partners who decide on the way forward and delegate the implementation of changes to the practice manager who will manage the day to day aspects of the practice. All clinical matters are decided upon and supervised by a partner.

Feedback is gained from our patients by way of face to face meetings, questionnaires and from time to time forums and meetings.

The practice has a full range of administrative and clinical protocols, has a complaints process and progresses matters to Significant Events Analysis, when necessary.

Please see *Section 14 – Classes of information* for further details.

Section 5: What we spend and how we spend it

Glasgow West Medical Practice receives funding from NHS sources to provide NHS services to patients. We do not charge patients for NHS services. Details of our NHS funding can be requested from the practice, please see *Section 14 – Classes of information* for further details.

Section 6: Accessing information under this scheme

Information available under our guide to information will normally be available through the routes described below. *Section 14 – Classes of Information* provides more details on the information available under the scheme, along with additional guidance on how the information falling with each “class” may be accessed.

Online

Most information listed in our guide to information is available to download from our practice website www.dumbartonroadsurgery.co.uk or www.laurelstreetsurgery.co.uk . If you have any difficulty accessing information online please contact us by an alternative route.

By email

You can request the information you seek by email via practice manager, douglas.hendry@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 phone

Information can also be requested from us over the telephone. Please call 0141 959 6311 or 0141 339 2469 to request information available under this scheme.

By post

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

Glasgow West Medical Practice, 1264 Dumbarton Road, Glasgow, G14 9PS

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 any details, if necessary.

Advice and assistance

If you have any difficulty identifying the information you want to access, then please contact the practice by one of the methods listed above.

Section 7: Information that we may withhold

All information covered by our guide to information can either be accessed through our website, or will be processed promptly and provided as soon as possible following our receipt of your request.

Our aim in maintaining this guide 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 14 – Classes of Information*. Information will only be withheld where permitted by The Freedom of Information (Scotland) Act 2002 (FOISA).

Information may be withheld, for example, where its disclosure would breach the law of confidentiality or harm an organisation's commercial interests. Information may also be withheld if it is another person's 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 13 - How to access information which is not available under this scheme*.
- Requests for information relating to private income of practice partners or practice staff
- Requests for financial information that would likely prejudice substantially the commercial interests of any person

Additionally, section 25 of 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 8: Our charging policy

Unless otherwise stated in Section 14 – *Classes of Information*, all information contained within our guide is available from us free of charge where it can be downloaded from our website or from the practice premises where it can be sent to you electronically by email.

Glasgow West Medical Practice will follow GDPR legislation rules commencing 25th May 2018

Section 9: Our copyright policy

Glasgow west Medical Practice holds the copyright for the vast majority of information in this guide to information. 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 provided that the source of the material is identified.

The guide may, however, contain information where the copyright holder is not Glasgow West Medical Practice. 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 14 – 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 10: Our records management and disposal policy

All information at Glasgow West Medical Practice 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 17C Agreements and Health Boards Primary Medical Services Contracts*. These documents are available on the NHS Scotland website (<http://www.show.scot.nhs.uk>).

Section 11: Feedback

Glasgow West Medical Practice is required to review our guide to information from time to time. As a result, we welcome feedback on how we can develop our guide further. If you would like to comment on any aspect of this guide to information, then please contact us. You may, for example wish to tell us about:

- other information that you would like to see included in the guide
- whether you found the guide easy to use
- whether you found the guide to information useful
- whether our staff were helpful
- other ways in which our guide to information can be improved

Please send any comments or suggestions to Glasgow West Medical Practice , 1264 Dumbarton Road, Glasgow, G14 9PS, or via practice manager, douglas.hendry@nhs.net.

Section 12: Complaints

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

The Practice Manager in the first instance.

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 guide 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 another recordable format. 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, and she operates an enquiry service on Monday to Friday from 9:00am to 5:00pm. The Commissioner's office can be contacted as follows:

Scottish Information Commissioner

Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Telephone 01334 464610
Email enquiries@itspublicknowledge.info
Website www.itspublicknowledge.info

*verbal requests for environmental information carry similar rights.

Section 13: How to access information which is not available under this scheme

If the information you are seeking is not available under this guide to information, then you may wish to request it from us. The Freedom of Information (Scotland) Act 2002 (FOISA) provides you with a right of access to the information we hold, subject to certain exemptions. The Environmental Information (Scotland) Regulations 2004 (EIRs) separately provide a right of access to the environmental information we hold, while the Data Protection Act 1998 (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. The Practice will adhere to new GDPR legislation commencing 25/5/2018

Should you wish to request a copy of any information that we hold that is not available under this scheme, please write to The Practice Manager, Glasgow West Medical Practice, 1264 Dumbarton Road, Glasgow, G14 9PS.

Charges for information which is not available under the guide

The charges for information which is available under this guide are set out under Section 8 – Our Charging Policy. Fees for information that is not available under this guide are outlined in The Freedom of Information (Fees for Required Disclosure) (Scotland) Regulations 2004. If you submit a request to us for information which is not available under the Model Publication Scheme 2014 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 requests which 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 person 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 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. 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 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 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.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 30p per A4 sheet for colour copying.
- Postage is charged at actual rate for first class mail.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person 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 Glasgow West Medical Practice. We reserve the right to charge a maximum of £50 for requests for an individual's own personal information.

Section 14 – Classes of information

The Freedom of Information (Scotland) Act, 2002 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 through our guide to information, where there is known to be public interest. However, exemptions under the Freedom of Information (Scotland) Act, 2002 may allow us to withhold some information, as indicated in *Section 7: Information that we may withhold*.

We publish information that we hold within the following classes:

- Class 1: About Glasgow West Medical Practice
- Class 2: How we deliver our function and services
- Class 3: How we take decisions and what we have decided
- Class 4: What we spend and how we spend it
- Class 5: How we manage our human, physical and information resources
- Class 6: How we procure goods and services from external providers
- Class 7: How we are performing
- Class 8: Our commercial publications

Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

Class 1: About Glasgow West Medical Practice	
Class description: Information about Glasgow west Medical Practice, who we are, where to find us, how to contact us, how we are managed and our external relations.	
The information we publish under this class	How to access it
Practice name, address and contact details	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post it is also available on our practice website www.dumbartonroadsurgery.co.uk . It is also available from our GP practice.
Organisational structure, roles and responsibilities of partners	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post it is also available on our practice website www.dumbartonroadsurgery.co.uk . It is also available from our GP practice.
Practice opening hours	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post it is also available on our practice website www.dumbartonroadsurgery.co.uk . It is also available from our GP practice.
Contact details for patients and complaints functions	Information contained in section 2 of this document and our practice leaflet.

	<p>This information is available by email and post it is also available on our practice website www.dumbartonroadsurgery.co.uk . It is also available from our GP practice.</p>
Publication scheme and guide to information	<p>This information is available by email and post. The Model Publication Scheme 2014 is available on the Information Commissioner's website¹it is also available on our practice website. It is also available from our GP practice.</p>
Charging schedule for published information	<p>Information contained in section 8 of this document and our practice leaflet.</p> <p>This information is available by email and post it is also available on our practice website. It is also available from our GP practice.</p>
Contact details and advice about how to request information	<p>Information contained in section 6 of this document and our practice leaflet.</p> <p>This information is also available from our GP practice.</p>
Charging schedule for environmental information	<p>Information contained in section 13 of this document and our practice leaflet. It is also available from our GP practice.</p>
Legal/contractual framework for the authority	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post . It is also available from our GP practice.</p>
Description of practice governance/decision making structures	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post . It is also available from our GP practice.</p>
Names of, responsibilities of and (work-related) biographical details of the people who make strategic and operational decisions about the performance of function and/or delivery of services	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post . It is also available from our GP practice.</p>
Governance polices	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post It is also available from our GP practice.</p>
Strategic planning processes	<p>Information contained in section 4 of this document and our practice leaflet.</p> <p>This information is available by email and post It is also available from our GP practice.</p>
Accountability relationships, including reports to	<p>Information contained in section 2 of this document and our practice leaflet.</p>

¹ <http://www.itspublicknowledge.info/MPS>

regulators	This information is available by email and post. It is also available from our GP practice.
Class 2: How we deliver our functions and services	
Class description: Information about our work, our strategy and policies for delivering functions and services and information for our services users.	
The information we publish under this class	How to access it
Description of practice functions, including statutory basis for them	Information contained in sections 2 and 3 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.
Strategies, policies and internal staff procedure for performing statutory functions	Information contained in sections 2 and 3 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.
How to report a concern to the practice	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.
Reports of the practice's exercise of its functions	The practice does not hold this information. Where information is available it can be provided by email and post. It may also available from our GP practice.
List of services, including statutory basis for them	Information contained in sections 2 and 3 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.
Service policies and internal staff policies	Information contained in sections 2 and 3 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.
Service schedules and delivery plans	Information contained in sections 2 and 3 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.
Information for patients, including how to access services	Information contained in sections 2 and 3 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.
Service fees and charges	Information contained in sections 5 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.

Class 3: How the practice takes decisions and what it has decided	
Class description: Information about the decisions we take, how we make decisions and how we involve others	
The information we publish under this class	How to access it
Decisions taken by the practice: agendas, reports, papers, and minutes of meetings (that do not contain confidential patient information)	<p><u>Note for practices:</u> Practices should make available minutes of meetings. If these contain any information that would be exempt under the Act then these sections should be redacted prior to publication.</p> <p>Information contained in section 4 of this document.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Public consultation and engagement strategies	<p>Information contained in sections 4 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Class 4: What the practice spends and how it spends it	
Class description: Information about our strategy, and management of, financial resources (in sufficient detail to explain how we spend public money and what has actually been spent.	
The information we publish under this class	How to access it
Details on NHS funding received by the practice and the cost of operating our NHS contract	<p><u>Note for practices when completing this section:</u> The Model Publication Scheme does not require individual salaries or income (including information from which this can easily be deduced) to be proactively published.</p> <p>Practices should make a note in this class to explain the above and to remind the public they have the right to request information under the Act. GPs will be free at that point to apply exemptions and the requester has the right to appeal to the Information Commissioner.</p> <p>Each GP should also consider what they can publish/release which gives the public as much information as possible on the cost of services, without disclosing personal information. There should be no reason why the practice cannot publish details of their NHS funding.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Cost of running the practice	Note for practices when completing this section

	This information is available by email and post. It is also available from our GP practice.
Purchaser equipment and supplies	We do not hold this information
Purchasing plans and capital funding	We do not hold this information
Expenses policies and procedures	This information is available by email and post it is also available from our GP practice.
Staff pay and grading structure	This information is available it can be provided by email and post . It may also available from our GP practice.” or alternatively
Class 5: How the practice manages its human, physical and information resources	
Class description: Information about how we manage the human, physical and information resources of the authority	
The information we publish under this class	How to access it
Strategy and management of human resources	This information is available by email and post . It is also available from our GP practice.
Staffing structure	Information contained in section 2 of this document. This information is available by email and post. It is also available from our GP practice.
Human resources policies, procedures and guidelines (recruitment, performance, management, promotion, pensions, discipline, grievance, staff development)	This information is available by email and post. It is also available from our GP practice.
Management of the practice premises	This information is available by email and post. It is also available from our GP practice.
Premises maintenance arrangements	This information is available by email and post. It is also available from our GP practice.
Records management policy	Information contained in sections 10 of this document. This information is available by email and post. It is also available from our GP practice.
Information governance	Information contained in sections 5 of this document. This information is available by email and post. It is also available from our GP practice.
Class 6: How the practice procures goods and services from external providers	
Class description: Information about how we procure goods and services, and our contacts with external providers	
The information we publish under this class	How to access it

Procurement policies and procedures	We do not hold this information
Invitations to tender	We do not hold this information
List of contracts that have gone through formal tendering, including details	We do not hold this information
Class 7: How our practice is performing	
Class description: Information about how the authority performs as an organisation, and how well it delivers its functions and services	
The information we publish under this class	How to access it
External reports, reports for NHS boards, annual reports, and performance statements	This information is available by email and post. It is also available from our GP practice.
Quality and Outcomes Framework achievement	<u>Note for practices:</u> While this information is held by other bodies it should also be available from practices. This information is available by email and post. It is also available from our GP practice.
Class 8: Our commercial publications	
Class description: Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet (e.g. research journal)	
The information we publish under this class	How to access it
List and details of any commercial publications	We do not hold this information