

Collingham Medical Centre Freedom of Information Policy

Information about your personal treatment and care will normally be something you will discuss with the healthcare professionals with whom you come into contact. However, there may be other issues about which you would like further information. In order to comply with the Freedom of Information Act 2000 public sector organisations such as ours have to routinely publish information whenever possible.

The Information Commissioner, who is responsible for monitoring and enforcing compliance with the Freedom of Information Act 2000, has drawn up what is called a Model Publication Scheme for all public sector organisations which we have decided to adopt. Further information is available from the Information Commissioner website ~ http://www.ico.gov.uk/what_we_cover/freedom_of_information/publication_schemes.aspx

The model publication scheme specifies seven classes of information and most of the information that we hold will fall into one of the seven classes.

We make as much information as possible routinely available and this can be accessed through our website. This information is updated on a regular basis.

Classes of Information

[Who we are and what we do](#)

This gives information about our organisational structure, where we fit into the NHS, locations and contacts within the organisation.

[What we spend and how we spend it](#)

This gives details of financial information relating to projected and actual income and expenditure, tendering, procurement and contracts.

[What our priorities are and how we are doing](#)

We will aim to publicise our achievements both as a provider of healthcare services to the local population. We are monitored and scrutinised by a number of external bodies in regard to our performance in a variety of areas. These areas may relate to specific service areas, professional, adverse events or to the overall management of the Trust.

[How we make decisions](#)

There are a number of professional groups who meet to ensure that clinical and non-clinical decisions are made within the team environment to assure our clinical and information governance obligations.

[Our policies and procedures](#)

Policies and procedures relating to the conduct of business and the provision of services are routinely reviewed, as are our policies and procedures relating to human resources.

[Lists and registers](#)

This class details information held in registers required by law and other lists and registers relating to the functions of the authority. The Disclosure Log is maintained in practice.

[The services we offer](#)

Information about the services we offer, including leaflets, guidance and newsletters are available under this class.

As an open and transparent organisation we are committed to routinely publishing as much information as possible. However, if you want information which is not on our

website or available through other channels you may ask us for it in accordance with further provisions of the Freedom of Information Act 2000 and of the Environmental Information Regulations 2005.

By law we have to deal with such requests within 20 working days. Some requests for information may be subject to a fee. If so, we will contact you before we proceed with your request.

Please send your request by email to collingham.med@gp-c84045.nhs.uk or by post to the Practice Manager, Collingham Medical Centre, High Street, Collingham, Newark, NG23 7LB

Fees & Charges

The Freedom of Information Act and the associated Fees Regulations stipulate that we cannot levy a fee for information unless there is a statutory basis for doing so or the amount of time taken to locate the information exceeds 18 hours. However, we are allowed to charge for disbursements related to the provision of information and any reformatting requested by the applicant, provided we ensure that the applicants are aware of any charges which may be made.

No charges will be made for any information accessed via our website.

For any information which is provided in hard copy and where there is no statutory provisions for charges, we may charge for photocopying (35p per copy) – applicant will be informed prior to producing information regarding the charge dependent upon the amount of materials used and postage.

If you want any further information about the provision of information or have any difficulty accessing information provided on our website please contact the email address above.

If you make a request and are not satisfied with the way in which we deal with it you may ask us to review any decision we make. If you wish us to undertake such a review you should write to the address above.

Any review will normally be under the control and direction of a senior member of staff who had no involvement in the original decision or process.

If you remain dissatisfied at the conclusion of any review you may complain to the Information Commissioner ~ FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. www.informationcommissioner.gov.uk

Reviewed by Julie Reid, Practice Manager ~ July 2010
Next review – July 2013