

## Freedom of Information Act Publication Scheme

### Information available from St James Medical Practice & St Nicholas Endoscopy Unit Under the Freedom of Information Act Model Publication Scheme.

#### Our Charges for Providing Information under this Scheme

All documents that we make available free of charge under this Scheme are identified in the table below as “Free”.

All documents available under this Scheme for which we may charge a fee are identified as “★”.

We will make reasonable charges (which will include staff time, administrative costs, copy costs, postage and any other out of pocket expenses we incur) when we provide the following information:

- Paper copies of certain documents;
- Supplying multiple print-outs;
- Supplying archived copies of documents that are held by the Practice but are no longer accessible or available via the Practice website

Please contact Kathy Foley at the Practice if you require a document for which a fee may be applicable. She will let you know the cost and charges that you will be required to pay us, in advance of us supplying the documents to you.

Our charges will be reviewed regularly and be in line with other NHS organisations.

We are not able to provide printouts of other organisation’s websites.

#### How the Information can be obtained under this Scheme

All documents that we make available under this Scheme can be viewed and / or downloaded from the Practice Website and / or made available in a leaflet and / or made available in hard copy format on request.

We will despatch information within 20 working days from receipt of the request and fee.

Information available on the website is also available in hard-copy format on request, although charges may apply - please contact Kathy Foley Practice Manager at the Practice for further details.

This Publication Scheme Information was last reviewed and updated on 22<sup>nd</sup> December 2014.

| Information to be published  | How the information can be obtained                           | Cost        |
|--|---|-------------|
| <b>Class 1 - Who we are and what we do</b><br>(Organisational information, structures, locations and contacts) - This will be current information only   |   |             |
| <p>St James Medical Practice provides general medical services to patients in the geographical area of King's Lynn.</p> <p>A more detailed guide to the geographical area, incorporating a detailed list of where we cover is featured on the Practice Website.</p> <p>We are under contract with West Norfolk Clinical Commissioning Group to provide these NHS Services.</p>   | <p>Practice leaflet and website</p>                           | <p>Free</p> |
| <p><b>Doctors in the Practice:</b><br/>           Senior Partner Dr Sherwood. Executive Partner Dr Moussakou. Dr Galloway, Dr Patel. Dr Mitra. Dr Davis. Dr Wijeyawardene,<br/>           Dr F Tigchelaar, Dr M Asif, Dr G Wells, Dr M Follows., Dr A Mansour</p>  | <p>Practice leaflet and website &amp; NHS Choices Website</p> | <p>Free</p> |
| <p><b>Contact details for the Practice:</b><br/>           Kathy Foley will be prime contact for maintaining this Scheme on a day-to-day basis and responding to requests made under this scheme<br/>           St James Medical Practice<br/>           County Court Road<br/>           Kings Lynn<br/>           Norfolk<br/>           PE30 5SY<br/>           Tel: 01553 774221<br/> <a href="http://www.stjamesmp.co.uk">www.stjamesmp.co.uk</a></p> | <p>Practice leaflet and website &amp; NHS Choices Website</p> | <p>Free</p> |
| <p><b>Opening hours:</b><br/>           Monday to Friday 7.30am – 6.30pm</p>   | <p>Practice leaflet and website</p>                           | <p>Free</p> |

**Information to be published**

**Other staffing details:**

Practice Manager            Kathy Foley  
 Office Manager            Lorna Leonard  
 Clinical Manager         Susan Seales  
 Patient Services Manager    Linda Rider  
 Endoscopy Nurse Managers    Andrea Muncaster & Gloria Fenton

We also employ  
 Health Care Assistant x 3  
 Housekeeping x 1  
 Administration x 8  
 Reception x 6  
 Phlebotomist x 2  
 Nurses x 10

Practice leaflet and  
 website

Free

**Information to be published**

**How the information can  
 be obtained**

**Cost**

**Class 2 – What we spend and how we spend it**

(Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit) - Current and previous financial year a a minimum

The Practice receives money in accordance with the Personal Medical Services contract held with East Anglia Area Team in exchange for services provided for our patients.

|   | <b>Current Projected Year</b> | <b>Previous Year</b> |
|---|-------------------------------|----------------------|
| <b>Total income received from the NHS before expenses</b> | £1,501,931                    | £1,489,679           |
|   |                               |                      |

Hard copy by request  
 from Practice Manager

Free

|  |            |            |  |             |
|--|------------|------------|--|-------------|
| <b>Total cost of the Practice's Contracted Services</b>  | £1,491,879 | £1,414,552 |  |             |
| There may be circumstances where material cannot be released because it is confidential or commercial information or the appropriate officer designated for these purposes under the Act has taken the view that it may be prejudicial to the conduct of the Practices' affairs. |            |            |  |             |
| Audit of NHS Income  |            |            | Hard copy by request from Practice Manager | Free        |
| <b>Information to be published</b>   |            |            | <b>How the information can be obtained</b> | <b>Cost</b> |

### Class 3 – What our priorities are and how we are doing

(Strategies and plans, performance indicators, audits, inspections and reviews) - Current and previous year as a minimum.

|   |  |  |  |      |
|---|--|--|--|------|
| The Practice's priority is to provide the highest standard of clinical care to patients registered with the Practice, ensuring we work collaboratively with other healthcare providers and support organisations, to enable more of our patients to be treated in a primary care setting, closer to home. |  |  |  |      |
| Developments In line with PCO priorities  |  |  | See PCO 5 Year Plan on their website :     |      |
| Continued participation in the Quality & Outcomes Framework (QOF).<br>Our performance under the QOF can be found on the NHS IC website: <a href="http://www.qof.ic.nhs.uk/search.asp">http://www.qof.ic.nhs.uk/search.asp</a>   |  |  | Website                                    | Free |
| Continued participation in Enhanced Services:   |  |  | Hard copy by request from Practice Manager | ★    |
| Continued participation in Commissioning Group to provide greater services for patients, closer to Home.  |  |  | Hard copy by request from Practice Manager | ★    |
| NHS Choices website provides details of our performance, and what patients think of us from the Patient Satisfaction Questionnaire, carried out annually. <a href="http://www.nhschoices.nhs.uk">www.nhschoices.nhs.uk</a>  |  |  | Website                                    | Free |

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| Our Patient Participation Group produces a report on a yearly basis, identifying key Patient issues, which we take into account in our future planning. | Website and Hard Copy from Reception       | Free |
| <b>Plans for the development and provision of NHS Services:</b>   |  |      |
| Continued participation in Quality and Outcome Framework.   | Hard copy by request from Practice Manager | ★    |
| Continued participation in Enhanced services.   | Hard copy by request from Practice Manager | ★    |
| Continued participation in Commissioning Group to provide greater services for patients Closer to Home.   | Hard copy by request from Practice Manager | ★    |

| Information to be published   |  |   | How the information can be obtained | Cost      |           |                   |                             |         |                 |                                      |            |          |  |   |     |                                    |         |        |                                    |         |               |  |         |       |                        |         |                     |                             |           |                 |          |         |           |          |           |  |   |
|---|--|---|-------------------------------------|-----------|-----------|-------------------|-----------------------------|---------|-----------------|--------------------------------------|------------|----------|--|---|-----|------------------------------------|---------|--------|------------------------------------|---------|---------------|--|---------|-------|------------------------|---------|---------------------|-----------------------------|-----------|-----------------|----------|---------|-----------|----------|-----------|--|---|
| <b>Class 4 – How we make decisions</b>  |  |   |                                     |           |           |                   |                             |         |                 |                                      |            |          |  |   |     |                                    |         |        |                                    |         |               |  |         |       |                        |         |                     |                             |           |                 |          |         |           |          |           |  |   |
| (Decision making processes and records of decisions) - Current and previous year as a minimum   |  |   |                                     |           |           |                   |                             |         |                 |                                      |            |          |  |   |     |                                    |         |        |                                    |         |               |  |         |       |                        |         |                     |                             |           |                 |          |         |           |          |           |  |   |
| <table border="1"> <thead> <tr> <th>Meeting Name</th> <th>Attendees</th> <th>Frequency</th> </tr> </thead> <tbody> <tr> <td>Partners business</td> <td>Partners &amp; Practice Manager</td> <td>Monthly</td> </tr> <tr> <td>Partners weekly</td> <td>Partners, Registrar and all Managers</td> <td>Bi-monthly</td> </tr> <tr> <td>Clinical</td> <td>All Doctors, Managers, and Practice Nurses</td> <td>Bi-Monthly – alternates with Practice Meeting</td> </tr> <tr> <td>MDT</td> <td>Drs, and community representatives</td> <td>monthly</td> </tr> <tr> <td>Nurses</td> <td>Practice Nurses &amp; Clinical Manager</td> <td>Monthly</td> </tr> <tr> <td>Receptionists</td> <td>Receptionists &amp; Patient services manager</td> <td>Monthly</td> </tr> <tr> <td>Admin</td> <td>Admin &amp; office manager</td> <td>Monthly</td> </tr> <tr> <td>Clinical governance</td> <td>Partners &amp; practice manager</td> <td>Quarterly</td> </tr> <tr> <td>Palliative Care</td> <td>Partners</td> <td>Monthly</td> </tr> <tr> <td>Education</td> <td>Partners</td> <td>Quarterly</td> </tr> </tbody> </table> |  |   | Meeting Name                        | Attendees | Frequency | Partners business | Partners & Practice Manager | Monthly | Partners weekly | Partners, Registrar and all Managers | Bi-monthly | Clinical | All Doctors, Managers, and Practice Nurses | Bi-Monthly – alternates with Practice Meeting | MDT | Drs, and community representatives | monthly | Nurses | Practice Nurses & Clinical Manager | Monthly | Receptionists | Receptionists & Patient services manager | Monthly | Admin | Admin & office manager | Monthly | Clinical governance | Partners & practice manager | Quarterly | Palliative Care | Partners | Monthly | Education | Partners | Quarterly | Hard copy by request from Practice Manager | ★ |
| Meeting Name  | Attendees                                  | Frequency                                     |                                     |           |           |                   |                             |         |                 |                                      |            |          |  |   |     |                                    |         |        |                                    |         |               |  |         |       |                        |         |                     |                             |           |                 |          |         |           |          |           |  |   |
| Partners business   | Partners & Practice Manager                | Monthly                                       |                                     |           |           |                   |                             |         |                 |                                      |            |          |  |   |     |                                    |         |        |                                    |         |               |  |         |       |                        |         |                     |                             |           |                 |          |         |           |          |           |  |   |
| Partners weekly   | Partners, Registrar and all Managers       | Bi-monthly                                    |                                     |           |           |                   |                             |         |                 |                                      |            |          |  |   |     |                                    |         |        |                                    |         |               |  |         |       |                        |         |                     |                             |           |                 |          |         |           |          |           |  |   |
| Clinical  | All Doctors, Managers, and Practice Nurses | Bi-Monthly – alternates with Practice Meeting |                                     |           |           |                   |                             |         |                 |                                      |            |          |  |   |     |                                    |         |        |                                    |         |               |  |         |       |                        |         |                     |                             |           |                 |          |         |           |          |           |  |   |
| MDT   | Drs, and community representatives         | monthly                                       |                                     |           |           |                   |                             |         |                 |                                      |            |          |  |   |     |                                    |         |        |                                    |         |               |  |         |       |                        |         |                     |                             |           |                 |          |         |           |          |           |  |   |
| Nurses  | Practice Nurses & Clinical Manager         | Monthly                                       |                                     |           |           |                   |                             |         |                 |                                      |            |          |  |   |     |                                    |         |        |                                    |         |               |  |         |       |                        |         |                     |                             |           |                 |          |         |           |          |           |  |   |
| Receptionists   | Receptionists & Patient services manager   | Monthly                                       |                                     |           |           |                   |                             |         |                 |                                      |            |          |  |   |     |                                    |         |        |                                    |         |               |  |         |       |                        |         |                     |                             |           |                 |          |         |           |          |           |  |   |
| Admin   | Admin & office manager                     | Monthly                                       |                                     |           |           |                   |                             |         |                 |                                      |            |          |  |   |     |                                    |         |        |                                    |         |               |  |         |       |                        |         |                     |                             |           |                 |          |         |           |          |           |  |   |
| Clinical governance   | Partners & practice manager                | Quarterly                                     |                                     |           |           |                   |                             |         |                 |                                      |            |          |  |   |     |                                    |         |        |                                    |         |               |  |         |       |                        |         |                     |                             |           |                 |          |         |           |          |           |  |   |
| Palliative Care   | Partners                                   | Monthly                                       |                                     |           |           |                   |                             |         |                 |                                      |            |          |  |   |     |                                    |         |        |                                    |         |               |  |         |       |                        |         |                     |                             |           |                 |          |         |           |          |           |  |   |
| Education   | Partners                                   | Quarterly                                     |                                     |           |           |                   |                             |         |                 |                                      |            |          |  |   |     |                                    |         |        |                                    |         |               |  |         |       |                        |         |                     |                             |           |                 |          |         |           |          |           |  |   |

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| <p>All issues regarding the Practice and any changes proposed are discussed at the appropriate level of meeting.</p> <p>All decisions affecting the partnership are made on a majority vote basis.</p> <p>All meetings and decisions are evidenced in minutes.</p> <p>The Practice retains two sets of minutes:</p> <ol style="list-style-type: none"> <li>1. A confidential set which contains commercially sensitive or data protected information that is not within this Publication Scheme. These minutes are shared with key personnel in the Practice, including the line managers who then brief their staff teams as necessary.</li> <li>2. General minutes of meetings are available through the Publication Scheme. Copies of these minutes are held centrally within the Practice for reference by any member of the team.</li> </ol> |  |  |
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| Information to be published   | How the information can be obtained        | Cost |
|---|--|------|
| <b>Class 5 – Our policies and procedures</b>  |  |      |
| (Current written protocols, policies and procedures for delivering services and responsibilities) - Current information only. |  |      |
| Policies and procedures about the employment of staff   | Hard copy by request from Practice Manager | ★    |
| Internal instructions to staff and policies relating to the delivery of services  | Hard copy by request from Practice Manager | ★    |
| Equality and diversity policy   | Hard copy by request from Practice Manager | ★    |
| Health and safety policy  | Hard copy by request from Practice Manager | ★    |
| Complaints procedures (including those covering requests for information and operating the publication scheme)                | Website and Hard Copy from Reception       | Free |
| Records management policies (records retention, destruction and archive)  | Hard copy by request from Practice Manager | ★    |
| Data protection policies  | Hard copy by request from Practice Manager | ★    |
| Policies and procedures for handling requests for information   | Hard copy by request from Practice Manager | ★    |
| Patients' charter   | Practice leaflet and                       | Free |

|  |         |  |
|--|---------|--|
|  | Website |  |
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| Information to be published  | How the information can be obtained        | Cost |
|--|--|------|
| <b>Class 6 – Lists and Registers</b><br>Currently maintained lists and registers only.   |  |      |
| <p>We maintain our list of registered patients using Systmone Clinical system which is fully computerised and paperless.</p> <p>At the present time, we have approximately 16500 patients registered with the Practice.</p> <p>The list is confidential.</p> |  |      |
| In accordance with the requirements of the New General Medical Services Contract we also hold a Register of Gifts to the Practice  | Hard copy by request from Practice Manager | ★    |
| <b>Any publicly available register or list</b>   | Not held                                   |      |

| Information to be published  | How the information can be obtained | Cost |
|--|-------------------------------------|------|
| <b>Class 7 – The services we offer</b><br>(Information about the services offered, including leaflets, guidance and newsletters produced for the public) - Current information only.   |                                     |      |
| <ul style="list-style-type: none"> <li>• A full range of General Medical Services</li> <li>• Ante-natal Care</li> <li>• Anticoagulant Service</li> <li>• Baby Clinic &amp; immunisation</li> <li>• Blood Pressure</li> <li>• Cervical Cytology</li> <li>• Child health surveillance</li> <li>• Vaccinations and immunisations</li> <li>• Contraceptive services</li> <li>• Dietetics</li> <li>• Disease management services including Asthma, Diabetes, Hypertension, Coronary Heart Disease and Chronic Obstructive Pulmonary Disease</li> <li>• Midwifery Services</li> <li>• Dressings</li> </ul> | Practice leaflet and website.       | Free |



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| <ul style="list-style-type: none"> <li>• Ear Syringing</li> <li>• Flu Clinics</li> <li>• Minor surgery services</li> <li>• Phlebotomy</li> <li>• Removal of Stitches</li> <li>• Travel and other immunisations</li> </ul>   |  |             |
| <p><b>Enhanced Services</b></p> <p>These are NHS services not provided through Essential or Additional services and include more specialised services undertaken by GPs or nurses with special interests and allied health professionals and other services at the primary-secondary care interface.</p> <p>They may also include services addressing specific local health needs or requirements, and innovative services that are being piloted and evaluated.</p>  | <p>Hard copies by request from Practice Manager</p>  | <p>Free</p> |
| <p><b>The following services involve information sharing with other agencies:</b></p> <ul style="list-style-type: none"> <li>• General nursing,</li> <li>• Mental health,</li> <li>• Referral to Hospitals,</li> <li>• Social services,</li> <li>• Transport.</li> <li>• Child protection</li> <li>• Safeguarding</li> </ul>  | <p>Hard copies by request from Practice Manager</p>  | <p>Free</p> |
| <p><b>Charges for services made by the Practice</b></p> <p>No charge is made for all the services we provide under contract to the NHS.</p> <p>For the services we provide which are outside our contract to the NHS, there is a charge, which we keep in line with those recommended by the British Medical Association (BMA).</p> <p><u>Examples of non-NHS services for which GPs can charge their NHS patients are:</u></p> <ul style="list-style-type: none"> <li>• Certain travel vaccinations</li> </ul> | <p>Practice Website;<br/>Practice Leaflet;<br/>On our Reception Desk;<br/>On Practice Notice Boards.</p> | <p>Free</p> |

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|---|--|--|
| <ul style="list-style-type: none"> <li>• Private medical insurance reports</li> <li>• Holiday cancellation claim forms</li> <li>• Referral for private care forms</li> <li>• Letters requested by, or on behalf of, the patient</li> </ul> <p><u>Examples of non-NHS services for which GPs can charge other institutions are:</u></p> <ul style="list-style-type: none"> <li>• Medical reports for an insurance company</li> <li>• Some reports for the DSS/Benefits Agency</li> <li>• Examinations of local authority employees</li> </ul> <p>We produce and publish a list of these Services and their associated charges.</p> |  |  |
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| <p><b>Information Leaflets:</b></p> <ul style="list-style-type: none"> <li>• Practice Brochure</li> <li>• Traveller Holiday Information</li> <li>• Patient Participation Group Reports</li> <li>• Access to medical records – application form</li> <li>• Access to medical Records – patient information leaflet</li> <li>• Carer’s Referral form</li> </ul> <p>The Practice also holds information leaflets provided by outside agencies:<br/>In addition to the above, the Practice offers a range of information about a variety of issues and a considerable number of minor illnesses via the Practice website, where you can also find a list of Useful Contacts and links to other health-related websites.</p> | <p>Practice Website;<br/>On our Reception Desk;<br/>From leaflet Dispensers<br/>in the Practice Waiting<br/>Room.</p> | <p>Free</p> |
|---|---|-------------|

|  |   |             |
|--|---|-------------|
| <p><b>Out of Hours Arrangements</b></p> <p>When the Practice is closed ‘Out of Hours Care’ for urgent medical services is provided by an ‘Out of Hours’ service arranged by NHS 111<br/>The ‘Out of Hours’ centre is based at Queen Elizabeth Hospital, Gayton Road, Kings Lynn.<br/>Accidents and emergencies occurring outside surgery hours should be directed to A &amp; E, Queen Elizabeth Hospital, Gayton Road, Kings Lynn.</p> | <p>Practice Website;<br/>Practice Leaflet</p> | <p>Free</p> |
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## Other Useful Resources

### Websites:

The Information Commissioner - [www.ico.gov.uk](http://www.ico.gov.uk)

The Justice Department - [www.justice.gov.uk](http://www.justice.gov.uk)

The NHS Freedom of Information - <http://www.ic.nhs.uk/data-protection/freedom-of-information-foi>

NHS Direct - [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

NICE - [www.nice.org.uk](http://www.nice.org.uk)

### Publications:

Code of Practice on openness in the NHS - [http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_4050490](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4050490)

Freedom of Information Act 2000 - <http://www.legislation.gov.uk/ukpga/2000/36/contents>

Code of Practice under Sections 45 & 46 FOI Act 2000 – <http://www.justice.gov.uk/information-access-rights/foi-guidance-for-practitioners/code-of-practice>