

## **THE HAMILTON PRACTICE PUBLICATION SCHEME OCTOBER 2003 (updated 29.05.08 & 10.06.10)**

**Welcome to The Hamilton Practice General Practitioners Publication Scheme. This is the combined Publication Schemes of the following doctors within this General Practice: Dr Helen E Medhurst, Dr Austin C Chukwu, Dr Rupika Ghelani, Dr Philip T Pavlou, Dr Nazmul Mohsin and Dr Harminder S Chahal.**

**The combined Publication Scheme is in three parts, as follows:**

**PART ONE: Introduction**

**PART TWO: Classes of Information that we hold**

**PART THREE: Index to the Publication Scheme and useful Resources**

### **PART ONE: INTRODUCTION**

#### **Welcome**

- **What a Publication Scheme is**

This combined Publication Scheme is a complete guide to the information routinely published by *The Hamilton Practice*. It is a description of the information about our General Practitioners and practice which we make publicly available. We shall review the Scheme at regular intervals and monitor how it is operating.

It is important to us that this Scheme meets your needs and we have designed it to be a route map so that you can find information about *The Hamilton Practice* easily.

Unless stated otherwise, the information is available free of charge. The Scheme states how the information can be obtained.

- **Your rights in relation to Freedom of Information, the Data Protection Act and the NHS Openness Code**

In addition to accessing the information identified in this combined Publication Scheme, you are entitled to request information about *The Hamilton Practice* under the NHS Openness Code 1995. A link to this is available in Part 3. Hard copies are available free of charge from the Department of Health.

Sometimes, some or all of the information cannot be provided and we will explain the reasons why not when this happens, such as when the information is of a sensitive, personal or confidential nature.

Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you and you can contact your doctor to do this.

- **Feedback**

We welcome suggestions about how the publications themselves might be improved.

Any questions, comments or complaints about this Scheme should be sent in writing to the *Practice Manager at The Hamilton Practice*.

If you have a complaint about the operation of the combined Publication Scheme, or how we have dealt with your request for information from the Scheme, please write to the *Practice Manager at The Hamilton Practice, Keats House, Bush Fair, Harlow, Essex CM18 6LY*. If you feel that we have not dealt with your complaint adequately, you may take the complaint further to the Information Commissioner. Details of how to do this are available from the *Practice Manager at The Hamilton Practice*.

## **PART 2: THE CLASSES OF INFORMATION**

All information at *The Hamilton Practice* is held, retained and destroyed in accordance with NHS guidelines. The information on this Scheme is grouped in the following broad categories:

- 1. The NHS and how we fit in**
- 2. Who we are**
- 3. Our Services**
- 4. How we spend public money**
- 5. Complaints**
- 6. Regular Publications and Information for the Public**
- 7. This Publication Scheme**

In selecting information which is to be included in each class, we will have to take into account that some of the material included in the contents may have to be exempted from disclosure under the NHS Openness Code or the Freedom of Information Act. This means that sometimes not all of the material can be made available for publication or the material may be edited.

### **1. The NHS and how we fit in**

The NHS Plan explains how the NHS is changing and sets out how all the different parts function and work together. A copy is available on the Department of Health web site; the address is at Part 3 of this Scheme.

*The Hamilton Practice* aims to follow NICE and National Service Framework guidelines. These can also be found on the Department of Health web site.

The NHS is a very large part of the public sector. A full list of local General Practices can be obtained from the *West Essex Primary Care Trust*. *The Hamilton Practice* provides personal medical services for the geographical area around *Bush Fair*. A full list of our services appears below in Class 3 of the Publication Scheme.

## **2. Who we are**

Details of the General Practice organisational structure and key personnel are outlined in the *Practice Booklet* available free of charge from *Reception* in *The Hamilton Practice*.

This practice adheres to the national Personal Medical Services contract and the Partners are independent contractors who have an individual contract with *West Essex Primary Care Trust* to provide primary care services for registered patients of the practice.

Some information will be withheld, including personal, confidential information about individuals which is protected by the Data Protection Act.

## **3. Our Services**

Our services are outlined in *Practice Booklet* available from *Reception* in *The Hamilton Practice* and the *Practice Web Site* on [www.hamiltonpractice.nhs.uk](http://www.hamiltonpractice.nhs.uk). These explain the range of services that we provide ourselves or together with other agencies. Some services may involve Information-sharing (e.g. child protection conferences) with other agencies.

*The Hamilton Practice* premises and hours of opening are set out in the *Practice Booklet*. The *Practice Booklet* also explains our arrangements for out of hours cover and emergencies.

The partners consult in English. *West Essex Primary Care Trust* has an interpreter service which can be made available to *The Hamilton Practice*.

All doctors can be consulted about any problems that lie within the practice remit. For particular problems you may be advised to see a particular doctor after the initial consultation.

## **4. How we spend public money**

*The Hamilton Practice* receives funding from *West Essex Primary Care Trust* in exchange for NHS services provided to patients.

The total income received from the NHS before expenses (including staff costs) in 2002/2003 was £831,292.95.

The sum identified for spending on NHS drugs prescribed by *The Hamilton Practice* in 2002/2003 was £1,071,407.00.

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 Hamilton Practice's* affairs.

## **5. Complaints**

A copy of the complaints policy for our practice is available upon application to the *Practice Manager*.

## **6. Regular Publications and Information for the Public**

Our policies: confidentiality, zero tolerance, scale of fees, data protection, health & safety and removal of patients from the practice list are available from *Reception at The Hamilton Practice*.

Information leaflets relating to the clinical services and health services that we provide for patients and the public are available in *The Hamilton Practice Reception* areas.

## **7. This Publication Scheme**

The Freedom of Information Act does not change the right of patients to protection of their patient confidentiality in accordance with Article 8 of the Human Rights Convention, the Data Protection Act and at common law. Maintaining the right to patient confidentiality continues to be an important commitment on our part. To help with this, the *West Essex Primary Care Trust* has appointed someone who is called a *Caldicott Guardian*, and who has responsibility to ensure the protection of patient confidentiality. The *Caldicott Guardian* responsible for *West Essex Primary Care Trust* is:

*The Director of Nursing and Modernisation, West Essex PCT, Building 3, Spencer Close, St Margaret's Hospital, The Plain, Epping, Essex CM16 4TN*

*The Caldicott Guardian* oversees the governance of access to patient identifiable information for all the General Practitioners in the *West Essex Primary Care Trust*.

Under Section 19 of the Freedom of Information Act 2000 (there is a link to the Act in Part Three below), each General Practitioner has a legal duty to adopt and maintain a Publication Scheme for the publication of the information held. The purpose of the Act is to promote greater openness by public authorities which includes General Practitioners. From 2005 it will also oblige the General Practitioners to respond to requests about the information which they hold and is recorded in any form and it will create a right of access to that information. These rights are subject to some exemptions which the General Practitioners have to take into account before deciding what information can be released. This combined Publication Scheme will help you to find all the information which the General Practitioners in *The Hamilton Practice* publish.

This combined Publication Scheme aims to make as much information about *The Hamilton Practice* available as possible on a continuous basis. We will continue to add to the information here pro-actively and regularly. Whenever we make any changes to any of the information above we will ensure that the Publication Scheme reflects these changes.

Cost of Information – for the most part we will charge you only for hard copies. Some information is available free but for others there may be a charge. These charges will vary according to how much information is made available.

### **PART THREE: USEFUL RESOURCES**

Web sites:

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

This is the web site of the Information Commissioner

[www.justice.gov.uk](http://www.justice.gov.uk)

This is the web site of the Ministry of Justice

[www.foi.nhs.uk](http://www.foi.nhs.uk)

This is the NHS Freedom of Information web site

[www.westessexpct.nhs.uk](http://www.westessexpct.nhs.uk)

This is the web site of West Essex Primary Care Trust

### **Publications**

- NHS Openness Code [www.foi.nhs.uk/cd/codes\\_openness.html](http://www.foi.nhs.uk/cd/codes_openness.html)
- FOI Act 2000 [www.opsi.gov.uk/Acts/acts2000/ukpga\\_20000036\\_en\\_1](http://www.opsi.gov.uk/Acts/acts2000/ukpga_20000036_en_1)
- Code of Practice under Section 45 FOI Act 2000 [www.justice.gov.uk](http://www.justice.gov.uk)
- Code of Practice under Section 46 FOI Act 2000 [www.justice.gov.uk](http://www.justice.gov.uk)
- Statement of Fees and Allowances payable for General Medical Practitioners in England

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