

Responding to requests

All requests for information must be responded to within 20 working days. A fee can be charged when dealing with a request. This will be calculated in accordance with the Act. If a fee is required for information requested, the 20 day timescale can be extended to up to three months.

The Secretary of State has set limits to charges, should the request for information exceed these charges, this practice does not have to action the request. There maybe a charge for information not covered by the Act or for large amounts of information that might not otherwise be disclosed due to the cost.

The practice is not obliged to comply with vexatious requests or repeated or substantially similar requests from the same person other than at reasonable intervals.

Exemptions

There is a range of exemptions covering personal data, security, formulation of government policy commercial and individual confidentiality. A further absolute exemption is where information is accessible by other means or if the information has been provided in confidence. Other exemptions include information relating to commercial interests and audit functions.

The Information Commissioner

The information Commissioner is an independent public body and reports directly to Parliament. The Commissioner is responsible for implementing the Act. Further information available at:

<http://www.ico.gov.uk/>

Other informative FOIA websites:

<http://www.foi.nhs.uk/>



Request for information

Requests must be in writing (email and are fax acceptable) and must include the name and address for the correspondence and a clear description of the information requested.

Requests for information should be made to:

Kirsten Estill
463a Scalby Road, Scarborough, YO12 6UB

OR

Kirsten Estill
56 Esplanade Road, Scarborough, YO11 2AU

Email: SCRCCG.smg@nhs.net
Fax: 01723 506839 or 01723 501582

Other Publications available upon request from the practice are:

Main Practice Leaflet

Patient Confidentiality
Freedom of Information
Complaint Leaflet

We hope this brochure will provide all the information you need to easily access our services. Our aims are to offer you a medical service that is high quality, comprehensive, personal and friendly. Not all services provided by the surgery are covered in this leaflet, please see our website www.scarboroughmedicalgroup.co.uk for more details or ask at any of our reception desks.



FREEDOM OF INFORMATION

DANES DYKE SURGERY

463A SCALBY ROAD, NEWBY, SCARBOROUGH, NORTH YORKSHIRE, YO12 6UB

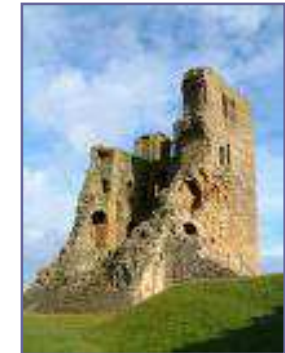
CLOUGHTON SURGERY

1 STATION LANE, CLOUGHTON, SCARBOROUGH, NORTH YORKSHIRE, YO13 0AD

SOUTH CLIFF SURGERY

56 ESPLANADE ROAD, SCARBOROUGH, NORTH YORKSHIRE YO11 2AU

WWW.SCARBOROUGHMEDICALGROUP.CO.UK



Contact numbers:

DANES DYKE

TEL: 01723 375343
FAX: 01723 501582

SOUTH CLIFF

TEL: 01723 501610
FAX: 01723 506839

WELCOME

We hope this brochure will provide all the information you need to easily access our services. Our aims are to offer you a medical service that is high quality, comprehensive, personal and friendly. Not all services provided by the surgery are covered in this leaflet, please see our website www.scarboroughmedicalgroup.co.uk for more details or ask at any of our reception desks.

THE TEAM:

Practice General Partners: Dr Nicholas Whelan, Dr Malcolm Abrines, Dr Mark Laws

Salaried GPs: Dr Anne Polkey, Dr Tony Thomas, Dr Jenni Lawrence, Dr Nicola Cole, Dr Nicola Kidd, Dr Anju Shahid

Practice Locum Doctors: Dr Peter Billingsley

Senior Practice Nurse: Bree Tarrant-Ives

Practice Nurses: Kathryn Bland, Jane Keightley,

Amanda Bennett

Treatment Room Nurse: Lesley Grieve

Healthcare Assistants: Julia Floyd

Clinical Assistant: Julie Langley

Freedom of Information Act 2000

The Freedom of Information Act, gives the general right of access to all types of recorded information held by the practice. The intention of the Act is to encourage a spirit of openness and transparency in the NHS and the whole public sector. Our organisation aims to fully support this.

The public have had full access rights from January 2005. This means that far more information will be routinely and freely made available. This is subject to some exemptions, which will be outlined later in this leaflet.

Any individual or organisation can make a request for information. The applicant does not have to explain why this information is requested. The Act gives the right to:

- be told if information exists
- receive information (ideally in the format requested, for example, as a copy or summary or the applicant may ask to inspect a record)

The Publication Scheme

This practice has developed a publication scheme. It is a guide to information, routinely published and gives indication of information intended to be published. The publication scheme describes the form in which the information is published and any fees that will be charged. A request can be made from information listed in this publication scheme.

The publication scheme can be accessed via the Practice Manager or on our website:
www.scarboroughmedicalgroup.co.uk

The main headings in the scheme are listed below:

Who we are

Details of the practice
Organisational structures
Key personnel
How we fit into the NHS

Our services

The range of services we provide under contract to the NHS
Practice leaflet

Financial and funding information

Funding details
Charging policies
Financial management
Purchaser equipment and supplies

Regular publications and information for the public

Guidance and information leaflets relating to the clinical services and health services we provide

Complaints

How to make a complaint
Who to contact to make a complaint

Policies and procedures

General policies and procedures including:
Complaints policy
Confidentiality
Data protection
Health and safety

This publication scheme

Changes to the scheme
Criteria on which information management policies are made in the practice
Proposed changes and additions to publications already available
Referral point for all enquiries regarding information management generally in the practice

Cost of information

Details of any charges for providing information

Useful Resources

List of useful websites
List of useful publications