

### 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:

Vicky Matson  
463a Scalby Road, Scarborough, YO12 6UB

OR

Vicky Matson  
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](http://www.scarboroughmedicalgroup.co.uk) for more details or ask at any of our reception desks.*

**SMG**  
Scarborough Medical Group

### 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](http://WWW.SCARBOROUGHMEDICALGROUP.CO.UK)

### Contact numbers:

#### DANES DYKE

TEL: 01723 375343  
FAX: 01723 501582

#### SOUTH CLIFF

TEL: 01723 501610  
FAX: 01723 506839

#### Practice Area

YO11, YO12 & YO13

## 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](http://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, Dr Nicola Cole

**Salaried GPs:** Dr Anne Polkey, Dr Nicola Kidd, Dr Rebecca Line, Dr Rosie Jones, Dr Sarah Brown, Dr Gemma Pearson

**Nurse Practitioner/Nurse Manager:** Bree Tarrant-Ives

**Nurse Practitioners:** Jacky Hoyle, Anne Parke, Amber Cornforth

**Nurse Prescriber:** Sue North

**Practice Nurse:** Jane Keightley

**Treatment Room Nurse:** Lesley Grieve

**Healthcare Assistants:** Julia Floyd, Claire Bennett, Prue Hick, Jennifer Cook

## 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](http://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