

# Lochgoilhead Medical Centre Publication Scheme

6th May 2005

Welcome to the Lochgoilhead Medical Centre Publication Scheme. This is a guide to practice Publication Scheme as required by the Freedom of Information Act (Scotland) .

## **1 Introduction**

This Publication Scheme is a complete guide to the information routinely made available to the public by Lochgoilhead Medical Centre. It is a description of the information about our General Practitioners and Practice which we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

### **1.1 How much does it cost?**

The publications are all free unless otherwise indicated within each Class . Where information is provided at a cost the charges will be calculated as set out in Class 7.

### **1.2 How is the information made available?**

The information within each Class is available in hard copy from:

The Practice Manager  
Lochgoilhead Medical Centre  
Lochgoilhead  
PA24 8AA  
Tel: 01301 703258  
Fax 01301 703400

### **1.2.1 Your rights to information**

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about 'The Surgery' General Practice under the NHS Openness Code 1995.
- The Freedom of Information Act (Scotland) recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.
- From January 1st 2005 it will oblige the General Practice to respond to requests about information that it holds, and is recorded in any format and it will create a right of access to that information. These rights are subject to some exemptions which have to be taken into consideration before deciding what information it can release.
- New environmental information regulations may be introduced as early as 2003. These will enable similar access to environmental information as under the Freedom of Information Act (Scotland) .
- Under the Data Protection Act (Scotland) , you are also entitled to access your clinical records or any other personal information held about you. For this, please contact:

The Practice Manager  
Lochgoilhead Medical Centre  
Lochgoilhead  
PA24 8AA

Tel: 01301 703258

Fax 01301 703400

### **1.3 Feedback**

If you have any comments about the operation of the Publication Scheme, or how we have dealt with your request for information from the Scheme, please write to:

The Practice Manager  
Lochgoilhead Medical Centre  
Lochgoilhead  
PA24 8AA  
Tel: 01301 703258  
Fax 01301 703400

## **2 Classes of Information**

All information at the 'The Surgery' General Practice is held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information which can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act (Scotland) . Where individual Classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act (Scotland) . This applies to all Classes within the Publication Scheme. The information on this Scheme is grouped into the following broad categories:

### **2.1 Who we are**

Details of the practice, organisational structures, key personnel and how we fit into the NHS

This practice has a General Medical Services contract. The contract is with: Argyll and Clyde Primary Care Trust.

The practice aims to follow National Institute for Clinical Excellence (NICE) and National Service Framework guidelines. Copies of these can also be found on the NICE website ([www.nice.org.uk](http://www.nice.org.uk)) or the Department of Health website ([www.doh.gov.uk](http://www.doh.gov.uk)).

The NHS is a very large part of the public sector. It is possible to find out information about our practice, the Argyll and Clyde PCT and other NHS services in your area by using [www.show.scot.nhs.uk](http://www.show.scot.nhs.uk). A full list of local General Practices can be found there too.

The practice provides General Medical Services for the geographical area of Lochgoilhead and Carrick.

The names of GPs at our practice are

Dr Peter von Kaehne MRCP DCH (Principal)

Dr Peter Fettes MB CHB (Associate GP)

The practice also employs:

- Administrative staff
- Practice manager(s)
- Practice nurse with district nurse duties
- A triple duty nurse (Healthvisitor, Midwife and Districtnurse) is attached to the practice

A full list of the services we provide is detailed in Class 2 below.

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

## **2.2 Our services**

This is the range of services we provide under the NHS:

- Baby clinic (as required)
- Cervical cytology
- Child health surveillance (as required)
- Contraceptive services
- Disease management clinics (seasonal)
- District nurse
- Health promotions clinics (e.g. well man and well woman clinics)(seasonal)
- Immunisations
- Maternity medical services (as required)
- Minor surgery services
- Dispensing of pharmaceuticals to registered patients

Some of these services are provided in partnership with other agencies, namely:

- Baby Clinics provided in conjunction with Argyll and Clyde Primary Care Trust
- Maternity Services ditto

For any policies relating to our services, please refer to Class 6.

See also our practice leaflet which is available free of charge from:

The Practice Manager  
 Lochgoilhead Medical Centre  
 Lochgoilhead  
 PA24 8AA  
 Tel: 01301 703258  
 Fax 01301 703400

### **2.2.1 Opening and closing times**

The practice is open daily from 9:00 onwards until 17:30.

The telephone is manned from 8:00 until 18:00.

Ordinary consulting hours are Monday to Friday from 10:00 until 11:30 and Monday, Wednesday and Friday from 16:00 until 17:00. Other clinics are as advertised.

On Wednesday afternoons the practice covers also for Dr Troup's surgery in Arochar. On Thursday afternoons Dr Troup's surgery covers for the practice.

Out of Hours Care is the responsibility of Argyll and Clyde Primary Care Trust (weekdays 18:00-8:00, weekends and bankholidays all day)

### **2.2.2 Language and translation information:**

German, Farsi and Turkish are spoken by our GP's. Patients requiring assistance in any other languages are referred to a local Interpreter service who will accompany them on visits to the Surgery.

### **2.2.3 Clinical interests at our practice:**

Dr von Kaehne is interested in the treatment and care of patients with psychiatric needs.

Dr fettes is interested in the treatment and care of patients with sports injuries.

## **2.3 Financial and funding information**

The 'The Surgery' receives money from Argyll and Clyde Primary Care Trust according to its contract (as per Class 1 above) in exchange for services provided for patients.

The total income received from the NHS before expenses in 2004/5 under the current principal was (currently no numbers yet available)

Please see Part III for a link to the document titled «Statement of Fees and Allowances payable for General Medical Practitioners in Scotland». Please apply to the Scottish Secretary of Health for information on costs and the formats this is available in.

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 (Scotland) has taken the view that it may be prejudicial to the conduct of the Practice's affairs.

## **2.4 Regular publications and information for the public**

Information leaflets relating to the clinical services and health services that we provide for patients and the public, and our range of regular publications are freely available at the surgeries, in the reception areas. Alternatively, please contact:

The Practice Manager  
Lochgoilhead Medical Centre  
Lochgoilhead  
PA24 8AA  
Tel: 01301 703258  
Fax 01301 703400

## **2.5 Complaints Policies, procedures and contacts for complaints**

If you wish to make a complaint about any aspect of our service, you should first contact:

The Practice Manager  
Lochgoilhead Medical Centre  
Lochgoilhead  
PA24 8AA

Tel: 01301 703258

Fax 01301 703400

The complaints policy for our practice can be obtained at a cost of £ 0.00 in hardcopy from:

Lochgoilhead Medical Centre

Lochgoilhead

PA24 8AA

Tel: 01301 703258

Fax 01301 703400

## **2.6 Our policies and procedures**

These include (but are not restricted to) data protection, prescribing and prescription, zero tolerance and health and safety.

We have policies available on the following:

- complaints (£ 0.00)
- Standard Operating Procedures for Dispensary (£0.00)

Each of the above are available in hardcopy. If you would like a copy, please contact:

The Practice Manager

Lochgoilhead Medical Centre

Lochgoilhead

PA24 8AA

Tel: 01301 703258

Fax 01301 703400

## **2.7 This publication scheme**

In this class we will publish any changes we make to this publication scheme, the criteria on which our information management policies are made and a



referral point for all enquires regarding information management generally in the practice. We will also publish any proposed changes or additions to publications already available.

This and similar publication schemes are a work in process and will be altered and adapted in accordance to new developments

### **2.7.1 Cost of Information**

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD-ROM). Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available. Charges are as follows:

1. Leaflets and brochures free of charge for leaflets or booklets on, for example, services we offer to the public. A list is available in Class 4.
2. Glossy or other bound paper copies, or in some cases a CD-ROM, video or other mediums are for charge as in our publication lists available from

The Practice Manager  
Lochgoilhead Medical Centre  
Lochgoilhead  
PA24 8AA  
Tel: 01301 703258  
Fax 01301 703400

3. E-mail will be free of charge unless it says otherwise.

The charges will be reviewed regularly.

## **3 Useful Resources**

### **3.1 Websites:**

- Argyll and Clyde Primary Care Trust [www.show.scot.nhs.uk](http://www.show.scot.nhs.uk)

- Information Commissioner [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)
- Lord Chancellors Department [www.lcd.gov.uk](http://www.lcd.gov.uk)
- NHS Freedom of Information [www.foi.nhs.uk](http://www.foi.nhs.uk)
- General Medical Council [www.gmc-uk.org](http://www.gmc-uk.org)

### **3.2 Publications:**

- NHS Openness Code [www.doh.gov.uk/nhsexec/codemain.htm](http://www.doh.gov.uk/nhsexec/codemain.htm) [www.doh.gov.uk/nhsexec/](http://www.doh.gov.uk/nhsexec/)
- FOI Act (Scotland) [www.hmso.gov.uk/acts/acts2000/20000036.htm](http://www.hmso.gov.uk/acts/acts2000/20000036.htm)
- Statement of Fees and Allowances payable for General Medical Practitioners in England [www.doh.gov.uk/pricare/fees.htm](http://www.doh.gov.uk/pricare/fees.htm)

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