

Information available from Liphook & Liss Surgery 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;
- Copying data onto media (e.g. CD-ROM);
- 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 the Practice Manager at the Practice if you require a document for which a fee may be applicable. They 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 downloaded from the Practice Website or made available in a leaflet and 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 the Practice Manager at the Practice for further details.

This Publication Scheme Information was last reviewed and updated on 21.5.13.

Information to be published	How the information can be obtained	Cost												
Class 1 - Who we are and what we do (Organisational information, structures, locations and contacts) - This will be current information only														
<p>Liphook & Liss Surgery provides general medical services to patients in the geographical area of Liss and Liphook.</p> <p>A more detailed guide to the geographical area, incorporating a detailed list of all towns and villages we cover is featured on the Practice Website.</p> <p>We are under contract with NHS England to provide these NHS Services.</p>	<p>Practice leaflet and website</p>	<p>Free</p>												
<p>Doctors in the Practice:</p> <p>Dr Barbara E. Rushton Dr Suzy J. Holden Dr Caroline Welch Dr Thomas Price Dr Johnny Vere-Hodge Dr Jenny Parkes Dr Anna Lalonde Dr Sian Taylor Dr Caroline Phillipson</p>	<p>Practice leaflet and website & NHS Choices Website</p>	<p>Free</p>												
<p>Contact details for the Practice: Practice Manager – Mike Korab</p> <table border="0" data-bbox="91 1137 996 1369"> <tr> <td>Hillbrow Road</td> <td>Station Road</td> </tr> <tr> <td>Liss</td> <td>Liphook</td> </tr> <tr> <td>Hampshire</td> <td>Hampshire</td> </tr> <tr> <td>GU33 7LE</td> <td>GU30 7DR</td> </tr> <tr> <td>Telephone 01730 892262</td> <td>Telephone 01428 724768</td> </tr> <tr> <td>Fax 01730 895779</td> <td>Fax 01428 724162</td> </tr> </table> <p>www.liphookandlissurgery.co.uk</p>	Hillbrow Road	Station Road	Liss	Liphook	Hampshire	Hampshire	GU33 7LE	GU30 7DR	Telephone 01730 892262	Telephone 01428 724768	Fax 01730 895779	Fax 01428 724162	<p>Practice leaflet and website & NHS Choices Website</p>	<p>Free</p>
Hillbrow Road	Station Road													
Liss	Liphook													
Hampshire	Hampshire													
GU33 7LE	GU30 7DR													
Telephone 01730 892262	Telephone 01428 724768													
Fax 01730 895779	Fax 01428 724162													

<p>Opening hours: 8.00am - 6.30pm, Monday to Friday Saturday Mornings Two Saturdays per month Monday Evenings 18:30 – 19:30. Alternate between Liss and Liphook</p>	<p>Practice leaflet and website</p>	<p>Free</p>
---	-------------------------------------	-------------

Information to be published	How the information can be obtained	Cost
<p>Other staffing details:</p> <p>Nursing Team Heather French – Practice Nurse Sarah Starling - Practice Nurse Anne Chuter – Practice Nurse Jill Justin – Practice Nurse Gillian Harris – Health Care Assistant Sandra Thacker – Health Care Assistant</p> <p>Management Team Helen Steven – Assistant Practice Manager Carol Richards - Practice Administrator Tanya Chainey - Dispensing Supervisor Jane Neale - Liss Senior Receptionist Rose Noonan - Liphook Senior Receptionist</p>	<p>Practice leaflet and website</p>	<p>Free</p>

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 as a minimum								
<p>The Practice receives money in accordance with the Personal Medical Services contract held with NHS England in exchange for services provided for our patients.</p> <table border="1" data-bbox="94 518 1650 705"> <thead> <tr> <th data-bbox="94 518 609 600"></th> <th data-bbox="609 518 1131 600">Current Projected Year</th> <th data-bbox="1131 518 1650 600">Previous Year</th> </tr> </thead> <tbody> <tr> <td data-bbox="94 600 609 705">Total income received from the NHS before expenses</td> <td data-bbox="609 600 1131 705">1,395,959.00</td> <td data-bbox="1131 600 1650 705">1,395,959.00</td> </tr> </tbody> </table> <p>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.</p>		Current Projected Year	Previous Year	Total income received from the NHS before expenses	1,395,959.00	1,395,959.00	<p>Hard copy by request from Practice Manager</p>	<p>Free</p>
	Current Projected Year	Previous Year						
Total income received from the NHS before expenses	1,395,959.00	1,395,959.00						

Information to be published	How the information can be obtained	Cost
-----------------------------	-------------------------------------	------

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.		
<p>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.</p>		
<p>Developments In line with NHS priorities</p>	<p>See NHS Business Plan on their website : http://www.england.nhs.uk/pp-1314-1516/</p>	
<p>Continued participation in the Quality & Outcomes Framework (QOF). Our performance under the QOF can be found on the NHS IC website: http://www.qof.ic.nhs.uk/search.asp</p>	<p>Website</p>	<p>Free</p>
<p>Continued participation in Enhanced Services:</p>	<p>Hard copy by request from Practice Manager</p>	<p>★</p>
<p>Continued participation in Commissioning Group to provide greater services for patients, closer to home.</p>	<p>Hard copy by request from Practice Manager</p>	<p>★</p>
<p>NHS Choices website provides details of our performance, and what patients think of us from the Patient Satisfaction Questionnaire, carried out annually. www.nhschoices.nhs.uk</p>	<p>Website</p>	<p>Free</p>
<p>Our Patient Participation Group produces a report on a yearly basis, identifying key Patient issues, which we take into account in our future planning.</p>	<p>Website and Hard Copy from Reception</p>	<p>Free</p>

Plans for the development and provision of NHS Services:		
Continued access for patients with extended hours	Website	Free
Continued promotion of internet facilities for ordering repeat medications and making/cancelling advance appointments	Website	Free

Information to be published

How the information can be obtained

Cost

Class 4 – How we make decisions

(Decision making processes and records of decisions) - Current and previous year as a minimum

Meeting Name	Attendees	Frequency
Partners	Partners & Practice Manager	Weekly
Primary Healthcare Team	Partners, Registrar, Managers, Practice Nurses, District Nurses, Health Visitors, Community Psychiatric Nurses	Monthly
Nurses	Practice Nurses, Senior Partner & Managers	Approx 6 weekly
Admin Staff	Practice Manager, Office Manager & Receptionists	Approx 6 weekly

Hard copy by request from Practice Manager

★

The Palliative Care Register is discussed at the Palliative Care Meeting.

All issues regarding the Practice and any changes proposed are discussed at the appropriate level of meeting.

All decisions affecting the partnership are made on a majority vote basis.

All meetings and decisions are evidenced in minutes.

The Practice retains an electronic copy of minutes:

Information to be published	How the information can be obtained	Cost
Class 5 – Our policies and procedures (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 dignity and respect policy	Website and Hard Copy from Reception	Free

Information to be published	How the information can be obtained	Cost
Class 6 – Lists and Registers Currently maintained lists and registers only.		
<p>We maintain our list of registered patients using the EMIS Web Clinical system which is fully computerised and paperless.</p> <p>At the present time, we have approximately 10200 patients registered with the Practice.</p> <p>The list is confidential.</p>		
<p>Any gifts are discussed and minute during a Partners Meeting</p>	<p>Hard copy by request from Practice Manager</p>	<p>★</p>

Information to be published	How the information can be obtained	Cost
Class 7 – The services we offer (Information about the services offered, including leaflets, guidance and newsletters produced for the public) - Current information only.		
<p>The services we provide in accordance with the Personal Medical Services contract held with NHS England include the following:</p> <ul style="list-style-type: none"> • A full range of General Medical Services • Ante-natal Care • Baby Clinic & Immunisation • Cervical Cytology • Child health surveillance • Childhood developmental checks, vaccinations and immunisations • Contraceptive services • Cryotherapy • Disease management services including Asthma, Diabetes, Hypertension, Coronary Heart Disease and Chronic Obstructive Pulmonary Disease • Dressings • Ear Syringing • Flu Clinics • Health promotion services for young people and adults of all ages (Well man / Well woman) • Immunisations • Joint Injections • Maternity Medical Services • Minor surgery services • New patient consultations • Phlebotomy • Removal of Stitches • Smoking Cessation Service • Travel and other immunisations 	<p>Practice leaflet and website.</p>	<p>Free</p>

<p>Enhanced Services</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>We provide the following enhanced services:</p> <ul style="list-style-type: none"> • Fitting of contraceptive coils and implants • Learning Disabilities • MMR Catch-up Campaign • Shingles vaccination programme • Dementia diagnosis and support • Microsuction • Patient Reference Group • NHS Health Checks • Seasonal Flu vaccination programme 	<p>Hard copies by request from Practice Manager</p>	<p>Free</p>
---	---	-------------

<p>The following services involve information sharing with other agencies:</p> <ul style="list-style-type: none"> • Child protection, • General nursing, • Mental health, • Referral to Hospitals, • Social services, • Transport. 	<p>Hard copies by request from Practice Manager</p>	<p>Free</p>
<p>Charges for services made by the Practice</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"> • Certain travel vaccinations • Private medical insurance reports • Holiday cancellation claim forms • Referral for private care forms • Letters requested by, or on behalf of, the patient <p><u>Examples of non-NHS services for which GPs can charge other institutions are:</u></p> <ul style="list-style-type: none"> • Medical reports for an insurance company • Some reports for the DSS/Benefits Agency <p>We produce and publish a list of these Services and their associated charges.</p>	<p>Practice Website; Hard copy available on request from Reception</p>	<p>Free</p>

Information Leaflets:

- Practice Brochure
- Practice Newsletter
- Patient Participation Group Report
- Carer’s Referral form

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.

Practice Website;
On our Reception Desk;

Free

Out of Hours Arrangements

When the Practice is closed ‘Out of Hours Care’ for urgent medical services is provided by an ‘Out of Hours’ service arranged by the local Clinical Commissioning Group/ NHS 111.

The ‘Out of Hours’ centre is based at Chase Hospital, Bordon

The practice is served by 5 District General Hospitals who have A&E departments for accident and emergencies.

Practice Website;
Practice Leaflet

Free

Other Useful Resources

Websites:

The Information Commissioner - www.ico.gov.uk

The Justice Department - 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

NICE - www.nice.org.uk

Publications:

Code of Practice on openness in the NHS -

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>