



**weavers  
medical**

## **Publication Scheme**

Welcome to the Publication Scheme for Weavers Medical. Information covered by this scheme is only about the primary, general or personal medical services we provide under contract to the National Health Service, and does not include any information that is not held, is held for other purposes or would be exempt from release.

### **Introduction**

The Weavers Medical Publication Scheme is a complete guide to the information routinely made available to the public. It is a description of the information, about the Practice and the General Practitioners that work there, that is available to the public. It will be reviewed at regular intervals and we will monitor its effectiveness.

### **Classes of Information**

All information at Weavers Medical 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 2000. 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 1998. This applies to all Classes within the Publication Scheme.

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

The publications are all free unless otherwise stated within each Class (with £'s).

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

Some information is available from the practice website:  
[www.weaversmedical.co.uk](http://www.weaversmedical.co.uk)

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

Jo Shaw  
Practice Manager  
Weavers Medical  
Prospect House  
Kettering  
Northants  
NN16 8DN

The Freedom of Information Act 2000 recognises that everyone has the right to know how public services are organised and run, how much they cost and how you can make complaints if you need to. You have the right to know which services are being provided, the targets that are being set, the standards of service that are expected, the results achieved and how decisions are made.

From January 1<sup>st</sup> 2005 the Freedom of Information Act will require all General Practices to respond to requests about information they hold, and it will create a right of access to that information. The rights to request and access this information are subject to some exemptions which a General Practice has to take into consideration before deciding what information can be released.

**Subject Access Requests under the Data Protection Act 1998**

If you want to ask us for information which we may hold about you then this will be dealt with under the Data Protection Act 1998. This would include information relating to health records, employment and training record – anything which is limited to you as a person whether as a patient or employee. Further information about how to make a request for access to your health records is available in the Practice Booklet, from the Practice Receptionists and on the practice website: [www.weaversmedical.co.uk](http://www.weaversmedical.co.uk)

## **Class 1 - Who we are and what we do**

Weavers Medical  
Prospect House  
Kettering  
Northants NN16 8DN  
Main telephone: 01536 513494  
[www.weaversmedical.co.uk](http://www.weaversmedical.co.uk)

Weavers Medical is an NHS General Practice within the Northamptonshire Teaching Primary Care Trust area.

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 Northamptonshire Teaching Primary Care Trust and other NHS services in your area by using [www.nhs.uk](http://www.nhs.uk).

The doctors in this practice are:

Dr John Aherne	full time partner
Dr Clark Balloch	full time partner
Dr Lynne Graham	part time partner
Dr Narendra Mistry	full time partner
Dr John McManus	full time partner
Dr Jonathan Sansome	full time partner
Dr Raffaella Poggi	part time partner
Dr Colleen Wood	part time associate

In addition the practice employs:

Management Staff  
Administrative Staff  
Nursing Staff

Our practice opening hours are as agreed with the Primary Care trust and are detailed in the practice booklet, on the practice website and on notice boards throughout the practice.

## **Class 2 - What we spend and how we spend it**

The practice receives its funding from Northamptonshire Teaching Primary Care Trust in exchange for services provided to patients.

Details of the funds received from the Primary Care Trust to provide NHS Services are:

In the year to 31<sup>st</sup> December 2007 before expenses the practice received £1.4m from the PCT. The average patient list size during 2007 was 14635; the PCT provided £96 per patient.

In the year to 31<sup>st</sup> December 2008 the sum received from the Primary Care Trust for services before expenses was £1.4m. The average patient list size during 2008 was 14743; the PCT provided £95 per patient.

The prescribing budget issued to the practice for the period 2007/08 was £1,972,830.00. The actual spend on drugs by the practice was £2,089,678.00. An overspend of 5.92%.

The prescribing budget issued to the practice for the 2008/09 financial year is £2,069,952.00

The practice has internal probity systems in place to validate any claim made from the NHS. The PCT audits all claims made for payment under the contract.

Further information is available from the Department of Health – “Statement of Fees and Allowances” payable to General Medical Practitioners in England”.  
[www.dh.gov.uk](http://www.dh.gov.uk)

### **Class 3 - What our priorities are and how we are doing**

The strategic focus for the practice has been to relocate to its new and larger premises, to consolidate and expand services provided from Prospect House for patients. **See services listed in Class 7**

The practice performance against the Quality and Outcome Framework for 2006/07 was 1049.95 points, out of a maximum available of 1050.

The practice performance against the Quality and Outcome Framework for 2007/08 was 999 points, out of a maximum available of 1000.

Information about The National GP Patient Survey is available at: [www.gp-patient.co.uk](http://www.gp-patient.co.uk)

The GP Patient Survey is part of the Government's commitment to make the NHS more responsive to patients' needs. The survey will ask patients about a range of issues, such as how easy or difficult it is for patients to make an appointment at their surgery, satisfaction with opening hours, the quality of care received from their GP and practice nurses, amongst other things.

The Department of Health has set some standards for how easy it should be for people to book an appointment with their doctor. The survey will measure how well GP surgeries are meeting these standards and therefore help surgeries and Primary Care Trusts (PCTs) understand where improvements are needed. This survey is an opportunity for patients to have their say about how well their practice is doing at providing these services to patients. If you receive a questionnaire we encourage you to complete this.

The survey is part of the Department of Health's commitment to make the NHS more responsive to patients' needs, and will give them a better picture of people's experiences of their local NHS services. Ipsos MORI, an independent survey agency, is administering the survey on behalf of the Department of Health.

The practice results in this national survey for the last two years are

Access Dimension	Weavers 06/07	National Average 06/07	Weavers 07/08	National Average 07/08
Satisfaction with telephone access	74	86	86	87
Ability to consult a GP within 48 hours	81	86	88	87
Ability to book an advance appointment	50	75	71	77
Ability to book an appointment with a specific GP	67	88	77	88
Satisfaction with opening hours	88	84	86	82

The results of the Practice "Patient Experience Survey" for 2008/09 are available on the Practice Website and on posters in the practice. The results of the survey undertaken in 2007/08 are also displayed in the practice and a full report is available to read in the waiting area.

## **Class 4 - How we make decisions**

Details of decisions made in the practice affecting the provision of NHS services are available from the Practice Manager.

## **Class 5 – Our policies and procedures**

Policies and procedures about the employment of staff are available – see the index below

### **STAFF POLICY - INDEX**

Adoption Leave & Benefits Policy	Dec 03
Alcohol Misuse Policy	Dec 03
Anti-Discrimination/Equal Opportunities Policy	Mar 04
Bank Holiday Entitlement for Part time Staff	Oct 07
Bullying and Harassment Policy	Jan 07
Compassionate Leave Policy	Dec 03
Confidentiality Policy & Agreement	Jan 09
Disciplinary Procedure	Dec 03
Display Screen Equipment	Feb 06
Drugs Misuse Policy	Dec 03
Electronic Mail and Internet Access Policy	Oct 08
Employment Policy – Staff sign Off Form	Dec 08
Fire and Evacuation Procedures	Dec 03
Flexible Working Policy	Jan 04
Grievance Procedure	Feb 04
Health and Safety Policy	Aug 08
HIV/AIDS Policy	Feb 04
Holiday Entitlement Policy	Apr 07
Human Resources Record form	Aug 08
IM & T Security Policy	Feb 04
Maternity Leave & Benefits Policy	May 07
Non-Smoking Policy	Feb 04
Parental Leave Policy	Dec 03
Paternity Leave & Benefits Policy	Feb 04
Personal Relationships at Work Policy	Feb 04
Practice Resources Policy	Dec 03
Recruitment Policy	Feb 04
Redundancy Policy	Mar 04
Right to Accompaniment at Hearings	Feb 04
Request for Leave for Cosmetic Surgery	July 05
Safety and Security Policy	Feb 04
Salary and Benefits	Mar 04
Sickness Report and Absence Policy	Mar 04
Stress at Work	Dec 04
Timekeeping and Unauthorised Absence Policy	Mar 04
Training and Appraisal Policy	Mar 04
Whistle blowing Policy	Feb 04
Work Performance Policy	Mar 04

Internal Policies, procedures and instructions for all practice team members relating to the provision of services to patients are available. Briefly these instructions are grouped into the following areas and are available from the practice manager.

- Access to Medical Records
- Appointments Help
- Data Entry – OOH processing and Summaries
- Computer Input Tasks
- Front Desk Tasks
- Home Oxygen Air Products
- C & B Tasks
- IT Tasks
- Other Office Tasks
- Patient Administration Tasks
- Patient Registrations
- Repeat Prescribing Protocols

We also have policies available on the following:

- Caldicott Protocol
- Child Protection
- Complaints
- Confidentiality
- Data Protection
- Equality and Diversity
- Health and Safety
- Information Governance
- Records Management Policy
- Removal of Patients from the Practice List
- Zero tolerance to Violence

The practice publishes in its Practice Booklet and on its website its policy on equality and diversity.

## **Class 6 – Lists and Registers**

No publically available register or list is held. The Northamptonshire PCT Medical List is available at: [www.foi.northants.nhs.uk](http://www.foi.northants.nhs.uk)

## **Class 7 – The services we offer**

We provide information about all of our services in our Practice Booklet and on our Practice Website: [www.weaversmedical.co.uk](http://www.weaversmedical.co.uk)

The practice provides general medical services under the following categories:-

### ***Essential Services***

- (i) The management of patients who are ill or believe themselves to be ill, with conditions from which recovery is generally expected, for the duration of that condition, including relevant health promotion advice and referral as appropriate, reflecting patient choice wherever practicable
- (ii) General management of patients who are terminally ill
- (iii) Management of chronic disease in the manner determined by the practice, in discussion with the patient.

### ***Additional Services***

- (i) cervical screening
- (ii) contraceptive services
- (iii) vaccinations and immunisations
- (iv) child health surveillance
- (v) maternity services

### ***Enhanced Services***

These are NHS services not provided through Essential or Additional services. They include more specialised services undertaken by GPs or nurses with special interests and allied health professions and other services at the primary-secondary care interface. They may also include services addressing specific local health needs or requirements, and innovative services that are being piloted and evaluated.

### ***Extended Hours***

We provide appointments in extended hours as per our Enhanced Service Contract with the PCT.

### ***Out of Hours Services***

The emergency out-of-hours service is provided by a service commissioned by Northamptonshire Teaching Primary Care Trust.

All NHS services are provided under contract to the NHS and are delivered free of charge,

Services and clinics listed below are provided under all areas of our contracts  
– Essential, Additional and Enhanced

- Acupuncture
- Antenatal Clinics
- Asthma monitoring
- Baby Clinic
- Cervical Screening
- CHD Clinics
- Checks for New Patients as necessary
- Child Development
- Childhood immunisations
- CKD diagnosis and monitoring
- Contraception care including IUCD and Implanon
- COPD monitoring
- Diabetes clinics
- Dressings
- ECG clinics
- Epilepsy monitoring
- Glucose Tolerance Testing
- Hypertension monitoring
- Medication Reviews
- Mental Health needs monitoring
- Minor Illness consultations
- Minor Injury consultations
- Minor Surgery
- Monitoring of patients on disease modifying medication
- Neo Natal Baby Checks
- Phlebotomy service
- Public Health Immunisations (generally given in Primary Care)
- Sexual Health care & Chlamydia screening
- Spirometry services
- Stop Smoking Services
- Stroke monitoring
- Travel Clinic - advice and immunisations
- Warfarin Monitoring
- Weight Management

***Languages spoken***

Language translation services when required are provided through the PCT supported service. Patient appointment check in service is available in several languages. Reception staff speak English and Polish.

### ***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 enquiries regarding information management in the General Practice. We will also publish any proposed changes or additions to publications already available and information regarding our policy in relation to charging for information.

For the most part, we will charge you only for hard copies of copying onto media (eg 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. These charges will be reviewed regularly and be in line with other NHS organisations.

- 1) Via the practice's website – free of charge, although any charges for internet service provider and personal printing costs would have to be met by the individual.  
For those without internet access, a single print-out as on the website would be available by post from the practice or by personal application at the practice.
- 2) Leaflets and brochures – free of charge on, for example, services we offer to the public. These are available from the practice.
- 3) However, requests for multiple printouts, or for archived copies of documents which are no longer accessible or available on the web, may attract a charge for the retrieval, photocopy, postage etc. We will let you know the cost and charges that will have to be paid in advance. We will not provide printouts of other organisation's websites.

## Useful Resources

The Information Commissioner's Office, Wycliffe House, Water Lane,  
Wilmslow, Cheshire SK9 5AF

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

The Information Commissioner's Office for Freedom of Information details for  
the public.

[www.ico.gov.uk/for\\_the\\_public.aspx](http://www.ico.gov.uk/for_the_public.aspx)

Weavers Medical website:

[www.weaversmedical.co.uk](http://www.weaversmedical.co.uk)

Northamptonshire Teaching Primary Care Trust

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

The Department of Health

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

Northamptonshire Teaching Primary Care Trust – Freedom of  
Information:

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

For information on Northamptonshire NHS

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

NHS Openness Code

[www.dh.gov.uk/en/Publicationsandstatistics/Publications/](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/)

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