

North Staffordshire Combined Healthcare NHS Trust

Holmcroft Surgery

Freedom of Information Publication Scheme

Welcome to Holmcroft Surgery's Publication Scheme. This is a guide to the General Practitioners within the Practice Publication Scheme as required by the Freedom of Information Act 2000.

REVISED 9.7.24
REVISED 18.7.25

Introduction

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

How much does it cost?

The publications are all free unless otherwise indicated.

Where information is provided at a cost the charges will be calculated as set out in Class 7.

How the information is made available?

The information within each class is available in hard copy. To obtain a copy your request should be directed to the Senior Management Team.

Your rights to information

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Holmcroft Surgery under the NHS Openness Code 1995.
- The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, and how much they cost and how the decisions are made.
- From 1st January 2005 it has obliged 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 must be taken into consideration before deciding what information it can release.
- New environmental information regulations were introduced from 2003. These will enable similar access to environmental information as under the Freedom of Information Act 2000.
- Under the Data Protection Act 1998 and UKGDPR, you are also entitled to access your clinical records, or any other personal information held about you and you can contact the Senior Management Team to do this.

Feedback

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

Senior Management Team
Holmcroft Surgery
Holmcroft Road
Stafford
ST16 1JG

Below is a link to North Staffordshire Combined Healthcare's NHS Trust supporting documents relating to the management of Freedom of Information requests along with their email address for Freedom of Information requests.

<https://www.combined.nhs.uk/get-in-touch/freedom-of-information/>

FOIRequests@combined.nhs.uk

CLASSES OF INFORMATION

All information at Holmcroft Surgery 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 and General Data Protection Regulations 2018. This applies to all Classes within the Publication Scheme. The information on this Scheme is grouped into the following categories:

1. Who we are

Holmcroft Surgery operates as a group practice under a NHS General Medical Services contract. The GMS contract holders are Named Doctor Nominees of North Staffordshire Combined Healthcare Trust. Services are provided under a service level agreement by North Staffordshire Combined Healthcare NHS Trust. The building in which Holmcroft Surgery operates is owned by an independent Property Company and leased to North Staffordshire Combined Healthcare Trust for provision of medical services. This is partially financed under the NHS Notional Rent Scheme.

- The practice aims to follow National Institute for Clinical Excellence and National Service Frameworks Guidelines.
- The NHS is a very large part of the public sector. A full list of local General Practices is available from Stoke on Trent ICB.
- Holmcroft Surgery offers Personal Medical Services for patients registered within the locality and surrounding area as outlined in our Practice Leaflet. As this is amended on a regular basis, please request a current copy as required.
- Holmcroft Surgery is registered with the Care Quality Commission. The Registered Manager for CQC is the Chief Executive of North Staffordshire Combined Healthcare NHS Trust.

2. Our Services

The range of services we provide under contract to the NHS are comprehensive and are described in the resume of Services Offered to Patients (Appendix 4).

Reception Opening hours are included in Appendix 4.

A language line service is available for any patients who do not speak English.

Out of hours arrangements:

Medical cover when the practice is closed is provided by Totally Urgent Care, Derbyshire Health United (DHU) and NHS 111 Services for advice.

The Out of Hours service is to be used in the event of an emergency and is not to be used by patients who feel that they are unable to attend the practice during normal surgery hours for non-urgent or routine care needs.

The practice is fully computerised, and your medical records are held on computer. We also need to share information with the Health Authority, hospitals, and other NHS bodies to provide for your care. This is essential for the care of our patients and to help improve NHS services.

Under the Data Protection Act 1998 and UK General Data Protection Regulations 2018 you have the right to see your records and have the right to have inaccurate data corrected.

The Doctors, Nurses, Pharmacist, ANP's, UCP and authorised attached staff use the computer to record clinical data.

The practice staff uses the computer to prepare prescriptions, arrange appointments and recall patients. The staff are required to treat patient information in the strictest confidence and have been given training in their responsibilities under the Data Protection Act 1998 and UKGDPR.

People who work with the practice, but do not directly provide your care may read patient records. The people are properly trained and have the same duty of confidentiality as the practice staff.

To provide the best possible patient care the practice may at times need to share information with other agencies (for example when referring to a hospital)

Patients have the right to object to their medical records being used like this. Should a patient inform us of this we will enter this into their records. Such requests will be respected except where disclosure is essential to protect the patient or someone else from risk or serious harm.

In any situation where the practice is being asked to release personal information about a patient (when the patient's identity is part of the data) the practice will only do this with the patients consent.

There are strict security measures in place at the practice, the Health Authority and other NHS bodies to keep your records confidential. Any research project that is undertaken at the practice has to be approved by the Local Ethics Research Committee.

The National Opt Out Policy 2022 allows patients to opt out of approved and authorised data extraction which identifies individual patient data. Please contact the practice if you wish to exercise this right and request the opt out code to be recorded in your medical record.

3. Financial and funding information

The Partnership holding the GMS contract has a contract with NHS Stoke-on-Trent to provide services to our patients. The Partnership holding the GMS contract has a service level agreement with North Staffordshire Combined Healthcare NHS Trust to provide general medical services for the patients of Holmcroft Surgery.

The practice has an annual budget for providing these services, and an additional prescribing budget. The amounts for the above budgets are available upon request.

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 Practice's affairs.

4. Regular publications and information for the public

The practice provides a practice information leaflet which gives details of the services we provide for patients. We also provide a practice website – www.holmcroftsurgery.nhs.uk.

5. Complaints

The practice always tries to provide the best service possible to patients, but there may unfortunately be times when patients feel that this has not happened. The practice has an in-house complaints procedure provided by North Staffordshire Combined Healthcare to deal with complaints and grievances. The practice liaises closely with NHS England in order to respond to complaints which have been submitted to them directly. We encourage patients to use this procedure to allow us to investigate and, if necessary, correct any problems that have been identified or mistakes that have been made. The practice respects its duty of confidence to patients and a patient's consent is necessary if a complaint is made by a third party, and not the patient in person.

If a patient wishes to complain we request that they speak to the Duty Manager or write to our Senior Management Team or complete a complaints form. Full details are taken regarding the complaint and a decision will be made on how best to undertake an investigation into that complaint. The practice feels that it is important to deal with complaints swiftly, and the practice complies with national guidelines relating to this.

A copy of the practice in-house complaints procedure can be requested from the practice at any time.

6. Our policies and procedures

The practice has in-house policies and procedures in place to ensure the safety and well-being of both patients and staff. These policies and procedures are compliant with CQC guidelines and can be provided upon request.

7. This Publication Scheme

In this class we will publish any changes we make to the Publication Scheme, the criteria on which our information management policies are made and a referral point for all enquiries regarding information management generally in the practice. We will also publish any proposed changes or additions to publications already available.