

Information available from Parklane Surgery *NHS* under the Freedom of Information Act model publication scheme

Information covered by this scheme is only about the primary, general or personal medical services we provide under contract to the National Health Service.

Please note this form is an example of what information you can request from the Practice via the Practice Manager – Rebecca Cook

Information to be published	How the information can be obtained (eg hard copy, website)	Cost
<p>Class1 - Who we are and what we do (Organisational information, structures, locations and contacts)</p> <p>This will be current information only</p>	Website Patient Leaflet – Hard Copy	Nil
Doctors in the practice	Website or Leaflet	Nil
Contact details for the practice (named contacts where possible with telephone number and email address (if used))	Website, Leaflet, letters	Nil
Opening hours	Website or Leaflet	Nil
Other staffing details	Website	Nil
<p>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)</p> <p>Current and previous financial year as a minimum</p>		
Total cost to the PCT/LHB of our contracted services.	In writing	£10
Audit of NHS income	In writing	£10

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	In writing	£10
Plans for the development and provision of NHS services	In writing	£10
Class 4 – How we make decisions (Decision making processes and records of decisions) Current and previous year as a minimum		
Records of decisions made in the practice affecting the provision of NHS services	In writing	Disbursement Fee
Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities) Current information only (mark “not held” against any policies not actually held)		
Policies and procedures about the employment of staff	In writing	Nil
Internal instructions to staff and policies relating to the delivery of services	In writing	Nil
Equality and diversity policy	In writing	Nil
Health and safety policy	In writing	Nil
Complaints procedures (including those covering requests for information and operating the publication scheme)	Website/In writing	Nil
Records management policies (records retention, destruction and archive)	In writing	Nil
Data protection policies	In writing	Nil

Policies and procedures for handling requests for information	In writing	Nil
Patients' charter	In writing	Nil
Class 6 – Lists and Registers		
Currently maintained lists and registers only		
Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice)	In writing	Nil
Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public)		
Current information only		
The services provided under contract to the NHS	In writing/Website	Nil
Charges for any of these services	Website	Nil
Information leaflets	Website/Hard Copy	Nil
Out of hours arrangements	Website	Nil

Reviewed by Management March 2024