

The Lade Medical Practice Publication Scheme

Guide to information available through the Scottish Information Commissioner’s Model Publication Scheme
2014

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Section 1: Introduction

The Freedom of Information (Scotland) Act 2002 (FOISA) provides individuals with a right of access to recorded information held by Scotland's public authorities. Anyone can use this right, and information can only be withheld where FOISA expressly permits it. FOISA provides that GPs are public authorities, to a certain extent, and you will have a right to access certain information held by GPs. A large proportion of the recorded information held by GPs is personal information contained in medical records. Personal information can be withheld under FOISA, but you have rights to access your own medical records under other legislation and this is explained in this scheme.

Section 23 of FOISA also requires that all Scottish public authorities maintain a publication scheme. A publication scheme sets out the types of information that a public authority routinely makes available. This scheme has been approved by the Scottish Information Commissioner, who is responsible for enforcing FOISA. We are also obliged to review this scheme from time to time.

The purpose of the scheme is to provide you with details of the range of information that we routinely publish. The scheme also provides details of how you can access this information, and tells you whether it is available free, or if there is a charge for the information. With this scheme we aim to improve public access to the information we hold and to encourage public awareness, and participation in, the decisions we make.

Alongside FOISA, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This publication scheme also contains details of the environmental information that we routinely make available.

Where information is not published under this scheme, you can request it from us under FOISA or, in the case of environmental information, the EIRs. For further information on accessing information not covered by this scheme, refer to Section 13 – How to access information not available under the scheme.

Section 2: About The Lade Medical Practice

Who we are:

The Lade Medical Practice
Drumhar Health Centre
North Methven Street
PERTH
PH1 5PD

Opening Hours: 8.00 am - 6.00 pm Monday to Friday (1.00 pm – 2.00pm is for emergencies only)

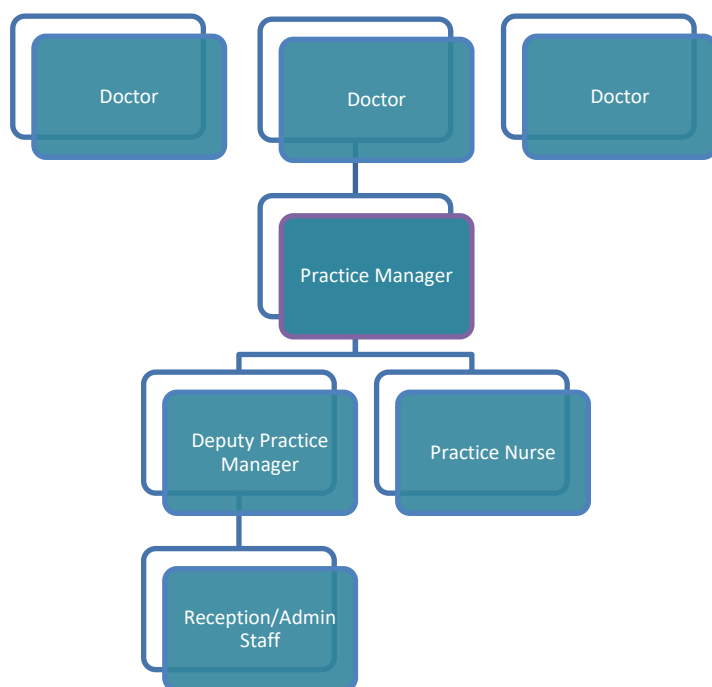
Out of hours care is provided by NHS24 and they can be contacted by telephoning 111. If you wish further information about NHS24 you can go on-line at www.nhs24.co.uk

Practice Organisation Structure

The Lade Medical Practice is a partnership of 2 partners and a GP and the practice team is made up as follows:

- Practice Manager
- Deputy Practice Manager
- Practice Pharmacist
- Practice Nurse
- Administration and reception staff x 5

We also have attached District Nurses and Health Visitors who work closely with the practice team to



deliver care and services to our patients.

Comments, suggestions and complaints

We strive to give our patients the highest possible standard of care and to act quickly if problems arise. If you have any comments, suggestions or complaints on any aspect of the service we provide, please bring this to our attention as soon as possible to allow us the opportunity to address your concerns, and if necessary conduct a full investigation. If you do have a complaint that you do not wish to raise with the practice you can contact the Complaints Department, NHS Tayside, Ninewells Hospital, Dundee (01382 660111).

Constitution

This GP practice is constituted under the National Health Services (Scotland) Act 1978 and is contracted by NHS Tayside to provide primary medical services under GMS.

How the practice is run

The management team which consists of the 2 partners, the Business Manager, the Deputy Practice Manager and the Practice Nurse, are responsible for the strategic and operational decisions regarding the function and delivery of the practice services as follows:

Practice Manager - Overall responsibility for the strategic development of the practice, including our continuous quality improvement programme.

Dr Claire Hutton - Senior Partner

Dr Dawn Dorward – Partner

Dr Akos Solti – GP

Practice Strategic Planning

The Lade Medical Practice comprises of a great team who strive to deliver high quality care to our patients.

We are also committed to the process of business development planning and we produce a 3 yearly practice business development plan where we set out our strategic objectives as follows:

- Continually assess and improve our service delivery – for example collecting appointment data and reviewing our access standards, making changes where necessary
- Continually assess and improve our understanding of the health care needs of our patient population and of the specific priority groups
- Continually monitor our quality of service to the patients through a process of systematic audit cycles and participation in multi-practice studies etc
- Committing to a learning environment for all the team so that there is protected time for training

The doctors, practice manager, practice nurse and pharmacist meet every Wednesday to discuss any patient issues or significant events. Throughout the year we also have full practice meetings and monthly admin and educational meetings, PLT protected learning days.

Contract of Services

Under our contract of services with NHS Tayside we are obligated to meet the requirements of this contract and must provide information to support this to the NHS board. The practice is audited by Practitioners Services Division under Payment Verification processes which assess that payments made to practices are correct. PSD is responsible for providing assurance to NHS boards that the payments made on their behalf to GP practices are accurate and valid. The work conducted under Payment Verification includes patient registration checks, documentary checks, trend analysis, and practice visits. General practitioners have a duty of care to their patients and are registered with the General Medical Council and follow the standards and good medical practice guidelines laid down by the GMC, including the requirements set out in the GMC guidance Duties of a Doctor –

(http://www.gmc-uk.org/guidance/good_medical_practice/duties_of_a_doctor.asp)

Section 3: Our functions and services

NHS Boards contract with GP practices to provide primary care services to patients. The Lade Medical Practice holds a General Medical Services contract with NHS Tayside. Under this contract we provide

primary medical services to patients that reside within our practice area which includes the city of Perth and the surrounding district. GP contractors (Drs Hutton and Dorward) hold the contract for services with the NHS board and are responsible for fulfilling the obligations of the contract. The General Medical Services Regulations outline our responsibilities under our contract (<http://www.legislation.gov.uk/ssi/2004/115/made>) The payment arrangements under our contract are contained in the GMS: Statement of Financial Entitlements (the current year's SFE can be found on the NHS Scotland website (<http://www.show.scot.nhs.uk/publications/publication.asp>)).

This practice aims to take account of NHS Quality and Improvement Scotland standards and guidance, Scottish Intercollegiate Guidelines Network (SIGN) guidelines relevant to general practice, and Scottish Government Health Directorates service strategies and frameworks.

Under our contract with NHS Tayside we provide a range of services to our patients, including:

- General primary medical services
- Chronic disease management services
- Practice Nursing services
- Child health surveillance
- Contraceptive services
- Cervical cytology
- Minor Surgery
- Palliative care services
- Diabetes enhanced service
- Alcohol and brief intervention enhanced services
- Acute Warfarin initiation enhanced service
- Maternity Care
- Extended Hours
- Listening Service
- Mental Health and Wellbeing

We can also carry out Private Medicals and Reports for which there will be a fee payable.

Our Practice Leaflet details the range of services we provide and it also contains a summary of the doctor's availability and surgery hours.

Other services are provided by community healthcare professionals and include –

- District Nursing Services
- Health Visiting Services
- Community Care and Treatment Centre (Beechgrove)
- Childhood Immunisation Team
- P&K Vaccination Service

It is important to note that this range of services may be subject to change and may not always be available.

Data Protection

Some services we offer may involve information sharing with other agencies. All our patient records are kept on computer and we can assure patients of complete confidentiality. We are registered in the Data Protection Register, and your rights are protected by the Data Protection Act.

Your Medical Records and Confidentiality

The sensitivity of patient information is well-understood with the NHS. As a patient of this practice your medical records are confidential, and are accessible only to the members of the Primary Health Care Team involved in your care. All our staff are trained to respect their duty of confidentiality to you, and have this written into their Contracts of Employment. We keep paper and electronic records securely to prevent unauthorised access or misuse. Whenever practicable we remove references to personal details such as your name and address, and often restrict this further to reduce the chances of anyone identifying a record as relating to you. There may be some occasions when some services may involve information sharing with other agencies or healthcare professionals e.g. payment verification purposes or to ensure high standards of care are being maintained by the practice. You should be reassured that all persons who have access to your medical records are bound by the same rules of absolute confidentiality as members of the Primary Health Care Team.

Interpretation Services

There are no doctors in the practice who speak a language other than English. The Interpreter Services Contact for Tayside is:

Santosh Chima
Interpretation & Translation Service
Level 9
Ninewells Hospital
DUNDEE
Telephone: 01382 660111

There is also a 24-hour, 7 days per week telephone interpretation service which is provided by Language Line Services (LLS) for non-English speaking patients who attend as in-patients and out-patients within our hospitals. LLS works with many NHS Organisations and Hospitals across the UK to provide easily accessible interpretation services that enhance the quality of patient care for people whose first language is not English.

Effective, confidential communication is an integral part of quality care. LLS provide interpreting in over 150 languages to hospitals, GP practices, Community Services, Pharmacies, as well as Dentists and Optometrists. The service operates by connecting health professionals and patients to a professional interpreter by telephone or videolink.

Accessing Services

Patients can access all our services by telephoning 01738 622421 between the hours of 8.00 am and 6.00 pm (1.00-2.00pm 07704 741673 – emergencies only) All information regarding the practice and how our services are delivered is available on our practice website at www.thelademedicalpractice.co.uk or by checking our Patient Information Leaflet.

Section 4: How we take decisions

Our management structure, including roles and responsibilities, is shown in Section 2 above. Regular meetings take place between different disciplines within the practice team to discuss clinical, managerial and business issues as and when necessary.

Partners meetings are held bi-monthly to discuss any financial and practice issues arising.

There are weekly meetings with doctors, practice manager, practice nurse when audit topics are discussed, case reviews are presented, and speakers from various specialities are invited to update the doctors on current best practice, and any other relevant topics which arise. These meetings are also attended by our Practice Pharmacist who gives an update regarding prescribing issues, possible prescribing audits, discussion on the practice prescribing position relative to P&K and the wider NHS Tayside position, and any other relevant prescribing matters. Also, once a month a health visitor attends this meeting.

Full practice meetings are held twice a year where we review significant events and discuss what we have done well and what we could improve.

We encourage patients to give us feedback in person or via the website on any aspect of the services we provide, to ensure that we are delivering high quality care.

Patients are advised of any decisions or policy updates via notices in the waiting room, in the news section or policies and procedure section on our website.

Section 5: What we spend and how we spend it

The Lade Medical Practice receives funding from NHS sources to provide NHS services to patients. We do not charge patients for NHS services. Details of our NHS funding can be requested from the practice - please see Section 14 'Classes of Information' for further details.

Section 6: Accessing information under this scheme

Accessing Information available under our publication scheme will normally be available through the routes described below:

Online - Some of the information listed in our publication scheme is available to download from our practice website at www.thelademedicalpractice. If you have difficulty accessing information online please contact us by an alternative route.

By email - You can request the information you seek by email at Tay.theladeprescriptions@nhs.scot. Wherever possible, when requesting information from us, please provide a telephone number so we can telephone you to clarify details if necessary.

By phone - Information can also be requested from us over the telephone. Please call 01738 622421 to request information available under this scheme.

By post - All information under the scheme will normally be available in paper copy form, but please consider the impact on the environment. Please address your request to – Julia Moore, Practice Manager, The Lade Medical Practice, Drumhar Health Centre, PERTH PH1 5PD.

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee payable (see Section 6: Our charging policy for further information on fees). Please also include a telephone number so we can telephone you to clarify any details, if necessary.

Advice and assistance - If you have any difficulty identifying the information you want to access, then please contact the practice by one of the methods listed above.

Section 7: Information that we may withhold

All information covered by our guide to information will be processed promptly and provided as soon as possible following our receipt of your request. Our aim in maintaining this guide is to be as open as possible. You should note, however, that there may be circumstances where information will be withheld from one of the classes of information listed in Section 14. Information will only be withheld where permitted by The Freedom of Information (Scotland) Act 2002 (FOISA).

Information may be withheld, for example, where its disclosure would breach the law of confidentiality or harm an organisation's commercial interests. Information may also be withheld if it is another person's personal information, and its release would breach data protection legislation.

Information would not be disclosed in the following examples:

- Requests for information that is contained in patient medical records. However, you do have the right to request your own medical records, see Section 13 - How to access information which is not available under this scheme.
- Requests for information relating to private income of practice partners or practice staff
- Requests for financial information that would likely prejudice substantially the commercial interests of any person

Additionally, section 25 of FOISA provides an absolute exemption which allows our practice to refuse to deal with a request where the requested information is already reasonably obtainable elsewhere, even where a fee may be charged. Information provided in the publication scheme is considered reasonably obtainable.

Whenever information is withheld we will inform you of this, and will set out why it was not appropriate for that information to be disclosed. Even where information is withheld it may, in many cases, be possible to provide copies with the withheld information edited out. If you wish to complain about any information which has been withheld from you, please refer to Section 10 – Complaints.

Section 8: Our charging policy

Unless otherwise stated in Section 14 – Classes of Information, all information contained within our guide is available from us free of charge where it can be sent to you electronically by email. We reserve the right to impose charges for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage to the practice, as set out below. In the event that a charge is to be levied, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

Reproduction costs: Where charges are applied, photocopied information will be charged at a standard rate of 10p per A4 paper (black and white copy) and 30p per A4 paper (colour copy).

Computer discs will be charged at the rate of £1.00 per CD-Rom.

Postage cost: We will pass on postage charges to the requester at the cost to the practice of sending the information by first class post.

Section 9: Our copyright policy

The Lade Medical Practice holds the copyright for the vast majority of information in this guide to information. All of this information can be copied or reproduced without our formal permission, provided it is copied or reproduced accurately, is not used in a misleading context, and provided that the source of the material is identified. The guide may, however, contain information where the copyright holder is not The Lade Medical Practice. In most cases the copyright holder will be obvious from the documents. In cases where the copyright is unclear, however, it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder. Wherever possible, this scheme will indicate where we do not own the copyright on documents within Section 14 – Classes of Information.

Information about Crown copyright material is available on the website of the Queens Printer for Scotland at www.oqps.gov.uk. We can provide you with a copy of this information if you do not have internet access.

Section 10: Our records management and disposal policy

All information at The Lade Medical Practice is held, retained and destroyed in accordance with Scottish Government – Records Management: NHS Code of Practice (Scotland). Confidentiality of patient information is maintained in accordance with the NHS (Scotland) Act 1978 Directions on the Confidentiality and Disclosure of Information: General Medical Services, Primary Medical Services Section 17C Agreements and Health Boards Primary Medical Services Contracts. These documents are available on the NHS Scotland website (<http://www.show.scot.nhs.uk>).

Section 11: Feedback

The Lade Medical Practice is required to review our guide to information from time to time. As a result, we welcome feedback on how we can develop our guide further. If you would like to comment on any aspect of this guide to information, then please contact us. You may, for example wish to tell us about:

- other information that you would like to see included in the guide

- whether you found the guide easy to use
- whether you found the guide to information useful
- whether our staff were helpful
- other ways in which our guide to information can be improved

Please send any comments or suggestions to The Lade Medical Practice, Drumhar Health Centre, North Methven Street, PERTH, PH1 5PD or email Tay.theladeprescriptions@nhs.scot.

Section 12: Complaints

Our aim is to make our guide to information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the guide, however, then please contact us and we will try and resolve your complaint as quickly as possible. See contact details above.

Any complaint will be acknowledged within two working days of receipt and we will respond in full within twenty working days.

You have legal rights to access information under this guide and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response. These rights apply only to information requests made in writing* or another recordable format. If you are unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

The Commissioner's website has a guide to this three step process and she operates an enquiry service on Monday to Friday from 9:00am to 5:00pm. The Commissioner's office can be contacted as follows:

Scottish Information Commissioner

Kinburn Castle

Doubledykes Road

St Andrews

Fife

KY16 9DS

Telephone: 01334 464610

Email: enquiries@itspublicknowledge.info

Website: www.itspublicknowledge.info

*verbal requests for environmental information carry similar rights

Section 13: How to access information which is not available under this scheme

If the information you are seeking is not available under this guide to information, then you may wish to request it from us. The Freedom of Information (Scotland) Act 2002 (FOISA) provides you with a right of access to the information we hold, subject to certain exemptions. The Environmental Information (Scotland) Regulations 2004 (EIRs) separately provide a right of access to the environmental information we

hold, while the Data Protection Act 1998 (DPA) provides a right of access to any personal information about you that we hold. Again, these rights are subject to certain exceptions or exemptions.

Should you wish to request a copy of any information that we hold that is not available under this scheme, please write to The Practice Manager, The Lade Medical Practice, Drumhar Health Centre, North Methven Street, PERTH, PH1 5PD.

Charges for information which is not available under the guide

The charges for information which is available under this guide are set out under Section 8 – Our Charging Policy. Fees for information that is not available under this guide are outlined in The Freedom of Information (Fees for Required Disclosure) (Scotland) Regulations 2004. If you submit a request to us for information which is not available under the Model Publication Scheme 2014 the charges will be based on the following calculations:

General information requests

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for environmental information

We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated on the basis of the actual cost to the authority of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 30p per A4 sheet for colour copying

- Postage is charged at actual rate for first class mail
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500. Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Requests for your own personal data

While you cannot request personal data under the FOISA you are entitled to request your own personal data under the DPA. Under the DPA you can request your personal information from The Lade Medical Practice. We reserve the right to charge a maximum of £50 for requests for an individual's own personal information.

Section 14 – Classes of information

The Freedom of Information (Scotland) Act, 2002 requires a publication scheme to specify the classes of information the Public Authority already publishes or intends to publish. Our intention is to publish as much information as possible through our guide to information, where there is known to be public interest. However, exemptions under the Freedom of Information (Scotland) Act, 2002 may allow us to withhold some information, as indicated in *Section 7: Information that we may withhold*.

We publish information that we hold within the following classes:

- Class 1: About The Lade Medical Practice
- Class 2: How we deliver our function and services
- Class 3: How we make decisions and what we have decided
- Class 4: What we spend and how we spend it
- Class 5: How we manage our human, physical and information resources
- Class 6: How we procure goods and services from external providers
- Class 7: How we are performing
- Class 8: Our commercial publications

Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

Class 1: About The Lade Medical Practice	
Class description: Information about The Lade Medical Practice, who we are, where to find us, how to contact us, how we are managed and our external relations.	
The information we publish under this class	How to access it
Practice name, address and contact details	Information contained in section 2 of this document and our practice leaflet. It is also available by email and post and on our website www.thelademedicalpractice.co.uk
Organisational structure, roles and responsibilities of partners	Information contained in section 2 of this document and our practice leaflet. It is also available by email and post and on our website www.thelademedicalpractice.co.uk
Practice opening hours	Information contained in section 2 of this document and our practice leaflet. It is also available by email and post and on our website www.thelademedicalpractice.co.uk
Contact details for patients, and complaints information	Information contained in section 2 of this document and our practice leaflet. It is also available by email and post and on our website www.thelademedicalpractice.co.uk
Publication scheme and guide to information	Information contained in Section 1 of this document. It is also available by email and post www.thelademedicalpractice.co.uk
Charging schedule for published information	Information contained in section 8 of this document and available by email and post www.thelademedicalpractice.co.uk
Contact details and advice about how to request information	Information contained in section 6 of this document and available by email and post www.thelademedicalpractice.co.uk
Charging schedule for environmental information	Information contained in section 13 of this document and available by email and post www.thelademedicalpractice.co.uk
Legal/contractual framework for the authority	Information contained in section 2 of this document and available by email and post www.thelademedicalpractice.co.uk
Description of practice governance/decision making structures	Information contained in section 2 of this document and available by email and post www.thelademedicalpractice.co.uk
Names of, responsibilities of and (work-related) biographical details of the people who make strategic and operational decisions	Information contained in section 2 of this document and our practice leaflet. It is also available by email and post and on our website www.thelademedicalpractice.co.uk

about the performance of function and/or delivery of services	
Governance policies	Information contained in section 2 of this document and available by email and post and on our website www.thelademedicalpractice.co.uk
Strategic planning processes	Information contained in section 4 of this document and available by email and post and on our website www.thelademedicalpractice.co.uk
Accountability relationships, including reports to regulators	Information contained in section 2 of this document and available by mail and post and on our website www.thelademedicalpractice.co.uk
Class 2: How we deliver our functions and services	
Class description: Information about our work, our strategy and policies for delivering functions and services and information for our services users.	
The information we publish under this class	How to access it
Description of practice functions, including statutory basis for them	Information contained in sections 2 and 3 of this document and our practice leaflet and is available on our website www.thelademedicalpractice.co.uk
Strategies, policies and internal staff procedure for performing statutory functions	Information contained in sections 2 and 3 of this document and available by email and post and on our website www.thelademedicalpractice.co.uk
How to report a concern to the practice	Information contained in section 2 of this document and our practice leaflet, and is available by post and email and on our website www.thelademedicalpractice.co.uk
Reports of the practice's exercise of its functions	The practice does not hold this information
List of services, including statutory basis for them	Information contained in sections 2 and 3 of this document and our practice leaflet, and is available by post, email and on our website www.thelademedicalpractice.co.uk
Service policies and internal staff policies	Information contained in sections 2 and 3 of this document and our practice leaflet and is available by email and post
Service schedules and delivery plans	Information contained in sections 2 and 3 of this document and our practice leaflet and is available by email and post and on our website www.thelademedicalpractice.co.uk
Information for patients, including how to access	Information contained in sections 2 and 3 of this document and practice leaflet and is available by email and post and on our website

services	www.thelademedicalpractice.co.uk
Service fees and charges	Information contained in sections 5 of this document and is available by email and post and on our website www.thelademedicalpractice.co.uk

Class 3: How the practice takes decisions and what it has decided

Class description: Information about the decisions we take, how we make decisions and how we involve others

The information we publish under this class	How to access it
Decisions taken by the practice: agendas, reports, papers, and minutes of meetings (that do not contain confidential patient information)	Information contained in section 4 of this document and is available by email and post
Public consultation and engagement strategies	Information contained in section 4 of this document and is available by email and post

Class 4: What the practice spends and how it spends it

Class description: Information about our strategy, and management of, financial resources (in sufficient detail to explain how we spend public money and what has actually been spent.

The information we publish under this class	How to access it
Details on NHS funding received by the practice and the cost of operating our NHS contract	The Model Publication Scheme does not require individual salaries or income (including information from which this can easily be deduced) to be proactively published. The public have the right to request information under the Act and GPs will be free to apply exemptions. The requester has the right to appeal to the Information Commissioner. This information is available by email and post.
Cost of running the practice	This information can be requested from the practice by email or post
Purchaser equipment and supplies	We do not hold this information
Purchasing plans and capital funding	We do not hold this information

Expenses policies and procedures	This information can be requested from the practice by email or post
Staff pay and grading structure	We do not operate a pay/grading structure for our staff

Class 5: How the practice manages its human, physical and information resources

Class description: Information about how we manage the human, physical and information resources of the authority

The information we publish under this class	How to access it
Strategy and management of human resources	This information can be requested from the practice by email or post.
Staffing structure	Information contained in section 2 of this document and is available by email or post.
Human resources policies, procedures and guidelines (recruitment, performance, management, promotion, pensions, discipline, grievance, staff development)	This information can be requested from the practice by email or post
Management of the practice premises	This information can be requested from the practice by email or post
Premises maintenance arrangements	This information can be requested from the practice by email or post
Records management policy	Information contained in section 10 of this document and is available by email or post and is available on our website www.thelademedicalpractice.co.uk
Information governance	Information contained in section 5 of this document and is available by email or post

Class 6: How the practice procures goods and services from external providers

Class description: Information about how we procure goods and services, and our contacts with external providers

The information we publish under this class	How to access it
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Procurement policies and procedures	We do not hold this information
Invitations to tender	We do not hold this information
List of contracts that have gone through formal tendering, including details	We do not hold this information

Class 7: How our practice is performing

Class description: Information about how the authority performs as an organisation, and how well it delivers its functions and services

The information we publish under this class	How to access it
External reports, reports for NHS boards, annual reports, and performance statements	This information can be requested from the practice by email or post
Quality and Outcomes Framework achievement	This information can be requested from the practice by email or post

Class 8: Our commercial publications

Class description: Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet (e.g. research journal)

The information we publish under this class	How to access it
List and details of any commercial publications	We do not hold this information