

**Drs Mullen, Abel & Hamilton
Orchard house Health Centre**

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

Index

- Section 1 Introduction**
- Section 2 About Orchard House Health Centre**
- Section 3 Our functions and services**
- Section 4 How we take decisions and what we have decided**
- Section 5 What we spend and how we spend it**
- Section 6 Accessing information under the scheme**
- Section 7 Information that we may withhold**
- Section 8 Our charging policy**
- Section 9 Our copyright policy**
- Section 10 Our records management and disposal policy**
- Section 11 Feedback**
- Section 12 Complaints**
- Section 13 How to access information which is not available under this scheme**
- Section 14 Classes of information**

Section 1: Introduction

The Freedom of Information (Scotland) Act 2002 requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- Publish the classes of information they make routinely available
- Tell the public how to access the information and what it might cost

Drs Mullen, Abel & Hamilton, Orchard House Health Centre have adopted the Model Publication Scheme 2014 produced by the Scottish Information Commissioner. The scheme has the Commissioner's approval until 31 May 2018.

You can see the model publication scheme on the Commissioner's website at www.itspublicknowledge.info/mps or by contacting us at the address provided below.

The purpose of this Guide to Information is to:

- allow you to see what information is available (and what is not available) in relation to each class
- state what charges may be applied
- Explain how you can find the information easily.
- provide contact details for enquiries and to get help with accessing the information
- Explain how to request information we hold that has not been published.

Section 2: About Orchard House Health Centre

**Drs Mullen, Abel & Hamilton,
Orchard House Health Centre,
Union Street,
Stirling,
FK8 1 PH
Tel 01786 450394
Fax 01786 448284**

The Partnership (non-limited) has a contact with our local Health Board to provide General Medical Services (GMS).
The Practice Contractors are: -

**Dr Charles C Mullen
Dr Rhoda A Abel
Dr Neil W Hamilton**

The Contract is with: -

NHS Forth Valley (NHS Board)
Carseview House
Castle Business Park
STIRLING
FK9 4SW
Tel: 01786 463031
Fax: 01786 451474

BACKGROUND TO THE PRACTICE

The practice was founded in 1982, when Dr. J Marshall Munn and Dr. Lawrence Bidwell moved into the newly built Orchard House Health Centre.

Dr. C. Clarke Mullen joined the Practice in 1983 replacing Dr. Bidwell. The Practice expanded in 1985 with the addition of Dr. Rhoda A Abel.

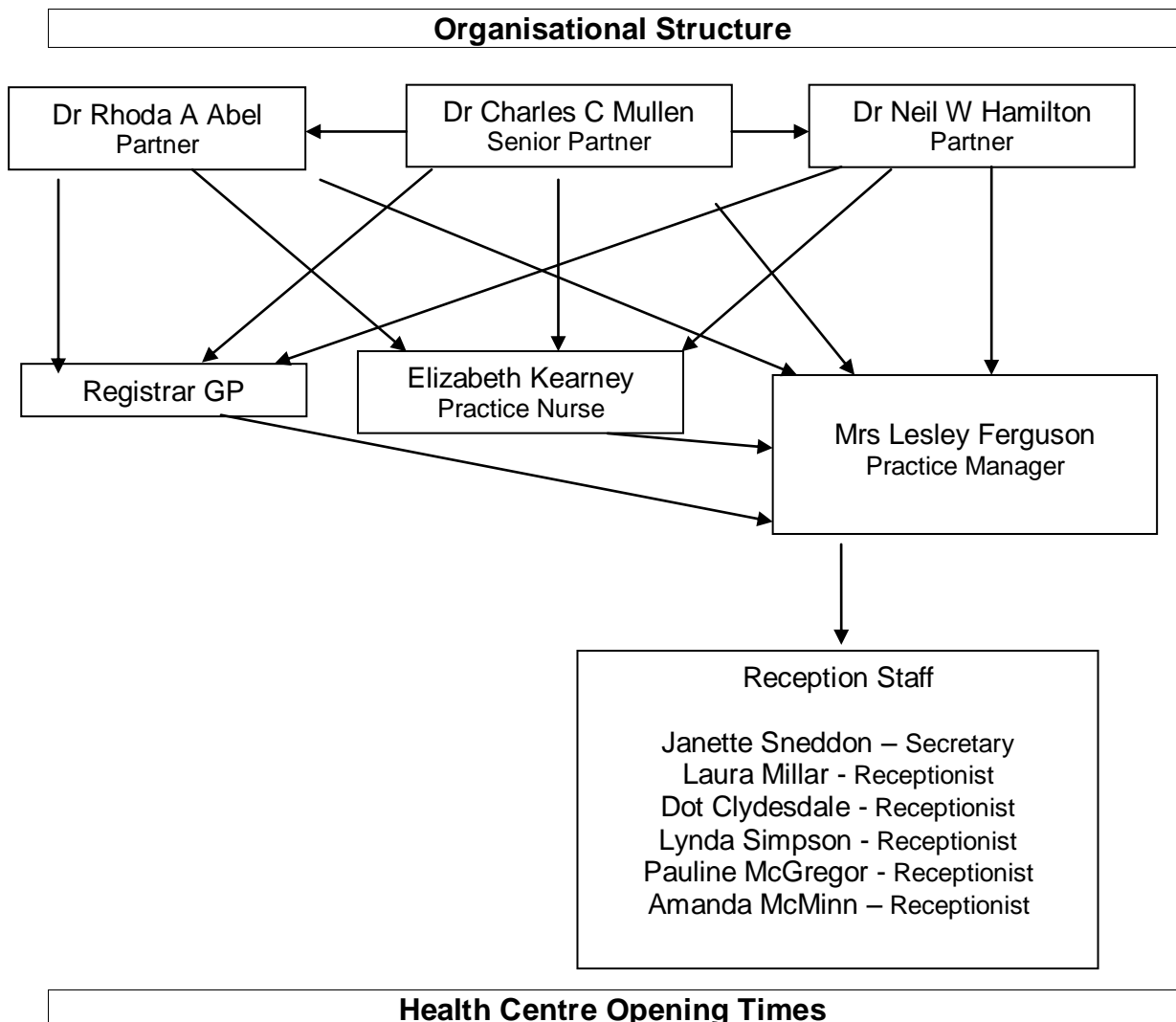
Dr. Munn retired in 1988, and Dr. Neil W Hamilton joined the Practice, so forming the present line up of Drs Mullen, Abel & Hamilton.

PROFESSIONAL DETAILS OF DOCTORS WITHIN THE PARTNERSHIP

Dr. C Clarke Mullen - Male
 (Full-time)
Edinburgh 1978
 M.B.Ch.B., B.Sc.
 M.R.C.G.P., D.R.C.O.G., D.C.C.H.

Dr. Rhoda A Abel - Female
 (Part-time)
Glasgow 1980
 M.B.Ch.B., D.R.C.O.G.
 D.C.C.H., D.C.H., M.R.C.G.P.
 Diplomat of Faculty of Family Planning

Dr. Neil W Hamilton - Male
 (Full-time)
Glasgow 1984
 M.B.Ch.B., M.R.C.G.P



Reception Staff

Janette Sneddon – Secretary
 Laura Millar - Receptionist
 Dot Clydesdale - Receptionist
 Lynda Simpson - Receptionist
 Pauline McGregor - Receptionist
 Amanda McMinn – Receptionist

Monday, Tuesday, Friday 8.00 a.m. to 6.00 p.m.
Wednesday & Thursday 7.00 a.m. to 6.00 pm
Saturday Closed
Sunday Closed

OUT OF HOURS	NHS 24 - 111
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Out-of-hours services are provided during the following periods when the surgery is closed:

Monday to Thursday	6pm-8am
Friday to Monday	6pm-8am (Weekends)
Bank Holidays	6pm the night before until 8am on the day after

For urgent telephone advice during these times, contact NHS24 on 111. You will speak first to a receptionist within the call centre. They will either arrange for you to speak to an experienced nurse who will assess your symptoms and either give advice or direct you to the most appropriate healthcare professional. “Out-of Hour’s cover is the responsibility of NHS Forth Valley Out-of-Hours service.

The website address is www.nhs24.com.

COMPLAINTS

Concerns or complaints about the services we provide can be made directly to the practice:

Mrs Lesley Ferguson
Practice Manager
Orchard House Health Centre,
Union Street,
Stirling

Telephone 01786 450394 Email: Lesley.ferguson@nhs.net

Or to the NHS Forth Valley:

Patient Relations Team
Acute Trust HQ
Westburn Avenue
FALKIRK
FK1 5SU

Telephone 01324 678530 Email: FV-UHB.Complaints@nhs.net

Constitution

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

How the practice is run

All decisions regarding the running of the practice are made by the GP Partners with the support of the Practice manager.

GP Partners:

Dr. C Clarke Mullen
Dr. Rhoda A Abel
Dr. Neil W Hamilton

A Multidisciplinary team meeting is held weekly with the practice clinical team and our attached clinical staff. Management/Business Meetings are held monthly to discuss current issues, planning and finance.

Educational Meeting are held on a monthly basis with all members of the team are invited if topic of relevance to them.

Under our contract of services with the NHS Forth Valley Board 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. Drs Mullen, Abel & Hamilton, Orchard House Health Centre holds a General Medical Services contract with NHS Forth Valley. Under this contract we provide primary medical services to patients that reside within our practice area. Our practice limits are Auchencrow to the south, Blairlogie the A91 to the east, Cambusbarron to the west and Bridge of Allan to the North which is detailed in our Practice Leaflet.

GP contractors:

Drs Charles C. Mullen
Dr Rhoda A. Abel
Dr Neil W. Hamilton

hold the contract for services with the NHS board and are responsible for fulfilling the obligations of the contract. The General Medical Services (<http://www.legislation.gov.uk/ssi/2004/115/made>) Regulations outline our responsibilities under our contract. 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 participates in the Quality and Outcomes Framework. Funding under the QOF is dependent on achievement against a variety of clinical and non-clinical indicators.

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.

RANGE OF SERVICES

Under our contract with NHS Forth Valley Board we provide a range of services to our patients, including general medical services

Additional Services

- Child Health Surveillance, together with the Health Visiting team
- Contraceptive Services.
- Maternity Services in the antenatal and post natal period, together with the midwives from the Holly Team, Forth Valley Royal Hospital
- Routine Immunisation of Children, together with the Health Visitor
- Immunisation for adults in relation to travel. Not all travel immunisations are available on the NHS, please ask our practice nurse for details
- Cervical Smears
- Freezing of warts and other small skin lesions

Enhanced Services

- An annual flu immunisation programme to protect the elderly and at risk
- Regular monitoring, by blood and urine tests, for patients on a range of drugs for arthritis and bowel problems
- Annual comprehensive reviews for patients with heart disease
- Annual comprehensive review for patients with diabetes.
- Annual comprehensive review for stroke disease
- Annual comprehensive review for Asthma
- Annual comprehensive review for COPD

- Specialist services such as IUCD insertion, Ring pessary
- Specialist Minor Surgery

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

NON- NHS SERVICES

Certain certificates and examinations are not part of the free NHS facilities. For these a fee is chargeable according to the British Medical Association recommended charges. Details may be obtained from reception. All fee payable on completion.

Such things include:

- Private certificates
- Holiday cancellation certificates
- Fitness to travel
- BUPA, Passport Signatures
- Certain Holiday Vaccinations
- Medical examinations for HGV, PSV or elderly drivers, fitness to undertake sports require a specially arranged appointment these can be arranged by contacting Mrs. L. Ferguson.

GENERAL PRACTITIONER TRAINING SCHEME

We are an appointed general practitioner training practice, and often benefit from the attachment of such general practitioner registrars. These are fully qualified doctors with usually three years post qualification experience. They join us for a 6-12 month period to gain experience of General Practice. As part of their training they are expected to video some consultations for assessment by more experienced doctors. Patients would be asked for their permission for any consultation to be videoed prior to this being done and are at liberty to refuse.

CONFIDENTIALITY OF PERSONAL RECORDS HELD ON COMPUTER AND PAPER/ INFORMATION SHARING

To provide you with the care you need, we hold the details of your consultations, illnesses, tests, prescriptions and other treatments that have been recorded by everyone involved in your care and treatment e.g. G.P, Health Visitor, Practice Nurse. This information may be stored on paper or electronically on computer files by practice staff.

We sometimes disclose some of your personal health information to other organisations involved in your care. For example, when your GP refers you to a specialist at the hospital we will send relevant details about you in the referral letter and receive information about you from them. Our practice also participates in regional and national programmes such as the cervical cytology screening service and your name and address, date of birth and health number will be given to them in order to send an invitation to you. .

We need to use some of your personal health information for administrative purposes. In order to receive payment for services provided to you, we have to disclose basic details about you to the NHS Board responsible for this area and to the Common Services Agency for the Scottish Health Service. These organisations have a role in protecting public funds, and are authorised to check that payments are being properly made. We are required to co-operate with these checks and the disclosure of your data is a necessary part of our provision of healthcare services.

Sometimes, we may participate in studies that are designed to improve the way services are provided to you or to check that our performance meets required standards and benchmarks. Whenever we take part in activities such as these we will ensure that as far as possible any details that may identify you are not disclosed.

We are sometimes involved in health research and the teaching of student nurses, doctors and other health professionals. We will not use or disclose your personal health information for these purposes unless you have been informed beforehand and given your consent for us to do so.

Where you need a service jointly provided with a local authority we will seek your permission before giving them your details.

Sometimes we are required by law to pass on information e.g. the notification of births and deaths and certain diseases or crimes to the government is a legal requirement.

Our use of your personal health information is covered by a duty of confidentiality, and is regulated by the Data Protection Act. The Data Protection Act gives you a number of rights in relation to how your personal information is used, including a right to access the information we hold about you. Everyone working for the NHS has a legal duty to keep information about you confidential and adheres to a Code of Practice on Protecting Patient confidentiality. Further information on this can be found at www.nhs.uk/confidentiality.

Anyone who receives information from us is also under a legal duty to keep it confidential.

HOW PATIENTS CAN ACCESS THE SERVICES PROVIDED BY THE PRACTICE

BY APPOINTMENT - TELEPHONE 01786 450394

Doctor Consultation Times:

**Monday Tuesday Friday 8.30am – 11.00am & 3.00pm – 5pm
Wednesday & Thursday 7.00am – 11.00am & 3.00pm - 5pm**

GENERAL APPOINTMENT

Appointments can be made with the doctor of your choice by telephone or, in person at reception. The receptionist will try to give you a convenient appointment with the doctor of your choice but, if unable to do so will suggest an alternative time or another doctor who is available. Separate appointments must be made for each individual wishing to be seen. We operate our computer appointment system on a rolling 7 day week.

24- Hour – APPOINTMENTS

There are 24-hour appointments, which can be booked from 08.00a.m. the preceding morning i.e. Tuesday morning can be booked on Monday and Wednesday can be booked on Tuesday etc.

MEDICAL EMERGENCIES

If you believe you require urgent attention you will be seen as a priority. A number of five minute appointments are specifically kept for this. Urgent requests may be assessed by the duty doctor. Please only use these appointments for matters that require urgent attention

HOUSECALLS

If, in the doctor's opinion, your illness prevents you from attending the surgery, a home visit may be arranged. Except in an emergency, requests for visits should be made before 10.00a.m. Non-urgent calls requested after 10.00a.m. may not be made until the next day. Our staff may ask for further information so that the doctors can assess how your request should be dealt with. You may be asked to speak to the 'duty' doctor who will advise what action is appropriate. May we remind you that the decision as to whether a house visit is required is the doctors.

PRACTICE NURSE

Sister Elizabeth Kearney

RGN

RM

District Nurse Cert.

Registered Health Visitor

Family Planning Certificate

Breast & Cervical Screening Certificate

Advanced Diploma in Asthma.

Advanced Diploma in COPD

Nurse Prescribing Module

BY APPOINTMENT - Telephone 01786 450394

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8.30 - 12.00	8.30 - 12.00	8.30 - 12.00	8.30 - 12.00	8.30 – 13.00
14.45 - 17.30	14.30 - 17.30	14.00 - 17.00	14.45 – 16.30	

Sister Kearney is a highly qualified and experienced nurse able to deal with minor conditions and will refer you to a doctor if required. She holds certificates in Family Planning, Cervical Screening, and is able to advise on these matters. She can also advise on healthy travel and immunisations as well as general health promotion issues with specific expertise in cardiac and respiratory problems.

IMMUNISATIONS

WEIGHT REDUCTION

ASTHMA CLINIC

CERVICAL SMEAR

TRAVEL ADVICE/VACCINATIONS

WELL MAN CHECKS

COPD REVIEW

FAMILY PLANNING

BLOOD PRESSURE REVIEWS

SPIROMETRY

FLU VACCINATIONS

CARDIAC DISEASE REVIEWS

STROKE /TIA CHECKS

PHLEBOTOMY CLINICS

Dot Clydesdale has qualified as a phlebotomist (person who takes blood) and her clinics are held daily from 8.15 to 9.45 with a further clinic on a Thursday from 12 to 12.55

INTERPRETERS

English is the spoken language within the Practice, for those whose first language is not English, interpreters can be made available. Contact reception who will arrange the services for your appointment.

Services Provide include:

Access to British Sign Language (BSL), Community Language Interpretation and Translation Services and Alternative formats.

The service is provided by:

NHS Forth Valley Disability service:
Forth Valley Sensory Centre
Redbrae Road,
Camelon
FK1 4DD
Email disability.department@nhs.net
Tel 01324 590892

Section 4: How we take decisions and what we have decided

Clinical, management and business decisions affecting the Practice are made by the GP Partners they are assisted in this process by the Practice Manager for managerial and business at the monthly scheduled.

Patients are encouraged to use the comments and suggestions box provided in reception or by writing to the Practice Manager.

Please see *Section 14 – Classes of information* for further details.

Section 5: What we spend and how we spend it

Drs Mullen, Abel and Hamilton, Orchard House Health Centre 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

Information available under our guide to information will normally be available through the routes described below. *Section 14 – Classes of Information* provides more details on the information available under the scheme, along with additional guidance on how the information falling with each “class” may be accessed.

Online

Most information listed in our guide to information is available to download from our practice website [insert website address]. If you have any difficulty accessing information online please contact us by an alternative route

By email

You can request the information you seek by email at 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 01786 450394 to request information available under this scheme.

By post

All information under the guide will normally be available in paper copy form, but please consider the impact on the environment. Please address your request to:

Mrs Lesley Ferguson,
Practice Manager,
Dr Mullen, Abel & Hamilton
Orchard house Health Centre
Union Street
Stirling
FK8 1PH

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 can either be accessed through our website, or 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 – Classes of Information*. 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 downloaded from our website or from the practice premises 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

Orchard house Health Centre 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 Orchard house Health Centre. 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 Drs Mullen, Abel and Hamilton 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

Drs Mullen, Abel & Hamilton, Orchard House Health Centre are 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:

Mrs Lesley Ferguson,
Practice Manager,
Dr Mullen, Abel & Hamilton
Orchard house Health Centre
Union Street
Stirling
FK8 1PH

Email Lesley.ferguson@nhs.net.

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. You can contact:

Mrs Lesley Ferguson,
Practice Manager,
Dr Mullen, Abel & Hamilton
Orchard house Health Centre
Union Street
Stirling
FK8 1PH

Email Lesley.ferguson@nhs.net.

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:

Mrs Lesley Ferguson, Practice Manager,
Dr Mullen, Abel & Hamilton
Orchard house Health Centre
Union Street
Stirling
FK8 1PH
Email Lesley.ferguson@nhs.net.

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:

Mrs Lesley Ferguson
Practice Manager,
Dr Mullen, Abel & Hamilton
Orchard House Health Centre
Union Street
Stirling
FK8 1PH
Email Lesley.ferguson@nhs.net.

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 Drs Mullen, Abel & Hamilton, Orchard House Health Centre

Class 2: How we deliver our function and services

Class 3: How we take 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 Drs Mullen, Abel & Hamilton, Orchard House Health Centre	
Class description: Information about Drs Mullen, Abel & Hamilton, Orchard House Health Centre, 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. This information is available by email and post, it is also available on our practice website at www.orchardhousehealthcentre.co.uk . It is also available from our GP practice.
Organisational structure, roles and responsibilities of partners	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post, it is also available on our practice website at www.orchardhousehealthcentre.co.uk . It is also available from our GP practice.
Practice opening hours	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post, it is also available on our practice website at www.orchardhousehealthcentre.co.uk . It is also available from our GP practice.

<p>Contact details for patients and complaints functions</p>	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post, it is also available on our practice website at www.orchardhousehealthcentre.co.uk It is also available from our GP practice.</p>
<p>Publication scheme and guide to information</p>	<p>This information is available by email and post. The Model Publication Scheme 2014 is available on the Information Commissioner’s website. This information is available by email and post it is also available on our practice website at www.orchardhousehealthcentre.co.uk</p> <p>It is also available from our GP practice.</p>
<p>Charging schedule for published information</p>	<p>Information contained in section 8 of this document and our practice leaflet.</p> <p>This information is available by email and post.</p> <p>It is also available on our practice website at www.orchardhousehealthcentre.co.uk It is also available from our GP practice.</p>
<p>Contact details and advice about how to request information</p>	<p>Information contained in section 6 of this document and our practice leaflet.</p> <p>This information is available by email and post. it is also available on our practice website at www.orchardhousehealthcentre.co.uk It is also available from our GP practice.</p>
<p>Charging schedule for environmental information</p>	<p>Information contained in section 13 of this document and our practice leaflet.</p> <p>It is also available on our practice website at www.orchardhousehealthcentre.co.uk</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
<p>Legal/contractual framework for the authority</p>	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post. it is also available on our practice website at www.orchardhousehealthcentre.co.uk It is also available from our GP practice.</p>
<p>Description of practice governance/decision making structures</p>	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post.</p> <p>It is also available on our practice website at www.orchardhousehealthcentre.co.uk</p>

	It is also available from our GP practice.
Names of, responsibilities of and (work-related) biographical details of the people who make strategic and operational decisions about the performance of function and/or delivery of services	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post. I</p> <p>It is also available on our practice website at www.orchardhousehealthcentre.co.uk</p> <p>It is also available from our GP practice.</p>
Governance policies	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post. it is also available on our practice website at www.orchardhousehealthcentre.co.uk</p> <p>It is also available from our GP practice.</p>
Strategic planning processes	<p>Information contained in section 4 of this document and our practice leaflet.</p> <p>This information is available by email and post.</p> <p>It is also available on our practice website at www.orchardhousehealthcentre.co.uk</p> <p>It is also available from our GP practice.</p>
Accountability relationships, including reports to regulators	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>It is also available on our practice website at www.orchardhousehealthcentre.co.uk</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
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	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available on our practice website at www.orchardhousehealthcentre.co.uk.</p> <p>It is also available from our GP practice.</p>
Strategies, policies and	Information contained in sections 2 and 3 of this document

internal staff procedure for performing statutory functions	<p>and our practice leaflet.</p> <p>It is also available on our practice website at www.orchardhousehealthcentre.co.uk</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
How to report a concern to the practice	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post it is also available on our practice website at www.orchardhousehealthcentre.co.uk. It is also available from our GP practice.</p>
Reports of the practice's exercise of its functions	<p>The practice does not hold this information</p>
List of services, including statutory basis for them	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post it is also available on our practice website at www.orchardhousehealthcentre.co.uk. It is also available from our GP practice.</p>
Service policies and internal staff policies	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Service schedules and delivery plans	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post. it is also available on our practice website at www.orchardhousehealthcentre.co.uk</p> <p>It is also available from our GP practice.</p>
Information for patients, including how to access services	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post it is also available on our practice website at www.orchardhousehealthcentre.co.uk. It is also available from our GP practice.</p>
Service fees and charges	<p>Information contained in sections 5 of this document and our practice leaflet.</p> <p>This information is available by email and post. it is also available on our practice website at www.orchardhousehealthcentre.co.uk</p> <p>It is also available from our GP practice.</p>
<p>Class 3: How the practice takes decisions and what it has decided</p>	
<p>Class description: Information about the decisions we take, how we make decisions and how we involve others</p>	

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)	<p><u>Note for practices:</u> Practices should make available minutes of meetings. If these contain any information that would be exempt under the Act then these sections should be redacted prior to publication.</p> <p>Information contained in section 4 of this document.</p> <p>This information is available from our GP practice.</p>
Public consultation and engagement strategies	<p>Information contained in sections 4 of this document and our practice leaflet.</p> <p>This information is available from our GP practice.</p>
<p>Class 4: What the practice spends and how it spends it</p>	
<p>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.</p>	
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	<p><u>Note for practices when competing this section:</u> The Model Publication Scheme does not require individual salaries or income (including information from which this can easily be deduced) to be proactively published.</p> <p>Practices should make a note in this class to explain the above and to remind the public they have the right to request information under the Act. GPs will be free at that point to apply exemptions and the requester has the right to appeal to the Information Commissioner.</p> <p>Each GP should also consider what they can publish/release which gives the public as much information as possible on the cost of services, without disclosing personal information. There should be no reason why the practice cannot publish details of their NHS funding.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Cost of running the practice	This information is available by email and post
Purchaser equipment and supplies	This information is available it can be provided by email and post.
Purchasing plans and capital funding	This information is available it can be provided by email and post.
Expenses policies and procedures	This information is available by email and 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 is available by email and post. It is also available from our GP practice.
Staffing structure	Information contained in section 2 of this document. This information is available by email and post. It is also available on our practice website at www.orchardhousehealthcentre.co.uk It is also available from our GP practice.
Human resources policies, procedures and guidelines (recruitment, performance, management, promotion, pensions, discipline, grievance, staff development)	This information is available by email and post. It is also available from our GP practice.
Management of the practice premises	This information is available by email and post. It is also available from our GP practice.
Premises maintenance arrangements	This information is available by email and post. It is also available from our GP practice.
Records management policy	Information contained in sections 10 of this document. This information is available by email and post. It is also available on our practice website at www.orchardhousehealthcentre.co.uk It is also available from our GP practice.
Information governance	Information contained in sections 5 of this document. This information is available by email and post. It is also available from our GP practice.
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
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	We do not hold this information

tendering, including details	
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 is available by email and post. It is also available from our GP practice.
Quality and Outcomes Framework achievement	This information is available by email and post. It is also available from our GP practice.
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