

**Information available from
Charlton Hill Practice
(providing medical services under contract to the 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.

| Information to be published | How the information can be obtained | Cost |
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| <u>Class1 - Who we are and what we do</u> (<i>Organisational information, structures, locations and contacts</i>) | Practice Leaflet | Nil |
| Doctors in the practice: Number of, Female/Male, Qualifications | Practice Website www.charltonhillsurgery.co.uk | |
| Contact details for the practice: Main and Branch Surgeries | NHS Choices Website http://www.nhs.uk/ServiceDirectories/Pages/GP.aspx?pid=FE759F95-D265-4A79-82EC-6FAD322C8AC1 | |
| Opening hours: Including Extended Hours | | |
| Other staffing details: Other Healthcare Professionals i.e. PM, Nurses, Community Nurses | | |
| <u>Class 2 – What we spend and how we spend it</u> (<i>Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit</i>) | | |
| <i>Total cost to the PCT of our contracted services.</i> <ul style="list-style-type: none"> • Total NHS Income • Total Expenditure | Available upon request from PCT | Not Known |
| <i>Audit of NHS income</i> <ul style="list-style-type: none"> • Internal & External Financial Systems/Procedures | Available upon request from PCT | Not Known |
| <u>Class 3 – What our priorities are and how we are doing</u> (<i>Strategies and plans, performance indicators, audits, inspections and reviews</i>) <ul style="list-style-type: none"> • Aligned to the PCT priorities based on population needs • Measured performance via QOF and other internal audit | Hard Copy of PCT Annual Plan - Available upon request from PCT | Not Known |

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| | Practice Website www.charltonhillsurgery.co.uk http://www.gpcontract.co.uk/surgery.php?orgcode=J82025 | Nil Nil |
| Plans for the development and provision of NHS services Via national direction i.e. DOH or local direction from the PCT | Hard Copy of PCT Annual Plan - Available upon request from PCT Practice Website www.charltonhillsurgery.co.uk | Not Known Nil |
| Class 4 – How we make decisions (<i>Decision making processes and records of decisions</i>) • Via Practice Business Meetings, Staff meetings | | |
| Records of decisions made in the practice affecting the provision of NHS services • We have records of such but will NOT publish due to confidentiality and commercial sensitivities | Not Available | |

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| Class 5 – Our policies and procedures (<i>Current written protocols, policies and procedures for delivering our services and responsibilities</i>) | | |
| Policies and procedures about the employment of staff • Recruitment procedures, Contracts of Employment, Induction programme | Hard Copy | Nil |
| Internal instructions to staff and policies relating to the delivery of services • Contained within Staff Handbook | Hard Copy | Nil |
| Equality and diversity policy • Contained within Staff Handbook | Hard Copy | Nil |
| Health and safety policy • Contained within Staff Handbook | Hard Copy | Nil |

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| Complaints procedures <ul style="list-style-type: none"> NHS Complaints Procedure – updated to reflect requests for information and operation of the FOI Publication Scheme | Hard Copy Practice website | Nil |
| Records management policies (records retention, destruction and archive) <ul style="list-style-type: none"> Contained within Practice Procedures File | Hard Copy | Nil |
| Data protection policies <ul style="list-style-type: none"> Contained within Practice Procedures File | Hard Copy | Nil |
| Policies and procedures for handling requests for information <ul style="list-style-type: none"> Contained within Practice Procedures File | Hard Copy | Nil |
| Patients' charter | Practice Leaflet | Nil |
| Class 6 – Lists and Registers (<i>Any publicly available register or list</i>) | None Held | |
| Class 7 – The services we offer (<i>Information about the services we offer, including leaflets, guidance and newsletters produced for the public</i>) | | |
| The services provided under contract to the NHS Those contained within the General Medical Services/Personal Medical Services | Practice Leaflet Practice Website www.charltonhillsurgery.co.uk NHS Choices Website http://www.nhs.uk/ServiceDirectories/Pages/GP.aspx?pid=F759F95-D265-4A79-82EC-6FAD322C8AC1 | Nil |
| Charges for any of these services | No charge for NHS services | |
| Information leaflets <ul style="list-style-type: none"> Available in the practice in waiting/public areas | Hard Copy | Nil |
| Out of hours arrangements | Practice Leaflet | Nil |

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| Provided by: OOH Service for West Hampshire | Practice Website www.charltonhillsurgery.co.uk | |
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Requests for information should be made to Adrian Wise (adrianwise@nhs.net).