

Freedom of Information Act

Publication Scheme

Introduction

Welcome to The Falmouth Health Centre Practice Publication Scheme. This is a guide to the General Practitioners within the partnership as required by the Freedom of Information Act 2000.

Contact details

The Falmouth Health Centre Practice
Trevaylor Road
Falmouth
TR11 2LH

Tel: 01326 210090
Email: fhcenquiries@falmouthhc.cornwall.nhs.uk
Fax: 01326 434829
Web: www.faldoc.co.uk

The Partnership is made up of 5 Partners:

Dr R D G James
Dr N K Rogers
Dr V H Hartnell
Dr F J Kelly
Dr V P Davoren (from 01/02/11)

How much does this publication cost?

All the information is free, unless otherwise specified in each Class. Multiple copies will be charged at 10p per sheet, postage will be charged at current Royal Mail postage rates.

How is the information made available?

All the information in the publication is available from the Practice on paper and on the practice web site – www.faldoc.co.uk.

Classes of information available on the Practice web site are indicated. Initial requests for information should be directed to the Practice Manager, Mr G C Dennis.

Your rights to information

In addition to accessing the information identified in the publication scheme, you are entitled to request information about The Falmouth Centre Practice under the NHS openness code. The Freedom of Information Act 2000 recognises that members of the public have a right to know how public services are organised and run, how much they cost and how decisions are made.

From January 1st 2005 it has obliged General Practice to respond to requests about information that it holds, and is recorded in any format and it will create a right of access to that information. These rights are subject to some exemptions to be taken into consideration before deciding what information it can release.

New environmental information regulations will enable similar access to environmental information under the Freedom of Information Act 2000.

Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you. You may contact Mr G C Dennis or ask at the reception desk to do this.

Feedback

If you have any queries, comments or complaints, including how requests for information from the publication scheme have been handled, please contact Geoff Dennis, Practice Manager, on 01326-310160

or write to him at: The Falmouth Health Centre Practice, Trevaylor Road, Falmouth, TR11 2LH. You can also email him at geoff.dennis@falmouthhc.cornwall.nhs.uk.

Classes of information

All the information at The Falmouth Health Centre Practice is held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information which can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000. Where individual classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all classes within the publication scheme.

The information on this scheme is grouped into the following broad categories:

1. Who are we

In relation to the NHS family, this practice is contracted to Cornwall & Isles of Scilly Primary Care Trust, which in turn is responsible to South West Peninsula Strategic Health Authority. The practice is assisted with some administrative tasks by the Primary Care Support Agency.

The Partners mainly use the Royal Cornwall Hospitals Trust for referrals to secondary care, along with Cornwall Partnership Trust for Mental Health and Learning Disabilities.

Cornwall & Isles of Scilly Primary Care Trust, telephone 0845 170 8000 or write to them at Sedgemoor Centre, Priory Road, St Austell, PL25 5AS. www.cornwall.nhs.uk/ciospct
South West Peninsula Strategic Health Authority, telephone 01803 861881 or write to them at The Lescaze Offices, Shinner's Bridge, Dartington, TQ9 6JE.

Primary Care Support Agency, Sedgemoor Centre, Priory Road, ST AUSTELL, PL25 5AS, Tel: 0845 170 8000 Fax: 01726 71777.

Royal Cornwall Hospitals Trust Headquarters, Trust Head Office, Bedruthan House, Royal Cornwall Hospital, TRURO, TR1 3LJ, or telephone 01872 250000. Fax: 01872 252944.
www.cornwall.nhs.uk/RCHT/Home.aspx

Cornwall Partnership Trust (mental health and learning disabilities), Headquarters, Porthpean Road, St Austell, PL26 6AD, telephone 01726 291000, Fax: 01726 291080.
www.cornwall.nhs.uk/cornwallpartnershiptrust/home.aspx

The practice has a team of attached staff including Community Nurses, Health Visitors, Midwives, Social Services and a Community Matron. In addition the practice has an in-house Psychology and Counselling service.

The Community Nurses can be contacted directly on 01326-434771.

The Health Visitors can be contacted directly on 01326-434782

The Social Services can be contacted via 01872-278533.

The Midwife can be contacted via 01326 434776.

The Community Matron can be contacted via reception on 01326-434787

From time to time the Partners may refer to other secondary care providers not listed here, for further information please contact Mr G C Dennis on 01326 310160 or ask at the reception desk.

General information on Healthcare Services in Cornwall is available at <http://www.southwest.nhs.uk/index.htm>

This Practice aims to follow the National Institute for Clinical Excellence and National Service Framework guidelines.

A full list of General Practices in this area is available from Cornwall & Isles of Scilly Primary Care Trust
www.cornwall.nhs.uk/ciospct

This Practice covers an area of some 6 miles radius from the Practice site.

The Key personnel at the Practice are as follows:

PARTNERS

| | | |
|----------------------|---|------------|
| Dr Richard James | MB BS (St Thomas'), FRCS MRCGP DCH DRCOG | Full time |
| Dr Nicholas Rogers | MB BS (UCL), MRCGP | Full time |
| Dr Victoria Hartnell | MB BS (St Thomas'), MRCGP, DRCOG, DipFSRH | Part time |
| Dr Féaron Kelly | BSc, MSc, MB BS, MRCGP, DRCOG, DGM, DFFP | Full time |
| Dr Paul Davoren | MB BS, MRCGP | Full time* |

Salaried GP

| | | |
|----------------------|------------------------|-----------|
| Dr Stephanie Jackson | MB BS BA, MRCGP, DFSRH | Part time |
|----------------------|------------------------|-----------|

*From 01 February 2011

We have 5 part time **Practice Nurses**:

Lynn Brockwell-Ogley
Jill Churchill
Joan Peacock
Kate Emsden
Niki Carne

We have 2 part time **Health Care Assistants**:

Claire Linthwaite
Gloria Evans

Practice Manager - Geoff Dennis

Reception Manager – Barbara Lewis

Patient Services Manager – Caroline Cable

Treatment Room Manager – Caroline Hallett

The Practice has a team of staff made up of Receptionists, Secretaries and administration personnel.

2. Our Services

A full list of the medical services offered by this Practice, along with the times of surgeries and clinics and services available out of hours is all listed in our Practice Leaflet or the practice web site – www.faldoc.co.uk.

The Practice Leaflet is available free of charge from our reception desk or by download from www.faldoc.co.uk or by post from The Falmouth Health Centre Practice, Trevaylor Road, Falmouth, TR11 2LH or by phoning 01326 210090.

The Practice has a full list of Protocols for all the clinical procedures it carries out. Copies of these are available on request from Mr G C Dennis. A copy of the protocol that is directly related to your clinical treatment is free of charge, any further copies, or copies not relating to your clinical treatment, will be charged at 10p per sheet plus postage costs at standard Royal Mail rates.

3. Financial and Funding Information

The Falmouth Health Centre Practice holds a General Medical Services contract with Cornwall & Isles of Scilly Primary Care Trust and receives funding from them in exchange for services provided for patients.

The nGMS Contract which was introduced on April 2004 requires General Practice to attain certain targets in a number of domains. For each target attained the Practice is awarded points against which, at the end of each year, money is paid. The maximum points are 1050. The domains are:

Clinical – there are 10 Clinical domains accruing a total of 500 points. These are:

- Coronary Heart Disease (CHD)
- Stroke and Transient Ischaemic Attacks (TIA)
- Hypertension
- Diabetes
- Chronic Obstructive Pulmonary Disease (COPD)
- Epilepsy
- Hypothyroidism
- Cancer
- Mental Health
- Asthma

Organisational - there are 5 Organisational domains and a number of holistic areas that accrue the remaining points. The Organisational domains are:

- Records
- Information
- Education and Training
- Practice Management
- Medicines Management

In the year 2009 - 2010 the Practice attained a total of 1049 points. To view the Practice performance go to www.nhs.uk and you will be able to find The Falmouth Health Centre section and navigate to the relevant pages.

Additionally you can view the Practice National and Patient Survey results via the above web site.

For services offered by the practice that are not covered by the funding received from Cornwall & Isles of Scilly Primary Care Trust, the Practice may make a charge. A full list of charges is available for viewing in Reception or you may contact Mr G C Dennis on 01326 310160 and he will be happy to inform you of the charge for specific items or procedures.

There may be circumstances where material cannot be released because it is confidential or commercial information or the appropriate officer designated for these purposes under the Act has taken the view that it may be prejudicial to the conduct of the Practice's affairs.

4. Information for the Public

The Practice can assist members of the public in obtaining information relating to their medical conditions, this may be given out during a consultation with your Doctor or the Nurse. Information that is directly related to your clinical treatment is free of charge, any further copies, or copies not relating to your clinical treatment, will be charged depending on the administration time and purchase costs plus postage costs at standard Royal Mail rates.

Some information relating to clinical issues is available in our practice leaflet, available at reception or via the Practice web site www.faldoc.co.uk.

5. Complaints

The practice follows the NHS complaints procedure, copies are available free of charge from Mr G C Dennis, Practice Manager, on 01326 310160 or in writing. The NHS complaint's procedure is also available at www.nhs.uk.

If you wish to make a complaint please write to Mr G C Dennis, The Falmouth Health Centre Practice, Trevaylor Road, Falmouth, TR11 2LH or email geoff.dennis@falmouthhc.cornwall.nhs.uk or phone 01326 310160.

6. Other Policies and Procedures

This Practice adheres to the following policies, details of which can be found on the relevant web sites as shown below:

- Clinical Governance
- Data Protection Act
- Employment Law
- Equal Opportunities
- Disability Discrimination Act
- Freedom of Information Act

7. This Publication Scheme

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

The main contact for information management is Mr G C Dennis, The Falmouth Health Centre Practice, Trevaylor Road, Falmouth, TR11 2LH or email geoff.dennis@falmouthhc.cornwall.nhs.uk or phone 01326 310160.

As of 1 December 2010 there are no changes or proposed changes to this publication scheme.

The cost of providing information to members of the public is listed in the relevant sections, if you require any further information on costs please contact Mr G C Dennis, The Falmouth Health Centre Practice, Trevaylor Road, Falmouth, TR11 2LH or email geoff.dennis@falmouthhc.cornwall.nhs.uk or phone 01326 310160.

Useful Resources

www.faldoc.co.uk
The Practice web site

<http://informationcommissioner.gov.uk/>
The web site of the information commissioner

www.justice.gov.uk
The web site of the Lord Chancellor's department (now with the Ministry of Justice)

www.cornwallandislesofscilly.nhs.uk/CornwallAndIslesOfScillyPCT/
Cornwall & Isles of Scilly Primary Care Trust