

## **SOUTHGATES MEDICAL & SURGICAL CENTRE PUBLICATION SCHEME**

**Welcome to the Southgates Medical & Surgical Centre's General Practitioner's Publication Scheme. This is a guide to the General Practitioners' (who practice together) within the partnership; practice Publication Scheme as required by the Freedom of Information Act 2000.**

### **Introduction**

This Publication Scheme is a complete guide to the information routinely made available to the public by Dr Alan Heath, Dr Hilary Lazarus, Dr Laurence Atkinson, Dr Ian Hotchin, Dr Kathy Connolly, Dr Chris McKenzie, Dr Caroline Delves, Dr Vandana Bendre, Dr Owen Chandler and Dr Shona Lidgey. It is a description of the information about our General Practitioners and Practice which we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

### **How much does it cost?**

The publications are all free unless otherwise indicated within each Class. Where information is provided at a cost the charges will be calculated as set out in Class 7.

### **How is the information made available?**

The information within each Class is either downloadable from the practice website or available in hard copy from:-

Noel McGivern (General Manager)

41 Goodwins Road

King's Lynn

Norfolk

PE30 5QX

**Tel 01553 819460, Fax 01553 819466, e-mail [nmcgivern@nhs.net](mailto:nmcgivern@nhs.net)**

### **Your rights to information**

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Southgates Medical & Surgical Centre under the NHS Openness Code 1995.
- The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.
- From January 1<sup>st</sup> 2005 it will oblige the 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 which have to be taken into consideration before deciding what information it can release.

- New environmental information regulations may be introduced as early as 2003. These will enable similar access to environmental information as 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 and you can contact Noel McGivern (General Manager) to do this.

## **Feedback**

If you have any comments about the operation of the Publication Scheme, or how we have dealt with your request for information from the Scheme, please write to:

Noel McGivern (General Manager)  
41 Goodwin's Road  
King's Lynn  
Norfolk  
PE30 5QX

**Tel 01553 819460, Fax 01553 819466, e-mail [nmcgivern@nhs.net](mailto:nmcgivern@nhs.net)**

## **CLASSES OF INFORMATION**

All information at the Southgates Medical & Surgical Centre 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 we are**

We are Dr Heath & Partners trading as Southgates Medical & Surgical Centre. The Practice is a member of West Norfolk Practice based commissioning group. The Practice is also a shareholder member of the Norfolk Surgical & Diagnostic Centres Limited company.. Along with the majority of practices in Norfolk we are also shareholders in Icen Limited, a provider company working on behalf of Norfolk and Waveney General Practices. We are also members of West Norfolk Health Limited a non profit making organisation providing some healthcare services within West Norfolk.

The practice has a local Personal Medical services contract with NHS England .The practice always aims to follow National Institute for clinical excellence (NICE) and National Service Framework(NSF) guidelines.

Copies of these can be found on the NICE website([www.nice.org.uk](http://www.nice.org.uk)) or the department of health website ([www.doh.gov.uk](http://www.doh.gov.uk))

A full list of local practices can be found at [www.westnorfolkccg.nhs.uk](http://www.westnorfolkccg.nhs.uk)

The practice area covers King's Lynn, West Lynn, Clenchwarton, North & South Wootton, Castle Rising, Gaywood, South Lynn, North Lynn, Leziate, Pott Row, Grimston, Roydon, North Runcton, Ashwicken, Middleton, West Winch, East Winch, Blackborough End, Tilney All Saints, Wiggenhall St. Germans', Gayton, Eau Brink, Setchey. Terrington St Clement

A Full list of the GP partners of the practice is found in the introduction to this publication scheme. The practice also employs:-

Dr Jacqueline Lilley– salaried GP  
Dr Tina Ariffin, salaried GP  
Dr Sravanthi Pasapula, salaried GP

General Manager – Noel McGivern  
Assistant General Manager- Emma Batchelor  
Administrative staff  
Practice Nurses  
Healthcare assistants  
Interpreters

A Full list of the services we provide is detailed in Class 2 below

There is a national NHS plan that explains how the NHS is changing and how all the different parts function & work together

## **2. Our Services**

The range of services we provide under contract to the NHS are;-

- A full range of personal medical services
- Child Health surveillance
- Minor Surgery
- Contraceptive services
- Maternity & Obstetric services
- Child immunisation clinics
- Disease Management clinics, vascular clinics – healthy heart, diabetes, asthma, COPD,
- Specialist Substance misuse clinics, including alcohol advice
- Continence clinics
- Dietician
- Near patient testing – phlebotomy
- Interpreter services
- Patient Advice service

For policies relating to our services please see Class 6

We also provide Secondary care services within Primary Care under Community services contracts with all of the clinical commissioning Groups in Norfolk, Cambridge shire and Peterborough CCG and Health East CCG in Great Yarmouth and Waveney under the Umbrella of Norfolk surgical and diagnostics centre's limited . We provide procedures within orthopaedics, urology, general surgery, dermatology, gastroenterology, and ophthalmology.

Some services require information with other health care agencies and we follow the Norfolk NHS & Social Care Information Community protocol for the sharing of personal information. A copy is available for perusal at the surgery; please ask at reception.

The Practice is open for the full period of the current GP contract between the following hours:

Week days 8.00 am – 6.30 pm, Wednesday until 8:30 p.m.  
Saturdays open for routine appointments only until 11:30 a.m.  
Sundays Closed all day.

The practice also provides Extended hours up to 8.45 on a Wednesday evening and on the first Saturday morning of each month between 8.30 a.m. and 11.45 a.m.

Out of hours cover is provided by East of England Ambulance Services between the hours of 6.30 pm and 8.00 am week days and all day on Saturdays and bank holidays.

The out of hours service is accessed via the national 111 system or by ringing the surgery.

Members of staff conduct consultations in English. If translation services are required, please contact us in advance. We have interpreters on site.

### **Interests**

Dr Alan Heath has an interest in General Surgery, Dermatology and Orthopaedics.

Dr Hilary Lazarus has an interest in Education of GP Registrars and COPD.

Dr Laurence Atkinson has an interest in Diabetes and Medical Education.

Dr Ian Hotchin has an interest in Urology, substance misuse, Mental Health and GP Education.

Dr Kathy Connolly has an interest in Diabetes and Prescribing Management.

Dr Chris McKenzie has an interest in Substance Misuse and Mental Health.

Dr Caroline Delves has an interest in women's health, gynaecology and GP Education.

Dr Vandana Bendre has an interest in child health and Diabetes.

Dr Shona Lidgey has an interest in child health, women's health and end of life care.

Dr Owen Chandler has a special interest in COPD and Asthma, emergency Care and GP post graduate training.

### **3. Financial and funding information**

The Practice receives funding money from West Norfolk clinical commissioning Group for local enhanced services, Norfolk County council for areas of Public Health and NHS England for the GP PMS contract and National enhanced Services.

The total income received from the NHS before expenses for the accounting year which falls within 2012/13- June 0127 to May 13 was £1,762,335.

The sum spent on drugs prescribed by SM&SC in 2013/14 to 31 3 14 was £1,889,000 .

### **4. Regular publications and information for the public**

The following published information is available free of charge:

Practice Leaflet

The Protection & Use of Information Leaflet

Sickness or Medical Certificate Leaflet

Minor Surgery Leaflet

Various leaflets on specific medical conditions are freely available in the waiting rooms or upon request

### **5. Comments, Suggestions and Complaints**

The contact for comments, suggestions and complaints is Noel McGivern, General Manager, email- [nmcgivern@nhs.net](mailto:nmcgivern@nhs.net)

There is always a duty manager available during office hours.

### **6. Our policies and procedures**

There are numerous general policies and procedures in use within the practice. These include, but are not restricted to, data protection, prescribing and prescription, health and safety, staff policies, financial and fraud policies and Clinical protocols and procedures. We also use a very extensive list of Standard Operating Procedures. .

## **7. This Publication Scheme**

In this class 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 enquires regarding information management generally in the Trust. We will also publish any proposed changes or additions to publications already available.

### **Cost of Information**

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD). Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available. Charges are as follows:

[a) Via the General Practice/West Norfolk Clinical commissioning Group Web Site –Free of charge, although any charges for Internet Service provider and personal printing costs would have to be met by the individual

For those without Internet access, a single print-out as on the website would be available by post from Noel McGivern, General Manager or by personal application at Southgates Medical and Surgical Centre.

However, requests for multiple printouts, or for archived copies of documents which are no longer accessible or available on the web, may attract a charge for the retrieval, photocopy, postage etc. We will let you know the cost and charges that will have to be paid in advance. We will not provide printouts of other organisation's websites.

b) Leaflets and brochures-free of charge for leaflets or booklets on, for example, services we offer to the public. These are available in our reception areas

c) e-mail-will be free of charge unless it says otherwise

The charges will be reviewed regularly. We are to help.

## **Useful Resources**

Web sites:

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

This is the web site of the Information Commissioner

[www.lcd.gov.uk](http://www.lcd.gov.uk)

This is the web site of the Lord Chancellor's Department

[www.foi.nhs.uk](http://www.foi.nhs.uk)

This is the NHS Freedom of Information web site

[Primary Care Trust web site](#)

Queen Elizabeth web site <http://www.gehkl.nhs.uk>

Patient Choices web site <http://www.nhs.uk/>

## **Publications**

- NHS Openness Code- [www.doh.gov.uk/nhsexec/codemain.htm](http://www.doh.gov.uk/nhsexec/codemain.htm)
- FOI Act 2000 [www.legislation.hmso.gov.uk/acts2000/2000036.htm](http://www.legislation.hmso.gov.uk/acts2000/2000036.htm)
- Code of Practice under Section 45 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)
- Code of Practice under Section 46 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)
- Statement of Fees and Allowances payable for General Medical Practitioners in England

## **Copyright**

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