

Information available from The Abingdon Medical Centre under the Freedom of Information Act Model Publication Scheme.

Our Charges for Providing Information under this Scheme

All documents that we make available free of charge under this Scheme are identified in the table below as “Free”.

All documents available under this Scheme for which we may charge a fee are identified as “★”.

We will make reasonable charges (which will include staff time, administrative costs, copy costs, postage and any other out of pocket expenses we incur) when we provide the following information:

- Paper copies of certain documents;
- Copying data onto media (e.g. CD-ROM);
- Supplying multiple print-outs;
- Supplying archived copies of documents that are held by the Practice but are no longer accessible or available via the Practice website

Please contact Ann Murray at the Practice if you require a document for which a fee may be applicable. S/he will let you know the cost and charges that you will be required to pay us, in advance of us supplying the documents to you.

Our charges will be reviewed regularly and be in line with other NHS organisations.

We are not able to provide printouts of other organisation’s websites.

How the Information can be obtained under this Scheme

All documents that we make available under this Scheme can be viewed and / or downloaded from the Practice Website and / or made available in a leaflet and / or made available in hard copy format on request.

We will despatch information within 20 working days from receipt of the request and fee.

Information available on the website is also available in hard-copy format on request, although charges may apply - please contact Ann Murray at the Practice for further details.

This Publication Scheme Information was last reviewed and updated on 14/Aug/2017

Information to be published	How the information can be obtained	Cost
Class 1 - Who we are and what we do (Organisational information, structures, locations and contacts) - This will be current information only		
<p>The Abingdon Medical Practice provides general medical services to patients in the geographical area of the Earls Court Road.</p> <p>A more detailed guide to the geographical area, incorporating a detailed list of all the streets we cover is featured on the Practice Website.</p> <p>We are under contract with Kensington, Chelsea and Westminster Health Authority.</p>	<p>Practice leaflet and website</p>	<p>Free</p>
<p>Doctors in the Practice: Dr Kilduff, Dr Raby and Dr Chua (partners). A comprehensive list is available on the website.</p>	<p>Practice leaflet and website & NHS Choices Website</p>	<p>Free</p>
<p>Contact details for the Practice: Ann Murray, Reception Manager at the Practice who will be prime contact for maintaining this Scheme on a day-to-day basis and responding to requests made under this scheme.</p> <p>88-92 Earls Court Road, London W8 020 7795 8480 www.abingdonmedical.co.uk</p>	<p>Practice leaflet and website & NHS Choices Website</p>	<p>Free</p>
<p>Opening hours: Mon-Fri 8.00 to 18.30 Sat 8.30 to 12.30</p>	<p>Practice leaflet and website</p>	<p>Free</p>

Information to be published	How the information can be obtained	Cost
<p>Other staffing details: Practice Manager – Mrs Ann Murray Assistant Practice Manager – Ms Fred PAtterson Lead Practice Nurses – Ms Amanda Afoa-Peterson Practice Nurses – Ms Megan Herriott Medical Secretary – Mrs Nicola Sultan</p> <p>We also employ Health Care Assistant x 1 Reception x 4 Phlebotomist x 1 IT Administrator x 1</p> <p>Attached staff include District Nurses x 2 Health Visitors x 1 Counsellor x 1</p>	<p>Practice leaflet and website</p>	<p>Free</p>

Information to be published	How the information can be obtained	Cost
Class 2 – What we spend and how we spend it (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit) - Current and previous financial year as a minimum		
<p>The Practice receives money in accordance with the Personal Medical Services contract held with K&C in exchange for services provided for our patients.</p> <p>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 Practices' affairs.</p>	<p>Hard copy by written request from Dr Kilduff</p>	<p>£20</p>
<p>Audit of NHS Income</p>	<p>Hard copy by written request from Dr Kilduff</p>	<p>£20</p>

Information to be published	How the information can be obtained	Cost
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Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews) - Current and previous year as a minimum.		
The Practice's priority is to provide the highest standard of clinical care to patients registered with the Practice, ensuring we work collaboratively with other healthcare providers and support organisations, to enable more of our patients to be treated in a primary care setting, closer to home.		
Developments In line with PCO priorities	See PCO 5 Year Plan on their website : http://www.northwestlondon.nhs.uk	£10
Plans for development and provision of NHS services are detailed in our Practice Development Plan which we produce at the start of every new financial year, in April.	Hard copy by request from Practice Manager	£10
Continued participation in the Quality & Outcomes Framework (QOF). Our performance under the QOF can be found on the NHS IC website: http://www.qof.ic.nhs.uk/search.asp	Website	Free
Continued participation in Enhanced Services:	Hard copy by request from Practice Manager	£5
Continued participation in Commissioning Group to provide greater services for patients, closer to Home.	Hard copy by request from Practice Manager	£5
NHS Choices website provides details of our performance, and what patients think of us from the Patient Satisfaction Questionnaire, carried out annually. www.nhschoices.nhs.uk	Website	Free
Our Patient Participation Group produces a report on a yearly basis, identifying key Patient issues, which we take into account in our future planning.	Website and Hard Copy from Reception	Free

Plans for the development and provision of NHS Services:		
Increase in access for patients with extended hours	Hard copy by request from Practice Manager	£5
Expansion of internet facilities for ordering repeat medications and making/cancelling advance appointments	Hard copy by request from Practice Manager	£5
Continued participation in Quality and Outcome Framework.	Hard copy by request from Practice Manager	£5
Continued participation in Enhanced services.	Hard copy by request from Practice Manager	£5
Continued participation in Commissioning Group to provide greater services for patients Closer to Home.	Hard copy by request from Practice Manager	£5

Information to be published

How the information can be obtained

Cost

Class 4 – How we make decisions

(Decision making processes and records of decisions) - Current and previous year as a minimum

Meeting Name	Attendees	Frequency
Partners	Partners & Practice Manager	Monthly – on first Wednesday
Practice	Partners, Registrar and all Managers	Weekly Clinical Meeting
Clinical	All Doctors, Managers, and Practice Nurses	Monthly
Primary Healthcare Team	Partners, Registrar, Managers, Practice Nurses, District Nurses, Health Visitors, Community Psychiatric Nurses	Monthly – on first Wednesday
Receptionists	Practice Manager, Office Manager & Receptionists	Monthly

The Palliative Care Register is discussed at the Primary Healthcare Team Meeting.

All issues regarding the Practice and any changes proposed are discussed at the appropriate level of meeting.

All meetings and decisions are evidenced in minutes apart from the clinical meetings where individual patients may be discussed.

The Practice retains two sets of minutes:

1. A confidential set which contains commercially sensitive or data protected information that is not within this Publication Scheme. These minutes are shared with key personnel in the Practice, including the line managers who then brief their staff teams as necessary.
2. General minutes of meetings are available through the Publication Scheme. Copies of these minutes are held centrally within the Practice for reference by any member of the team.

Hard copy by request from Practice Manager

£10

Records of decisions made in the practice affecting the provision of NHS services

Increase in access for patients with extended hours

Expansion of internet facilities for ordering repeat medications and making/cancelling advance appointments

Hard copy by request
from Practice Manager

£10

Information to be published	How the information can be obtained	Cost
Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering services and responsibilities) - Current information only.		
Policies and procedures about the employment of staff	Hard copy by request from Practice Manager	£5
Internal instructions to staff and policies relating to the delivery of services	Hard copy by request from Practice Manager	£5
Equality and diversity policy	Hard copy by request from Practice Manager	£5
Health and safety policy	Hard copy by request from Practice Manager	£5
Complaints procedures (including those covering requests for information and operating the publication scheme)	Website and Hard Copy from Reception	Free
Records management policies (records retention, destruction and archive)	Hard copy by request from Practice Manager	Free
Data protection policies	Hard copy by request from Practice Manager	Free
Policies and procedures for handling requests for information	Hard copy by request from Practice Manager	Free
Patients' charter	Practice leaflet and Website	Free

Information to be published	How the information can be obtained	Cost
Class 6 – Lists and Registers Currently maintained lists and registers only.		
<p>We maintain our list of registered patients using the EMIS PCS Clinical system which is fully computerised and paperless.</p> <p>At the present time, we have approximately 8000 patients registered with the Practice.</p> <p>The list is confidential.</p>	protected	
<p>In accordance with the requirements of the New General Medical Services Contract we also hold a Register of Gifts to the Practice</p>	Hard copy by request from Practice Manager	£10
Any publicly available register or list	Not held	

Information to be published

How the information can be obtained

Cost

Class 7 – The services we offer

(Information about the services offered, including leaflets, guidance and newsletters produced for the public) - Current information only.

The services we provide in accordance with the Personal Medical Services contract held with Kensington and Chelsea include the following:

- A full range of General Medical Services
- Ante-natal Care
- Anticoagulant Service
- Baby Clinic & immunisation
- Blood Pressure Review Clinic
- Cervical Cytology
- Child health surveillance
- Childhood developmental checks, vaccinations and immunisations
- Contraceptive services
- Cryotherapy
- Dietetics
- Disease management services including Asthma, Diabetes, Hypertension, Coronary Heart Disease and Chronic Obstructive Pulmonary Disease
- District Nurse, Health Visiting and Midwifery Services
- Dressings
- Ear Syringing
- Flu Clinics
- Health promotion services for young people and adults of all ages (Well man / Well woman)
- Immunisations
- Maternity Medical Services
- Minor surgery services
- New patient consultations
- Obstetrics services
- Podiatry
- Phlebotomy
- Removal of Stitches
- Smoking Cessation Service

Practice leaflet and website.

Free

<ul style="list-style-type: none"> • Travel and other immunisations • Warfarin Monitoring 		
<p>Enhanced Services</p> <p>These are NHS services not provided through Essential or Additional services and include more specialised services undertaken by GPs or nurses with special interests and allied health professionals and other services at the primary-secondary care interface.</p> <p>They may also include services addressing specific local health needs or requirements, and innovative services that are being piloted and evaluated.</p> <p>We provide the following enhanced services:</p> <ul style="list-style-type: none"> • Alcohol Rehabilitation • Cancer • Carers • Chronic Kidney Disease • Counselling • Diabetes monitoring – to include provision of care for housebound diabetics • Fitting of contraceptive coils and implants • Heart failure • HPV (Human Papillovirus) vaccination for 17 to 18 year olds • MMR Catch-up Campaign • Osteoporosis • Palliative Care • Rheumatology monitoring • Ring Pessaries 	<p>Hard copies by request from Practice Manager</p>	<p>Free</p>

<p>The following services involve information sharing with other agencies:</p> <ul style="list-style-type: none"> • Child protection, • General nursing, • Mental health, • Retinal Screening • Referral to Hospitals, • Social services, • Transport. 	<p>Hard copies by request from Practice Manager</p>	<p>Free</p>
<p>Charges for services made by the Practice</p> <p>No charge is made for all the services we provide under contract to the NHS.</p> <p>For the services we provide which are outside our contract to the NHS, there is a charge, which we keep in line with those recommended by the British Medical Association (BMA).</p> <p><u>Examples of non-NHS services for which GPs can charge their NHS patients are:</u></p> <ul style="list-style-type: none"> • Certain travel vaccinations • Private medical insurance reports • Holiday cancellation claim forms • Referral for private care forms • Letters requested by, or on behalf of, the patient <p><u>Examples of non-NHS services for which GPs can charge other institutions are:</u></p> <ul style="list-style-type: none"> • Medical reports for an insurance company • Some reports for the DSS/Benefits Agency • Examinations of local authority employees <p>We produce and publish a list of these Services and their associated charges.</p>	<p>Practice Website; Practice Leaflet; On our Reception Desk; On Practice Notice Boards.</p>	<p>Free</p>

<p>Information Leaflets:</p> <ul style="list-style-type: none"> • Practice Brochure • Practice Charter • Practice Newsletter • Traveller Holiday Information • Patient Participation Group Reports • Access to medical records – application form • Access to medical Records – patient information leaflet • Carer’s Referral form <p>The Practice also holds information leaflets provided by outside agencies:</p> <ul style="list-style-type: none"> • We have a leaflet rack, which is updated on a regular basis. A full publication list can be obtained by contacting the telephone number above. • We also have a Social Services Public Information rack. A full publication list can be obtained on their Website ***Insert Supplier Website Address***. <p>In addition to the above, the Practice offers a range of information about a variety of issues and a considerable number of minor illnesses via the Practice website, where you can also find a list of Useful Contacts and links to other health-related websites.</p>	<p>Practice Website; On our Reception Desk; From leaflet Dispensers in the Practice Waiting Room.</p>	<p>Free</p>
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<p>Out of Hours Arrangements</p> <p>When the Practice is closed ‘Out of Hours Care’ for urgent medical services is provided by an ‘Out of Hours’ service arranged by dialling 111.</p>	<p>Practice Website; Practice Leaflet</p>	<p>Free</p>
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Other Useful Resources

Websites:

The Information Commissioner - www.informationcommissioner.gov.uk

The Lord Chancellor's Department - www.lcd.gov.uk

The NHS Freedom of Information - www.foi.nhs.uk

NHS Direct - www.nhsdirect.co.uk

NICE - www.nice.org.uk

Publications:

NHS Openness Code - www.doh.gov.uk/nhsexec/codemain.htm

FOI Act 2000 - www.legislation.hmso.gov.uk/acts2000/2000036.htm

Code of Practice under Sections 45 & 46 FOI Act 2000 - www.lcd.gov.uk