



Document Management

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Linden Medical Group

Publication Scheme - Freedom of Information Act (2000)

This Publication Scheme is a guide to the information routinely made available to the public by Linden Medical Group. It is a description of the information about Linden Medical Group and the Clinicians that work there, which is available to the public. It is subject to regular review and accurate at the publication date, any changes after that date may not be reflected fully in this document until the next review. No liability of any kind is accepted by the Linden Medical Group or its Partners where this information is used for any purpose by individuals, companies or other agencies. If you have any specific questions please contact the Manager.

How much does it cost?

Publications are all free unless otherwise indicated. Where there is a charge for providing information the cost will be calculated as set out in each class.

How do we make information available?

Information for which we hold the copyright may be downloaded from our practice website www.lindenmedical.co.uk otherwise it is available by request in hard copy from the Manager as indicated below. If you have a request for specific information about the practice please address your enquiry in the first instance to the Manager at the address below.

Feedback

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

The Manager
Linden Medical Group
Linden Avenue
Kettering
Northants
NN15 7NX

All information at the Linden Medical Group is held, retained and destroyed in accordance with NHS and other relevant guidelines.

Our commitment to publish information excludes any information that 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 the protection of commercial interests and the protection of confidential personal information under the Data Protection Act 1998. This applies to all Classes within the Publication Scheme.

Who we are:

The Partners
Linden Medical Group
Linden Avenue
Kettering
Northants
NN15 7NX

The Practice is a Partnership, names of the partners are as detailed below. This NHS practice is a member of NHS Nene CCG and provides services for patients living within the boundaries identified in the Practice Leaflet and on our website. We are contracted to provide General Medical Services (GMS) by NHS England. In addition we hold contracts with other local NHS and other organisations to provide additional services to our patients.

One of the Partners holds shares in 3Sixty Care Partnership, the local GP Federation, in trust on behalf of all the partners of the Linden Medical Group.

Practice Opening Hours:

The practice is open for the following hours:

Monday to Friday 8:00am to 6:30pm
Extended hours; Saturday 8:00am to 11:30am (by appointment)

The practice is not contracted to provide Out of Hours care for our patients, NHS Nene CCG is responsible for contracting this service and all questions in relation to its performance or management should be addressed to them.

Partners & Senior Staff:

Dr Paul Barclay - Senior Partner
Dr Simon Spooner - Partner
Dr Mayur Shah - Partner

Dr Georgina Bennett -Partner
Dr Nicholas Waters - Partner
Dr Sharon Waspe - Salaried GP
Dr Grace Howarth - Salaried GP
Dr Emily Jackson - Salaried GP

Mr Peter Billingham (Practice Manager)
Mrs Jo Hall (Assistant Practice Manager)
Mrs Susan Rogers (Nurse Manager)

We employ a number of qualified Nurses and Health Care Assistants, in addition to a range of Administrative and Reception staff.

In addition Kettering General Hospital employ Midwives who will see patients at Linden, any query or complaint in relation to them should be address to Kettering General Hospital.

Some information will be withheld including personal, confidential information about individuals that is protected by the Data Protection Act 1998.

Financial and funding information

Linden Medical Group receives payment from NHS England, NHS Nene CCG, and other NHS and local government bodies in relation to contracts we hold for services provided to our patients.

The total gross income received from these bodies before all expenses in 2017/18 was £1,841,283.

Practice Priorities

The practice is committed to improving the health and quality of life of our patients through the provision of appropriate care, advice, onward referral and signposting.

Please see our practice website for more information www.lindenmedical.co.uk

How do we manage and make decisions

The Practice is a partnership of five GP Partners, day to day running of the practice is delegated to the Manager. Where required decisions will be made by the Partners, with input from our Practice Team and where appropriate with input from the Patient Participation Group. The partners will be guided in their decision making by relevant legislation, guidance and best practice and will have regard to the results of patient

surveys and other sources of information. The partners have a responsibility to ensure that they operate within the relevant regulatory frameworks and in a stable and consistent manner so as to deliver a quality service to our patients.

Our policies and procedures

The Practice has in place a full range of appropriate administrative and operational policies covering the management of the premises, staff welfare and HR procedures, information governance and health and safety.

Clinical governance is the responsibility of the Partners. To ensure that care provided by the Practice is:

Caring, Consistent and Appropriate

All clinicians will have access to relevant national policies and guidance, together with local policies and procedures as advised by the commissioning organisations

Complaints

The Practice policy for dealing with complaints will at all times comply with NHS guidelines.

A copy of the Practice Complaints Procedure is available to view on our website; www.lindenmedical.co.uk or ask at reception for a copy.

Communication

The Practice reception is manned at all times during our core hours, the telephones get very busy during peak times, and for non-urgent matters it may be better to call later in the day. The Practice may communicate with you by letter, telephone, and where you have indicated your permission, by text message. It is imperative that Patients keep their contact details up to date; the Practice cannot take responsibility for any error or omission resulting from a failure to notify us of changes to address or other contact details.

A formal request for information or a complaint received by the Practice will be acknowledged promptly in writing with, if appropriate, an estimate of the likely timescale for a full response.

As part of the General Data Protection Regulations (GDPR), patients have a right to access their health records. A patient can have access to their records by one of the following methods:

- **Online Access** - We advise this option as you can simply log-in online and view your up-to-date record at any time you wish and can share it with whoever you wish too. By having online access to your record, you can also take advantage of being able to request your repeat medication and booking appointments too.
- **Printed Report** - We can also print your health record for you. This option however is not eco-friendly and is also costly to the practice. Where we deem the request to be excessive or unfounded we may charge a reasonable fee taking into account the administrative costs of providing the information. We therefore request that you choose the other option above.

The practice will at all times comply with the requirements of the General Data Protection Regulations (GDPR) 2018.

Our Services:

Our services are outlined in the Practice Leaflet, available to view on our website or from the Linden & Ise Medical Centre reception. This explains the range of services that we provide ourselves or are available at our premises through other agencies. Some services may involve Information-sharing with other agencies (e.g. child protection conferences), the practice will at all times comply with data protection and information governance policies. If you have any questions about this please ask at Reception.

As a Practice we at all times strive to provide a high standard of comprehensive general medical services, the Practice will where possible, and contracted to do so, also offer a range of additional patient services including:

- Minor Surgery
- Health Checks
- Cervical Cytology
- Childhood immunisations
- Vaccination and immunisation clinics
- Flu Vaccination
- Contraception & Sexual Health
- Smoking Cessation
- ECG's
- 24 Hour Blood pressure monitoring

This Publication Scheme

Cost of Information

Some information is available free, but there may be a nominal charge to cover costs if you require a hard copy of information. At all times we will seek to comply with both the requirements and the spirit of the FOI act.

Useful Web sites:

Information Commissioner: [Home | ICO](#)

NHS Nene CCG: <http://www.neneccg.nhs.uk/>

NHS England: <https://www.england.nhs.uk/>

Health Service ombudsman: <http://www.ombudsman.org.uk/>