

## Information available from Crown Heights Medical Centre *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 (e.g. hard copy, website)	Cost
<b>Class1 - Who we are and what we do</b>  (Organisational information, structures, locations and contacts). This will be current information only	Website and Practice Leaflet	Free of Charge
Doctors in the practice	Website and Practice Leaflet	Free of Charge
Contact details for the practice (named contacts where possible with telephone number and email address (if used))	Website and Practice Leaflet	Free of Charge
Opening hours	Website and Practice Leaflet	Free of Charge
Other staffing details	Website and Practice Leaflet  Not all staff details are made available but key staff details published	Free of Charge

<p><b>Class 2 – What we spend and how we spend it</b></p> <p>(Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit)</p> <p>Current and previous financial year as a minimum</p>	<p>Not currently available. Information and guidance being sought.</p>	<p>Free of Charge</p>
<p>Total cost to the PCT/LHB/HSSB of our contracted services.</p>	<p>Not currently available. Information and guidance being sought.</p>	<p>Free of Charge</p>
<p>Audit of NHS income</p>	<p>Not currently available. Information and guidance being sought.</p>	<p>Free of Charge</p>
<p><b>Class 3 – What our priorities are and how we are doing</b></p> <p>(Strategies and plans, performance indicators, audits, inspections and reviews)</p>	<p>A complex plan is currently being constructed</p>	
<p>Plans for the development and provision of NHS services</p>	<p>A complex plan is currently being constructed</p>	
<p><b>Class 4 – How we make decisions</b></p>	<p>(Decision making processes and records of decisions)</p>	<p>Current and previous year as a minimum</p>

Records of decisions made in the practice affecting the provision of NHS services	Meetings held at all levels in the practice: Partners Managers Nurses Change Team Training Committee Reception and Administration staff	Available free of charge where patient sensitive data is not likely to be disclosed
<b>Class 5 – Our policies and procedures</b> (Current written protocols, policies and procedures for delivering our services and responsibilities) Current information only (mark “not held” against any policies not actually held)	As per policies held in the practice	Free of Charge
Policies and procedures about the employment of staff	As per policies held in the practice	Free of Charge
Internal instructions to staff and policies relating to the delivery of services	Not available	Free of Charge
Equality and diversity policy	As per policies held in the practice	Free of Charge
Health and safety policy	As per policies held in the practice	Free of Charge
Complaints procedures (including those covering requests for information and operating the publication scheme)	As per policies held in the practice	Free of Charge
Records management policies (records retention, destruction and archive)	As per policies held in the practice	Free of Charge
Data protection policies	As per policies held in the practice	Free of Charge

Policies and procedures for handling requests for information	As per policies held in the practice	Free of Charge	
Patients' charter	Under construction	Free of Charge	
<b>Class 6 – Lists and Registers</b> Currently maintained lists and registers only			
Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice)	None available		
<b>Class 7 – The services we offer</b> (Information about the services we offer, including leaflets, guidance and newsletters produced for the public) Current information only	As per policies held in the practice	Free of Charge	
The services provided under contract to the NHS	Under construction	Free of Charge	
Charges for any of these services	As per fees for private services	Free of Charge	
Information leaflets	As per policies held in the practice	Free of Charge	
Out of hours arrangements	As per advertised on the practice website	Free of Charge	
		Not currently available. Information and guidance being sought.	Free of Charge