

Information available from Dr Glencross Surgery 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. If not freely available at reception, applications for copies of these publications should be made in writing to the Practice Manager and will be responded to within 20 working days. Information held by the practice which falls under the remit of the Data Protection Act is not available under the Freedom of Information Act.

Information to be published	How the information can be obtained (eg hard copy, website)	Cost
Class1 - Who we are and what we do (Organisational information, structures, locations and contacts)	Hard copy practice leaflet from reception	£0
Doctors in the practice	Dr I H Glencross Dr D Ashraf	£0
Contact details for the practice (named contacts where possible with telephone number and email address (if used))	Reception 08448 15 10 22 or 01484 500921 reception@gp-b85058.nhs.uk	£0
Opening hours	On the NHS Choices website, notice in the window and in practice leaflet	£0
Other staffing details	12 members of staff in all listed in the Practice Leaflet	£0
Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities)		
Policies and procedures about the employment of staff	Apply in writing to the Practice Manager	£0
Internal instructions to staff and policies relating to the delivery of services	Apply in writing to the Practice Manager	£0
Health and safety policy	Apply in writing to the Practice Manager	£0
Complaints procedures (including those covering requests for information and operating the publication scheme)	Apply in writing to the Practice Manager, complaints leaflet available in reception	£0
Records management policies (records retention, destruction and archive)	Apply in writing to the Practice Manager, use of records leaflet in reception	£0
Data protection policies	Apply in writing to the Practice Manager	£0
Policies and procedures for handling requests for information	Apply in writing to the Practice Manager	£0
Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public)		
Charges for any of these services	Available from reception	£0
Information leaflets	Available in waiting rooms	£0
Out of hours arrangements	Within the practice leaflet and urgent care services leaflet	£0