

Information available from Drs Shamsee and Ward (*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	
<p>Class1 - Who we are and what we do (Organisational information, structures, locations and contacts)</p> <p>This will be current information only</p>	Available from our Web-site	
Doctors in the practice	Available from our Web-site	
Contact details for the practice (named contacts where possible with telephone number and email address (if used))	Available from our Web-site	
Opening hours	Available from our Web-site	
Other staffing details	Available from our Web-site	

<p>Class 2 – What we spend and how we spend it Financial information relating to projected and actual income and expenditure</p> <p>Current and previous financial years</p>	<p>Available on request from the Practice Manager</p>	
<p>Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews if applicable)</p> <p>Current and previous years</p>	<p>Available on request from the Practice Manager</p>	
<p>Plans for the development and provision of NHS services</p>	<p>Available on request from the Practice Manager</p>	
<p>Class 4 – How we make decisions (Decision making processes and records of decisions)</p> <p>Current and previous years</p>	<p>Available on request from the Practice Manager</p>	
<p>Records of decisions made in the practice affecting the provision of NHS services</p>	<p>Available on request from the Practice Manager</p>	
<p>Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services)</p>	<p>Available on request from the Practice Manager</p>	
<p>Policies and procedures about the employment of staff</p>	<p>Available on request from the Practice Manager</p>	

Internal instructions to staff and policies relating to the delivery of services	Not Held	
Equality and diversity policy	Available on request from the Practice Manager	
Health and safety policy	Available on request from the Practice Manager	
Complaints procedures (including those covering requests for information and operating the publication scheme)	Available on request from the Practice Manager	
Records management policies (records retention, destruction and archive)	Available on request from the Practice Manager	
Data protection policies	Available on request from the Practice Manager	
Policies and procedures for handling requests for information	Available on request from the Practice Manager	
Patients' charter	Not Held	
Class 6 – Lists and Registers	Not Applicable	
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)	Not Applicable	
Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public)	Available from our Web-site	
Current information only		
Charges for any of these services	Available on request from the Practice Manager	
Information leaflets	Available at the Practice	
Out of hours arrangements	Available from our Web-site	
