

Information available from COWPLAIN FAMILY PRACTICE 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.

Costs for providing information will be calculated to reflect the current rates at the time of request and will depend on the level and quantity of information required.

Information to be published	How the information can be obtained
Class1 - Who we are and what we do (Organisational information, structures, locations and contacts)	The practice website is www.cowplainfamilypractice.co.uk NHS Choices Website Practice leaflet
Doctors in the practice	Practice Website NHS Choices website Practice leaflet
Contact details for the practice	023 92 263 138 enquiries@gp-j82163.nhs.uk
Opening hours	Practice Website
Other staffing details	NHS Choices website Practice leaflet

<p>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)</p>	
<p>Total cost to the PCT of our contracted services.</p> <ul style="list-style-type: none"> • Total NHS income • Total Expenditure 	Hard copy –
<p>Audit of NHS income</p> <ul style="list-style-type: none"> • Internal & External Financial Systems/Procedures 	Hard Copy
<p>Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews)</p> <ul style="list-style-type: none"> • Aligned to the PCT priorities based on population needs • Measured performance via QOF and other internal audit 	Hard copy of PCT annual plan NHS Choices website PCT website
<p>Plans for the development and provision of NHS services</p> <ul style="list-style-type: none"> • In accordance with national direction (from the Department of Health) • or local direction (from the PCT) 	Hard copy of PCT annual plan NHS Choices website PCT website
<p>Class 4 – How we make decisions (Decision making processes and records of decisions)</p>	
<p>Records of decisions made in the practice affecting the provision of NHS services</p> <ul style="list-style-type: none"> • Decisions are made at Practice Business Meetings and at Staff meetings. These meetings are recorded 	This information is not available because of confidentiality and commercial sensitivities

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 <ul style="list-style-type: none"> Recruitment procedures, Contracts of Employment, Induction Programme 	Hard Copy
Internal instructions to staff and policies relating to the delivery of services <ul style="list-style-type: none"> Contained in staff handbook 	Hard Copy
Equality and diversity policy <ul style="list-style-type: none"> Contained in staff handbook 	Hard Copy
Health and safety policy <ul style="list-style-type: none"> Contained in staff handbook 	Hard Copy
Complaints procedures (including those covering requests for information and operating the publication scheme) <ul style="list-style-type: none"> NHS Complaints procedure - updated to reflect operation of the FOI scheme 	Hard Copy Practice website Practice leaflet
Records management policies (records retention, destruction and archive) <ul style="list-style-type: none"> Held in Practice Procedures/Protocol file 	Hard copy
Data protection policies <ul style="list-style-type: none"> Held in Practice Procedures/Protocol file 	Hard copy
Policies and procedures for handling requests for information <ul style="list-style-type: none"> Held in Practice Procedures/Protocol file 	Hard copy
Patients' charter	None held
Class 6 – Lists and Registers	
Any publicly available register or list	None held

<p>Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public)</p>	
<p>The services provided under contract to the NHS</p>	<p>Hard copy Practice leaflet Practice website NHS Choices website</p>
<p>Charges for any of these services</p>	<p>No charge for NHS services <i>There are charges for non NHS services – enquire at the front desk</i></p>
<p>Information leaflets</p> <ul style="list-style-type: none"> • Practice leaflet and Practice newsletter 	<p>Available in the waiting area or at the front desk</p>
<p>Out of hours arrangements</p> <ul style="list-style-type: none"> • Provided by: Hampshire OOH service 	<p>Practice leaflet Website Phone no on Practice recorded message</p>