

Cove Bay & Kincorth Medical Centre

**Guide to information available through the Scottish Information Commissioner's Model
Publication Scheme 2014**

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Section 1: Introduction

The Freedom of Information (Scotland) Act 2002 requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- Publish the classes of information they make routinely available
- Tell the public how to access the information and what it might cost

Cove Bay and Kincorth Medical Centre has adopted the Model Publication Scheme 2014 produced by the Scottish Information Commissioner. The scheme has the Commissioner's approval until 31 May 2018.

You can see the model publication scheme on the Commissioner's website at www.itspublicknowledge.info/mps or by contacting us at the address provided below.

The purpose of this Guide to Information is to:

- allow you to see what information is available (and what is not available) in relation to each class
- state what charges may be applied
- explain how you can find the information easily.
- provide contact details for enquiries and to get help with accessing the information
- explain how to request information we hold that has not been published.

Section 2: About Cove Bay & Kincorth Medical Centre

General information

Cove Bay Health Centre, Earns Heugh Road, Cove Bay, Aberdeen, AB12 3FL
Kincorth Medical Centre, Provost Watt Drive, Kincorth, Aberdeen, AB12 5NA
Telephone number for both sites is 0345 337 1170 – This is answered Monday to Friday 8am to 6pm.

The Practice has a website that can be viewed at www.covebayandkincorthmedical.co.uk

The Practice has 9 GP Partners.

We have a Business Manager, Louise Dey and Practice Manager, Susan Gillan who support the Partners to oversee the management of the Practice.

There are 6 in our Nursing Team – 1 Lead Practice Nurse, 3 Practice Nurses and 2 Healthcare Assistants.

Between our 2 sites, we also have 13 of an Administration Team led by Karen Joseph, Office Manager and Mahri Shaw, Office Supervisor.

At Cove Bay, we are open 8am to 6pm daily – We open at 7am for extended opening appointments on a Monday, Thursday and Friday plus at 6pm on a Friday and at Kincorth on a Thursday at 7am in addition to this.

At Kincorth, we are open 9 to 5pm daily – We are able to offer patients appointments between 8am and 9am when entry to the Practice is via a buzzer system.

Out of hours cover is provided by NHS Grampian via NHS 24 and GMEDS – The freephone telephone number for NHS 24 is 111.

Concerns or complaints about the services we provide can be made directly to the practice (To Louise Dey, Business Manager or Susan Gillan, Practice Manager) or to the NHS Board (NHS Grampian Feedback Service – Telephone 558710)

Constitution

This GP practice is constituted under the National Health Services (Scotland) Act 1978 and is contracted by NHS Grampian to provide primary medical services under GMS Regulations.

How the practice is run

The Partners meet on a monthly basis to make decisions relating to the running of the Practice. Dr L Mackenzie is our Executive Partner and she as such meets regularly with our Business and Practice Manager regarding operational issues. Clinical meetings such as Palliative Care and Nurse Meetings are also held regularly.

All of our Partners have responsibility for strategic and operational decision making about the function/delivery of services of the Practice. Our current partners are:

Dr Alasdair D Jamieson MBChB (Reg Aberdeen 1983)
Dr Andrew J Henderson MBChB DRCOG MRCGP DFFP (Reg Bristol 1989)
Dr Lynne J Mackenzie MBChB DRCOG MRCGP DFFP Loc IUT (Reg Aberdeen 1992)
Dr Catherine Mitchell MBChB MRCGP (Reg Aberdeen 1993)
Dr Subhashini Sampathkumar (Kumar) MBBS DRCOG MRCGP (Reg Aberdeen 2009)
Dr Claire Harris MCChB MRCP MRCGP (Reg Aberdeen 1997)
Dr Jennifer Edwards MBChB DFSRH Loc SID MRCGP (Reg Aberdeen 2019)
Dr Brodie Macphail MBChB, MRCGP, (Reg Aberdeen 2018)
Dr Mary Duffy BSc (Hons) MBChB, MRCGP (Reg Aberdeen 2018)

They have their own areas of managerial responsibility as follows:

Dr Jamieson – Finance & Clinical Governance
Dr Henderson – Nursing Partner
Dr Mackenzie – Executive Partner, Training/Teaching & Staff
Dr Mitchell – GMS Contract & GPs Timetable
Dr Mackenzie & Henderson – Staff
Dr Kumar – IT & GMS Contract

In addition, the Partners and Managers attend Away Days twice a year to discuss the strategic direction of the Practice for the forthcoming period.

Under our contract of services with the NHS Grampian we are obligated to meet the requirements of this contract and must provide information to support this to the NHS board. The practice is audited by Practitioners Services Division under Payment Verification processes which assess that payments made to practices are correct. PSD is responsible for providing assurance to NHS boards that the payments made on their behalf to GP practices are accurate and valid. The work conducted under Payment Verification includes patient registration checks, documentary checks, trend analysis, and practice visits.

General practitioners have a duty of care to their patients and are registered with the General Medical Council and follow the standards and good medical practice guidelines laid down by the GMC, including the requirements set out in the GMC guidance *Duties of a Doctor* (http://www.gmc-uk.org/guidance/good_medical_practice/duties_of_a_doctor.asp).

Section 3: Our functions and services

NHS Boards contract with GP practices to provide primary care services to patients. Cove Bay & Kincorth Medical Centre holds a General Medical Services contract with NHS Grampian. Under this contract we provide primary medical services to patients that reside within our practice area [The Practice covers the Kincorth, Redmoss and Banchory Devenick areas of the city and also Cove and Altens as far south as Marywell. We do not cover north of the River Dee or Torry].

GP contractors (Drs Jamieson, Henderson, Mackenzie, Mitchell, Kumar, Harris, Edwards, Macphail & Clark) hold the contract for services with the NHS board and are responsible for fulfilling the obligations of the contract. The General Medical Services (<http://www.legislation.gov.uk/ssi/2004/115/made>) Regulations outline our responsibilities

under our contract. The payment arrangements under our contract are contained in the GMS: Statement of Financial Entitlements (the current year's SFE can be found on the NHS Scotland website (<http://www.show.scot.nhs.uk/publications/publication.asp>)).

This practice aims to take account of NHS Quality and Improvement Scotland standards and guidance, Scottish Intercollegiate Guidelines Network (SIGN) guidelines relevant to general practice, and Scottish Government Health Directorates service strategies and frameworks.

Under our contract with NHS Grampian we provide a range of services to our patients, including: general primary medical services, child health surveillance, contraceptive services, maternity medical services, cervical screening services, minor surgery services, immunisation services, palliative care enhanced service, extended hours services, substance misuse services, anti-coagulation monitoring and near patient testing. We also fit and change ring shelf pessaries, IUDs and Contraceptive Implants in addition to running an annual influenza campaign. In addition we run various chronic disease clinics such as Asthma and Diabetes. It is important to note that this range of services may be subject to change and may not always be available.

Some services may involve information sharing with other agencies (eg. Child Protection Conferences). Every member of the practice team is required to sign a confidentiality agreement, which means they may not divulge information relating to patients to anyone other than medical, nursing or other professional staff who are concerned directly with the care, diagnosis and/or treatment of the patient or other authorised persons except in the most exceptional circumstances when somebody is at grave risk of serious harm. Kincoth Medical Centre is registered under, and complies with, the Data Protection Act 1998. You have the right under the Data Protection Act to know what information is kept about you and how it is used. You can apply to see that information, including your medical records, whether manual or automated. For further details, ask for an application form at reception or contact the Practice or Business Manager. As part of our contribution and commitment to clinical care, we provide important data on diseases and treatments for research by third parties including academic, patient and commercial organisations. This is always anonymised. If you do not wish information from your notes to be used in this way, please let us know. Sometimes patients' records may also be checked by other healthcare professionals and NHS staff who are under the same strict duty of confidentiality as your usual primary care team members, including RCGP and NHS assessors.

We are both a Training and Undergraduate teaching practice.

In addition to English, Dr Kumar can also speak Tamil and Dr Chin (Salaried GP) Cantonese.

NHS Grampian has a contract with Language Line to provide telephone interpreting services. Language Line is a 24 hour service and available to use 365 days a year covering 170 languages. If you require the use of Language Line during a consultation at the Practice, please advise us of this at the time of booking and we can book you a longer appointment as using this can take longer than a usual consultation. Language Line can be contacted on 08453 109 900.

Section 4: How we take decisions and what we have decided

Partners meet monthly to make clinical, managerial and business decisions. Each partner has a vote and the majority vote wins. There are some decisions however which require a unanimous decision such as that to recruit a new Partner (as detailed in the partnership agreement). In addition, we have Away Days & Away Mornings twice a year to make more strategic level decisions. For operational decisions which require a quick response, the managers liaise with the Executive Partner (or Deputy in her absence) to reach a decision – The other Partners have delegated this responsibility to her. With having two sites and part time working, some decisions are made over email but again we go with the majority vote. The Practice Manager reports to the Business Manager who reports to the Executive Partner (representing the partnership).

The Practice has many policies that impact on patients. These include decisions about our practice boundary, private fees, text messaging service etc. Many are detailed on our practice website and others are available on request.

Please see *Section 14 – Classes of information* for further details.

Section 5: What we spend and how we spend it

Cove Bay and Kincorth Medical Centre receives funding from NHS sources to provide NHS services to patients. We do not charge patients for NHS services. Details of our NHS funding can be requested from the practice, please see *Section 14 – Classes of information* for further details.

Section 6: Accessing information under this scheme

Information available under our guide to information will normally be available through the routes described below. *Section 14 – Classes of Information* provides more details on the information available under the scheme, along with additional guidance on how the information falling with each "class" may be accessed.

Online

Some information listed in our guide to information is available to download from our practice website (www.covebayandkincorthmedical.co.uk). If you have any difficulty accessing information online please contact us by an alternative route.

By email

You can request the information you seek by email at kincorth.administrator@nhs.net wherever possible. When requesting information from us, please provide a telephone number so we can telephone you to clarify details, if necessary.

By phone

Information can also be requested from us over the telephone. Please call 0345 337 1170 to request information available under this scheme.

By post

All information under the guide will normally be available in paper copy form, but please consider the impact on the environment. Please address your request to:

Cove Bay Health Centre
Earns Heugh Road
Cove Bay
Aberdeen
AB12 3FL

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee payable (see *Section 6: Our charging policy* for further information on fees). Please also include a telephone number so we can telephone you to clarify any details, if necessary.

Advice and assistance

If you have any difficulty identifying the information you want to access, then please contact the practice by one of the methods listed above.

Section 7: Information that we may withhold

All information covered by our guide to information will be processed promptly and provided as soon as possible following our receipt of your request.

Our aim in maintaining this guide is to be as open as possible. You should note, however, that there may be circumstances where information will be withheld from one of the classes of information listed in *Section 14 – Classes of Information*. Information will only be withheld where permitted by The Freedom of Information (Scotland) Act 2002 (FOISA).

Information may be withheld, for example, where its disclosure would breach the law of confidentiality or harm an organisation's commercial interests. Information may also be withheld if it is another person's personal information, and its release would breach data protection legislation.

Information would not be disclosed in the following examples:

- Requests for information that is contained in patient medical records. However, you do have the right to request your own medical records, see *Section 13 - How to access information which is not available under this scheme*.
- Requests for information relating to private income of practice partners or practice staff
- Requests for financial information that would likely prejudice substantially the commercial interests of any person

Additionally, section 25 of FOISA provides an absolute exemption which allows our practice to refuse to deal with a request where the requested information is already reasonably obtainable elsewhere, even where a fee may be charged. Information provided in the publication scheme is considered reasonably obtainable.

Whenever information is withheld we will inform you of this, and will set out why it was not appropriate for that information to be disclosed. Even where information is withheld it may, in many cases, be possible to provide copies with the withheld information edited out.

If you wish to complain about any information which has been withheld from you, please refer to *Section 10 – Complaints*.

Section 8: Our charging policy

Unless otherwise stated in *Section 14 – Classes of Information*, all information contained within our guide is available from us free of charge where it can be downloaded from our website or from the practice premises or where it can be sent to you electronically by email.

We reserve the right to impose charges for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage to the practice, as set out below.

In the event that a charge is to be levied, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

Reproduction costs:

Where charges are applied, photocopied information will be charged at a standard rate of 35p per A4 paper (black and white copy) and 50p per A4 paper (colour copy).

Computer discs will be charged at the rate of £1.00 per CD-Rom.

Postage cost:

We will pass on postage charges to the requester at the cost to the practice of sending the information by second class post.

Section 9: Our copyright policy

Cove Bay & Kincorth Medical Centre holds the copyright for the vast majority of information in this guide to information. All of this information can be copied or reproduced without our formal permission, provided it is copied or reproduced accurately, is not used in a misleading context, and provided that the source of the material is identified.

The guide may, however, contain information where the copyright holder is not Cove Bay & Kincorth Medical Centre. In most cases the copyright holder will be obvious from the documents. In cases where the copyright is unclear, however, it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright

holder. Wherever possible, this scheme will indicate where we do not own the copyright on documents within *Section 14 – Classes of Information*.

Information about Crown copyright material is available on the website of the Queens Printer for Scotland at www.oqps.gov.uk. We can provide you with a copy of this information if you do not have internet access.

Section 10: Our records management and disposal policy

All information at the Cove Bay & Kincorth Medical Centre is held, retained and destroyed in accordance with *Scottish Government – Records Management: NHS Code of Practice (Scotland)*. Confidentiality of patient information is maintained in accordance with the *NHS (Scotland) Act 1978 Directions on the Confidentiality and Disclosure of Information: General Medical Services, Primary Medical Services Section 17C Agreements and Health Boards Primary Medical Services Contracts*. These documents are available on the NHS Scotland website (<http://www.show.scot.nhs.uk>).

Section 11: Feedback

Cove Bay and Kincorth Medical Centre is required to review our guide to information from time to time. As a result, we welcome feedback on how we can develop our guide further. If you would like to comment on any aspect of this guide to information, then please contact us. You may, for example wish to tell us about:

- other information that you would like to see included in the guide
- whether you found the guide easy to use
- whether you found the guide to information useful
- whether our staff were helpful
- other ways in which our guide to information can be improved

Please send any comments or suggestions to Cove Bay Health Centre, Earns Heugh Road, Cove Bay, Aberdeen, AB12 3FL or email gram.kincorthadministrator@nhs.scot

Section 12: Complaints

Our aim is to make our guide to information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the guide, however, then please contact us, and we will try and resolve your complaint as quickly as possible. You can contact:

Louise Dey, Business Manager or Susan Gillan, Practice Manager

Any complaint will be acknowledged within two working days of receipt and we will respond in full within twenty working days.

You have legal rights to access information under this guide and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response. These rights apply only to information requests made in writing* or another recordable format. If you are unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

The Commissioner's website has a guide to this three step process, and she operates an enquiry service on Monday to Friday from 9:00am to 5:00pm. The Commissioner's office can be contacted as follows:

Scottish Information Commissioner

Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Telephone 01334 464610

Email enquiries@itspublicknowledge.info
Website www.itspublicknowledge.info

*verbal requests for environmental information carry similar rights.

Section 13: How to access information which is not available under this scheme

If the information you are seeking is not available under this guide to information, then you may wish to request it from us. The Freedom of Information (Scotland) Act 2002 (FOISA) provides you with a right of access to the information we hold, subject to certain exemptions. The Environmental Information (Scotland) Regulations 2004 (EIRs) separately provide a right of access to the environmental information we hold, while the Data Protection Act 1998 (DPA) provides a right of access to any personal information about you that we hold. Again, these rights are subject to certain exceptions or exemptions.

Should you wish to request a copy of any information that we hold that is not available under this scheme, please write to Louise Dey, Business Manager or Susan Gillan, Practice Manager.

Charges for information which is not available under the guide

The charges for information which is available under this guide are set out under Section 8 – Our Charging Policy. Fees for information that is not available under this guide are outlined in The Freedom of Information (Fees for Required Disclosure) (Scotland) Regulations 2004. If you submit a request to us for information which is not available under the Model Publication Scheme 2014 the charges will be based on the following calculations:

General information requests

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for environmental information

We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released.

In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated on the basis of the actual cost to the authority of providing the information.

- Photocopying is charged at 35p per A4 sheet for black and white copying, 50p per A4 sheet for colour copying.
- Postage is charged at actual rate for first class mail.

- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Requests for your own personal data

While you cannot request personal data under the FOISA you are entitled to request your own personal data under the DPA. Under the DPA you can request your personal information from Cove Bay & Kincorth Medical Centre.

Section 14 – Classes of information

The Freedom of Information (Scotland) Act, 2002 requires a publication scheme to specify the classes of information the Public Authority already publishes or intends to publish. Our intention is to publish as much information as possible through our guide to information, where there is known to be public interest. However, exemptions under the Freedom of Information (Scotland) Act, 2002 may allow us to withhold some information, as indicated in *Section 7: Information that we may withhold*.

We publish information that we hold within the following classes:

- Class 1: About Cove Bay & Kincorth Medical Centre
- Class 2: How we deliver our function and services
- Class 3: How we take decisions and what we have decided
- Class 4: What we spend and how we spend it
- Class 5: How we manage our human, physical and information resources
- Class 6: How we procure goods and services from external providers
- Class 7: How we are performing
- Class 8: Our commercial publications

Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

Class 1: About Cove Bay & Kincorth Medical Centre	
Class description: Information about Cove Bay & Kincorth Medical Centre, who we are, where to find us, how to contact us, how we are managed and our external relations.	
The information we publish under this class	How to access it
Practice name, address and contact details	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk

	It is also available from our GP practice.
Organisational structure, roles and responsibilities of partners	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.
Practice opening hours	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.
Contact details for patients and complaints functions	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.
Publication scheme and guide to information	This information is available by email and post. The Model Publication Scheme 2014 is available on the Information Commissioner's website ¹ It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.
Charging schedule for published information	Information contained in section 8 of this document and our practice leaflet. This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.
Contact details and advice about how to request information	Information contained in section 6 of this document and our practice leaflet. This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.
Charging schedule for environmental information	Information contained in section 13 of this document and our practice leaflet. This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.
Legal/contractual framework for the authority	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.

¹ <http://www.itspublicknowledge.info/MPS>

<p>Description of practice governance/decision making structures</p>	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.</p>
<p>Names of, responsibilities of and (work-related) biographical details of the people who make strategic and operational decisions about the performance of function and/or delivery of services</p>	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.</p>
<p>Governance policies</p>	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.</p>
<p>Strategic planning processes</p>	<p>Information contained in section 4 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.</p>
<p>Accountability relationships, including reports to regulators</p>	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.</p>
<p>Class 2: How we deliver our functions and services</p>	
<p>Class description: Information about our work, our strategy and policies for delivering functions and services and information for our services users.</p>	
<p>The information we publish under this class</p>	<p>How to access it</p>
<p>Description of practice functions, including statutory basis for them</p>	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.</p>
<p>Strategies, policies and internal staff procedure for performing statutory functions</p>	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available on our practice website -</p>

	<p>www.covebayandkincorthmedical.co.uk It is also available from our GP practice.</p>
How to report a concern to the practice	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.</p>
Reports of the practice's exercise of its functions	<p>This information is available by email and post. It is also available from our GP practice.</p>
List of services, including statutory basis for them	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.</p>
Service policies and internal staff policies	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.</p>
Service schedules and delivery plans	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Information for patients, including how to access services	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.</p>
Service fees and charges	<p>Information contained in sections 5 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.</p>
<p>Class 3: How the practice takes decisions and what it has decided</p>	
<p>Class description: Information about the decisions we take, how we make decisions and how we involve others</p>	
<p>The information we publish under this class</p>	<p>How to access it</p>
<p>Decisions taken by the practice: agendas, reports, papers, and minutes of meetings (that do not</p>	<p>Note for practices: Practices should make available minutes of meetings. If these contain any information that would be exempt under the Act then these sections should be redacted</p>

contain confidential patient information)	<p>prior to publication.</p> <p>Information contained in section 4 of this document.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Public consultation and engagement strategies	<p>Information contained in sections 4 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk It is also available from our GP practice.</p>
<p>Class 4: What the practice spends and how it spends it</p>	
<p>Class description: Information about our strategy, and management of, financial resources (in sufficient detail to explain how we spend public money and what has actually been spent.</p>	
The information we publish under this class	How to access it
Details on NHS funding received by the practice and the cost of operating our NHS contract	<p>Note for practices when completing this section: The Model Publication Scheme does not require individual salaries or income (including information from which this can easily be deducted) to be proactively published.</p> <p>Practices should make a note in this class to explain the above and to remind the public they have the right to request information under the Act. GPs will be free at that point to apply exemptions and the requester has the right to appeal to the Information Commissioner.</p> <p>Each GP should also consider what they can publish/release which gives the public as much information as possible on the cost of services, without disclosing personal information. There should be no reason why the practice cannot publish details of their NHS funding.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Cost of running the practice	<p>Note for practices when completing this section</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Purchaser equipment and supplies	This information can be provided by email and post. It may also be available from our GP practice.
Purchasing plans and capital funding	This information can be provided by email and post. It may also be available from our GP practice.
Expenses policies and procedures	This information is available by email and post. It is also available from our GP practice.
Staff pay and grading structure	This information is available by email and post. It is also available from our GP practice.

Class 5: How the practice manages its human, physical and information resources	
Class description: Information about how we manage the human, physical and information resources of the authority	
The information we publish under this class	How to access it
Strategy and management of human resources	This information is available by email and post. It is also available from our GP practice.
Staffing structure	Information contained in section 2 of this document. This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk . It is also available from our GP practice.
Human resources policies, procedures and guidelines (recruitment, performance, management, promotion, pensions, discipline, grievance, staff development)	This information is available by email and post. It is also available from our GP practice.
Management of the practice premises	This information is available by email and post. It is also available from our GP practice.
Premises maintenance arrangements	This information is available by email and post. It is also available from our GP practice.
Records management policy	Information contained in sections 10 of this document. This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk . It is also available from our GP practice.
Information governance	Information contained in sections 5 of this document. This information is available by email and post. It is also available on our practice website - www.covebayandkincorthmedical.co.uk . It is also available from our GP practice.
Class 6: How the practice procures goods and services from external providers	
Class description: Information about how we procure goods and services, and our contacts with external providers	
The information we publish under this class	How to access it
Procurement policies and procedures	This information is available by email and post. It is also available from our GP practice.
Invitations to tender	This information is available by email and post. It is also available from our GP practice.
List of contracts that have	This information is available by email and post. It is also

gone through formal tendering, including details	available from our GP practice.
Class 7: How our practice is performing	
Class description: Information about how the authority performs as an organisation, and how well it delivers its functions and services	
The information we publish under this class	How to access it
External reports, reports for NHS boards, annual reports, and performance statements	This information is available by email and post. It is also available from our GP practice.
Quality and Outcomes Framework achievement	Note for practices: While this information is held by other bodies it should also be available from practices. This information is available by email and post. It is also available from our GP practice.
Class 8: Our commercial publications	
Class description: Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet (e.g. research journal)	
The information we publish under this class	How to access it
List and details of any commercial publications	We do not hold this information

March 2015 – Louise Dey
 March 2016 – Louise Dey/Susan Gillan
 December 2017 – Louise Dey
 December 2018 – Louise Dey
 February 2020 – Susan Gillan
 November 2020 Susan Gillan