

## Lakenham Surgery Freedom of Information Publication Scheme

Under the Freedom of Information Act 2000, Lakenham Surgery is required to have and operate a Publication Scheme approved by the Information Commissioner in respect of information relating to the medical services provided.

Public interest in the transparency of the services provided for and paid for by the general public is recognised and the provision of a Publication Scheme is a commitment to make information about our normal business activities easily available to the public. Information covered by this scheme is only about the general medical services we provide under contract to the National Health Service.

*All documents and information we make available free of charge under this Scheme are identified in the table with 'No Charge'.*

*All documents available under this Scheme for which we may charge a fee are identified as 'In accordance with Fees Regulations (where appropriate)'.*

INFORMATION TO BE PUBLISHED	HOW THE INFORMATION CAN BE OBTAINED	Cost
<b>Who We Are and What We Do (Class 1)</b>		
<b>Partners:</b> Dr Ian Phipp, Dr Adrian Munn, Dr Ochuko Emore, Dr Annapurna Madhuri Bendi <b>Salaried GP:</b> Dr Karoline Pahl, Dr Maurreen Musvibe	Practice website - <a href="http://www.lakenham-surgery.co.uk">www.lakenham-surgery.co.uk</a> Practice leaflet – available within the Surgery	No charge
1 Ninham Street, Norwich, NR1 3JJ Tel: 01603 765550 Email: <a href="mailto:lakenham.surgery@nhs.net">lakenham.surgery@nhs.net</a> Website: <a href="http://www.lakenham-surgery.co.uk">www.lakenham-surgery.co.uk</a>	Practice website – <a href="http://www.lakenham-surgery.co.uk">www.lakenham-surgery.co.uk</a> Practice leaflet – available within the Surgery	No charge
Opening hours: 8am to 6pm Monday to Friday Saturday morning clinics run on two Saturdays per month (usually, but not always, on alternate Saturdays) from 9am to 12pm	Practice website – <a href="http://www.lakenham-surgery.co.uk">www.lakenham-surgery.co.uk</a> Practice leaflet – available within the Surgery	No charge
Practice Manager: Tim Dennis Reception Manager: Heather Whichelow Practice Nurses: Martine Grapes and Simon McGhee Health Care Assistants: Jan Mickelburgh and Diane Maran	Practice website – <a href="http://www.lakenham-surgery.co.uk">www.lakenham-surgery.co.uk</a> Practice leaflet – available within the Surgery	No charge

<p><i>We also employ the following staff:</i>  Practice Administrator (part-time)  Medical Secretaries (part-time, job-share)  Receptionists (part-time) – allowing flexibility of staff cover  Cleaning staff</p> <p><i>Attached staff include:</i>  Heath Visitors (01603 693659)  Community Midwives: (Urgent 01603 481222/Non-urgent 01603 272747)  District Nurse team (01603 518444)</p> <p><i>Other services the Practice hosts:</i>  Diabetic eye screening service; Smokefree Norfolk, smoking cessation adviser; CGL (Change Grow Live), alcohol and drug abuse adviser; DA Languages Ltd.</p>		
<p><b>What we Spend and How We Spend it (Class 2)</b></p>		
<p>The Practice receives money in accordance with the General Medical Services contract held with Norwich Clinical Commissioning Group (CCG) in order to provide services to our patients. The Practice also receives income for enhanced services; from being research active and accredited by the Royal College of General Practitioners (RCGP); and from non-NHS fees described in Class 7 of this document. This additional income allows us to invest in Practice development and improve on the services and facilities we make available to our patients.</p> <p>There may be circumstances where material cannot be released because it is confidential or commercial information or the Freedom of Information Officer for the Practice has taken the view that it may be prejudicial to the conduct of the Practices' affairs.</p>	<p>On application to the Practice Manager:  Tim Dennis  1 Ninham Street  Norwich NR1 3JJ  01603 765550  <a href="mailto:lakenham.surgery@nhs.net">lakenham.surgery@nhs.net</a></p>	<p>In accordance with Fees Regulations (where appropriate)</p>
<p><b>What our Priorities Are and How We are Doing (Class 3)</b></p>		

<p>The Practice's priority is to provide the highest standard of clinical care to patients registered with the Practice, ensuring we work collaboratively with other healthcare providers and support organisations, and Norwich Clinical Commissioning Group (CCG) to enable more of our patients to be treated in a primary care setting, closer to home.</p> <p><i>Plans for the development and provision of NHS services:</i> Plans for development and provision of NHS services are discussed regularly at Practice Meetings and annual strategic development meetings are used to review and plan for further Practice development. Past examples of developments include the Practice becoming RCGP accredited Research Active; providing an online service (SystmOne Online) for appointments, repeat prescribing and accessing records; changes to improve services resulting from analysis of comments/suggestions from Friends &amp; Family Test Survey; national changes in the provision of healthcare; Introduction of an online Patient Reference Group.</p> <p>Other plans: Developments in line with NHS England five year plan</p> <p>Continued participation in the Quality &amp; Outcomes Framework (QOF). Our performance under QOF can be found on the NHS IC website.</p> <p>Continued participation in Enhanced Services</p> <p>Continued participation in being research active, conducting research studies in collaboration with the National Institute for Health Research (further information on Medical Research available on our website)</p> <p>NHS Choices website provides details of our performance.</p>	<p>On application to the Practice Manager: Tim Dennis 1 Ninham Street Norwich NR1 3JJ 01603 765550 <a href="mailto:lakenham.surgery@nhs.net">lakenham.surgery@nhs.net</a></p> <p>Practice website – <a href="http://www.lakenham-surgery.co.uk">www.lakenham-surgery.co.uk</a></p> <p><a href="https://www.england.nhs.uk/five-year-forward-view/">https://www.england.nhs.uk/five-year-forward-view/</a></p> <p><a href="http://www.qof.ic.nhs.uk/search">www.qof.ic.nhs.uk/search</a></p> <p>On application to the Practice Manager</p> <p>Practice website: <a href="http://www.lakenham-surgery.co.uk">www.lakenham-surgery.co.uk</a> NIHR website: <a href="https://www.nihr.ac.uk">https://www.nihr.ac.uk</a></p> <p><a href="http://www.nhs.uk/Service-Search/GP/Lakenham/Results/4/1.3/52.619/4/12139?distance=25">http://www.nhs.uk/Service-Search/GP/Lakenham/Results/4/1.3/52.619/4/12139?distance=25</a></p>	<p>In accordance with Fees Regulations (where appropriate)</p> <p>No charge</p> <p>No charge</p> <p>In accordance with Fees Regulations (where appropriate)</p> <p>No charge</p> <p>No charge</p> <p>No charge</p>
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<p>What patients think of us from the latest Patient Survey, and the results of the Friends and Family Test Survey, can be seen on our website</p> <p>Care Quality Commission (CQC) – the results from our CQC inspection are published on our website and the CQC website</p>	<p><a href="http://www.lakenham-surgery.co.uk">www.lakenham-surgery.co.uk</a></p> <p><a href="http://www.cqc.org.uk/directory/1-559405606">http://www.cqc.org.uk/directory/1-559405606</a></p> <p><a href="http://www.lakenham-surgery.co.uk">www.lakenham-surgery.co.uk</a></p>	<p>No charge</p> <p>No charge</p> <p>No charge</p>
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<b>How We Make Decisions (Class 4)</b>		
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<p>Meetings are held at regular intervals as shown below:</p> <table border="1" data-bbox="73 544 1113 831"> <thead> <tr> <th>Meeting type</th> <th>Attendees</th> <th>Frequency</th> </tr> </thead> <tbody> <tr> <td>Practice/Clinical</td> <td>Doctors, Nurses, Practice Manager/ Administrator</td> <td>Weekly</td> </tr> <tr> <td>Educational</td> <td>Doctors, Nurses, Practice Manager/ Administrator</td> <td>Min 6 per yr</td> </tr> <tr> <td>Multi-Disciplinary Team (MDT)</td> <td>Doctors, ICM* team leader, Social Services, OT, Community &amp; Palliative Staff, Mental Health Team</td> <td>Monthly</td> </tr> <tr> <td>Reception Team</td> <td>Reception Manager, receptionists</td> <td>Monthly</td> </tr> <tr> <td>Nursing Team</td> <td>Two nurses and two health care assistants</td> <td>Monthly</td> </tr> <tr> <td>Prescribing</td> <td>Doctors, Nurses, Practice Manager/Administrator, CCG Prescribing Lead</td> <td>Annually</td> </tr> </tbody> </table> <p>* ICM – integrated care management    OT – occupational therapist</p> <p>The Palliative Care Register is discussed at the Multi-Disciplinary Team meetings</p> <p>All issues regarding the Practice and any changes proposed are discussed at the appropriate level of meeting.</p> <p>All decisions affecting the partnership are agreed by all partners.</p> <p>All meetings and decisions are evidenced in minutes. Confidential information which is commercially sensitive or data protected will be shared with key personnel in the Practice but will not be within this Publication Scheme. General minutes without confidential information would be available on application to the Practice Manager.</p>	Meeting type	Attendees	Frequency	Practice/Clinical	Doctors, Nurses, Practice Manager/ Administrator	Weekly	Educational	Doctors, Nurses, Practice Manager/ Administrator	Min 6 per yr	Multi-Disciplinary Team (MDT)	Doctors, ICM* team leader, Social Services, OT, Community & Palliative Staff, Mental Health Team	Monthly	Reception Team	Reception Manager, receptionists	Monthly	Nursing Team	Two nurses and two health care assistants	Monthly	Prescribing	Doctors, Nurses, Practice Manager/Administrator, CCG Prescribing Lead	Annually	<p>On application to the Practice Manager:</p> <p>Tim Dennis 1 Ninham Street Norwich NR1 3JJ 01603 765550 <a href="mailto:lakenham.surgery@nhs.net">lakenham.surgery@nhs.net</a></p> <p>Practice website – <a href="http://www.lakenham-surgery.co.uk">www.lakenham-surgery.co.uk</a></p>	<p>In accordance with Fees regulations (as appropriate)</p>
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<b>Our Policies and Procedures (Class 5)</b>		
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<p><b>Policies and procedures about the employment of staff:</b>  Recruitment and Training Policy - held  Staffing Policy – held  Equal Opportunities Policy for Staff – held  Equality &amp; Diversity Policy – held  Appraisal Protocol for Non-Clinical Staff - held</p>	<p>On application to the Practice Manager:  Tim Dennis  1 Ninham Street  Norwich NR1 3JJ  01603 765550  <a href="mailto:lakenham.surgery@nhs.net">lakenham.surgery@nhs.net</a></p>	<p>In accordance with Fees regulations (as appropriate)</p>
<p><b>Internal instructions to staff and policies relating to the delivery of services:</b>  Repeat Prescribing Policy – held  Chaperone Policy – held  Safe &amp; Secure Handling of Non-Controlled Drugs &amp; Medicine – held  Safeguarding Children Policy – held  Safeguarding Adults Policy – held  Provision of Lifestyle Information Policy – held  Prevention of Fraud &amp; Illegal Acts Policy – held  Whistleblowing Policy – held  Safe Haven Protocols and Guidance Policy – held  Mental Capacity Assessment Guidance &amp; Checklist – held  Contents of a Practice Booklet Protocol – held  Practice Fees &amp; Charges Protocol – held  Equal Opportunities for Patients and Practice Visitors Policy - held</p>	<p>On application to the Practice Manager:  Tim Dennis  1 Ninham Street  Norwich NR1 3JJ  01603 765550  <a href="mailto:lakenham.surgery@nhs.net">lakenham.surgery@nhs.net</a></p>	<p>In accordance with Fees regulations (as appropriate)</p>
<p><b>Health and Safety:</b>  Incident Management Procedure Policy – held  Emergency Disaster Recovery Policy – Business Continuity Plan - held  Infection Prevention &amp; Control Policy – held  Decontamination Policy – held  Infection Control, Biological Substances Policy - held  Cleaning Plan – held  Clinical Waste Policy – held  Lone Worker Policy – held  Health and Safety Policy – held</p>	<p>On application to the Practice Manager:  Tim Dennis  1 Ninham Street  Norwich NR1 3JJ  01603 765550  <a href="mailto:lakenham.surgery@nhs.net">lakenham.surgery@nhs.net</a></p>	<p>In accordance with Fees regulations (as appropriate)</p>
<p><b>Complaints:</b>  Complaints Procedure Protocol - held</p>	<p>On application to the Practice Manager:</p>	<p>In accordance with Fees</p>

	<p>Tim Dennis  1 Ninham Street  Norwich NR1 3JJ  01603 765550  <a href="mailto:lakenham.surgery@nhs.net">lakenham.surgery@nhs.net</a></p>	<p>regulations (as appropriate)</p>
<p><b>Records management:</b> (records retention, destruction and archive)  Reviewing and Acting on Correspondence Policy – held  Sharing &amp; Acting on Clinical Guidance Policy – held</p>	<p>On application to the Practice Manager:  Tim Dennis  1 Ninham Street  Norwich NR1 3JJ  01603 765550  <a href="mailto:lakenham.surgery@nhs.net">lakenham.surgery@nhs.net</a></p>	<p>In accordance with Fees regulations (as appropriate)</p>
<p><b>Data Protection:</b>  Information Governance Policy &amp; guidance - held  Confidentiality Policy – held  Consent &amp; Competency Protocol – held  Subject Access Requests Policy – held  Data Security &amp; Protection Policy – held  Information Asset Management Policy – held  Privacy Policy - held</p>	<p>On application to the Practice Manager:  Tim Dennis  1 Ninham Street  Norwich NR1 3JJ  01603 765550  <a href="mailto:lakenham.surgery@nhs.net">lakenham.surgery@nhs.net</a></p>	<p>In accordance with Fees regulations (as appropriate)</p>
<p><b>Handling Requests for Information:</b>  Freedom of Information Policy - held</p>	<p>On application to the Practice Manager:  Tim Dennis  1 Ninham Street  Norwich NR1 3JJ  01603 765550  <a href="mailto:lakenham.surgery@nhs.net">lakenham.surgery@nhs.net</a></p>	<p>In accordance with Fees regulations (as appropriate)</p>

<b>Lists and Registers (Class 6)</b>		
<p>We maintain our list of registered patients using the SystmOne clinical software system. At the present time we have almost 8500 patients registered with the Practice. The list is confidential.</p> <p>We hold registers of patients with long term conditions, vulnerable patients and palliative care patients, to help provide the best possible clinical care. These lists are confidential.</p> <p>We do not have any publicly available registers or lists.</p>	<p>Confidential - not available</p> <p>Confidential – not available</p> <p>Not held</p>	<p>N/A</p> <p>N/A</p> <p>N/A</p>
<b>The Services We Offer (Class 7)</b>		
<p>The services provided under contract to the NHS which include:</p> <ul style="list-style-type: none"> <li>GP consultations</li> <li>Nurse consultations</li> <li>NHS Healthchecks</li> <li>Asthma clinics and Chronic Obstructive Airways Disease clinics (COPD)</li> <li>Coronary Heart Disease clinics</li> <li>Diabetes clinics</li> <li>Phlebotomy (Blood tests)</li> <li>Home visits</li> <li>Cervical cytology screening (Smear tests)</li> <li>Contraceptive services</li> <li>Child Health surveillance</li> <li>Maternity services (midwife)</li> <li>Minor surgery procedures</li> <li>Vaccinations and immunisations</li> <li>Childhood vaccinations and immunisations</li> <li>Flu immunisation and routine adult immunisations</li> <li>Minor injury service</li> <li>Ear syringing</li> <li>ECGs (electrical heart trace)</li> </ul>	<p>Practice website - <a href="http://www.lakenham-surgery.co.uk">www.lakenham-surgery.co.uk</a></p> <p>Practice leaflet – available within the Surgery</p>	<p>No charge</p> <p>No charge</p>

<p>Lung testing (spirometry)  Medication review  Ring pessary replacement  Smoking Cessation advice and support  Alcohol and Drugs advice and support  Travel advice and immunisations  Wound management/dressings/suture removal</p>		
<p>Charges for any of these services –  There is no charge for NHS general medical services provided by the health professionals at the Practice.</p> <p>Some non-NHS services are provided by the Practice and are paid for by the patient, solicitors, insurance companies or other agencies for which there is a table of agreed charges. These services include:</p> <p><i>Examples of fees to be paid by patients:</i>  Private medical insurance reports and medicals  Non-NHS vaccinations  Private sickness notes  Sports, pre-employment, taxi and HGV medicals  Fitness certificates  Holiday cancellation claim forms  Vaccination certificates  Private appointments and treatments  Letters requested by, or on behalf of, the patient</p> <p><i>Examples of fees to be paid by other institutions:</i>  Private medical insurance reports  Some reports for the DSS  Some examinations for local authority employees</p>	<p>Practice website - <a href="http://www.lakenham-surgery.co.uk">www.lakenham-surgery.co.uk</a></p> <p>Practice leaflet – available within the Surgery</p> <p>Practice website – <a href="http://www.lakenham-surgery.co.uk">www.lakenham-surgery.co.uk</a></p>	<p>No charge</p> <p>No charge</p> <p>No charge for providing the list of non-NHS agreed charges.</p> <p>(Charges apply for the services themselves as per the list).</p>



<p>Information leaflets &amp; posters – a large range of leaflets, social and health information is available within the Surgery and updated regularly. Information is also available on the Practice website (including useful telephone numbers; local services; health advice and guidance; neighbourhood professionals; health leaflets; and lifestyle information)</p> <p>In addition, the Practice offers a range of information about illnesses, health conditions and treatment options via the Practice website. Access to this information is also available on posters within the Surgery, including the following websites:  NHS Choices <a href="http://www.nhs.uk">www.nhs.uk</a>  Patient Information <a href="http://www.patient.co.uk">www.patient.co.uk</a></p>	<p>Surgery –  1 Ninham Street, Norwich, NR1 3JJ</p> <p>Practice website –  <a href="http://www.lakenham-surgery.co.uk">www.lakenham-surgery.co.uk</a></p>	<p>No charge</p> <p>No charge via the website</p>
<p>When the Practice is closed, an out-of-hours service is provided by the NHS 111 Service. This can be accessed by dialling 111 which is free from mobiles and landlines.  Out-of-hours ambulance service is provided by NHS 111 and Integrated Care 24.  In life threatening situations patients should dial 999 or 112.</p> <p>Information is available on our Practice website on the best way to access NHS treatment.</p>	<p>Practice website -  <a href="http://www.lakenham-surgery.co.uk">www.lakenham-surgery.co.uk</a></p> <p>Practice leaflet – available within the Surgery</p>	<p>No charge</p> <p>No charge</p> <p>No charge</p>