

**Information available from The Border Practice (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.

<b>Information to be published</b>	<b>How the information can be obtained</b>	<b>Cost</b>
<b><u>Class1 - Who we are and what we do</u></b>		
Doctors in the practice: Number of, Female/Male, Qualifications	Practice Website NHS Choices Website Practice Leaflet	FoC
Contact details for the practice: Main and Branch Surgeries		
Opening hours: Including Extended Hours		
Other staffing details: Other Healthcare Professionals i.e. PM, Nurses, Community Nurses		
<b><u>Class 2 – What we spend and how we spend it</u></b>		
<b><i>Total cost to the PCT of our contracted services.</i></b> The Practice receives money from the Hampshire PCT, according to its contract, in exchange for services provided for patients. • Total NHS Income • Total Expenditure	Hard Copy	Hard copy 15p per page
<b><i>Audit of NHS income</i></b> • Internal & External Financial Systems/Procedures	Hard Copy	Hard copy 15p per page
<b><u>Class 3 – What our priorities are and how we are doing</u></b> Aligned to the PCT priorities based on population needs • Measured performance via Quality Outcomes Framework and other internal audit	Hard Copy of PCT Annual Plan Website	Hard copy 15p per page
<b><i>Plans for the development and provision of NHS services</i></b> Via national direction i.e. DOH or local direction from the PCT	Hard Copy of PCT Annual Plan Website	Hard copy 15p per page
<b><u>Class 4 – How we make decisions</u></b> • Via Practice Business Meetings, Staff meetings, Partner Meetings		
Records of decisions made in the practice affecting the provision of NHS services • We have records of such but will NOT publish due to confidentiality and commercial sensitivities		

<b>Class 5 – Our policies and procedures</b>		
<b><i>Policies and procedures about the employment of staff</i></b> <ul style="list-style-type: none"> <li>Recruitment procedures, Contracts of Employment, Induction programme</li> </ul>	Hard Copy	Hard copy 15p per page
<b><i>Internal instructions to staff and policies relating to the delivery of services</i></b> <ul style="list-style-type: none"> <li>Contained within Staff Handbook</li> </ul>	Hard Copy	Hard copy 15p per page
<b><i>Equality and diversity policy</i></b> <ul style="list-style-type: none"> <li>Contained within Staff Handbook</li> </ul>	Hard Copy	Hard copy 15p per page
<b><i>Health and safety policy</i></b> <ul style="list-style-type: none"> <li>Contained within Staff Handbook</li> </ul>	Hard Copy	Hard copy 15p per page
<b><i>Complaints procedures</i></b> <ul style="list-style-type: none"> <li>NHS Complaints Procedure</li> </ul>	Hard Copy Practice website	Hard copy 15p per page
<b><i>Records management policies (records retention, destruction and archive)</i></b> <ul style="list-style-type: none"> <li>Contained within Practice Procedures File</li> </ul>	Hard Copy	Hard copy 15p per page
<b><i>Data protection policies</i></b> <ul style="list-style-type: none"> <li>Contained within Practice Procedures File</li> </ul>	Hard Copy	Hard copy 15p per page
<b><i>Policies and procedures for handling requests for information</i></b> <ul style="list-style-type: none"> <li>Contained within Practice Procedures File</li> </ul>	Hard Copy	Hard copy 15p per page
<b><i>Patients' charter</i></b>	Hard Copy	Hard copy 15p per page
<b>Class 6 – Lists and Registers</b> ( <i>Any publicly available register or list</i> )	None Held	
<b>Class 7 – The services we offer</b>		
<b><i>The services provided under contract to the NHS</i></b> Those contained within the General Medical Services/Personal Medical Services	Hard Copy Website Practice Leaflet	Hard copy 15p per page
<b><i>Charges for any of these services</i></b>	No charge for NHS services	
<b><i>Information leaflets</i></b> <ul style="list-style-type: none"> <li>Available in the practice in waiting/public areas</li> </ul>	Hard Copy	Hard copy 15p per page
<b><i>Out of hours arrangements</i></b> Provided by: North Hampshire Urgent Care	Practice leaflet Hard Copy Website	Hard copy 15p per page

There may be circumstances where material cannot be released because it is confidential or commercial information or the appropriate officer designated for these purposes under the Act has taken the view that it may be prejudicial to the conduct of the Practice's affairs.