

## **NHS Freedom Of Information Publication Scheme for General Practices.**

This Publication Scheme is a guide to the information routinely made available to the public by Sandy Lane Surgery; it is a description of the information about our General Practitioners and Practice which we make publicly available. It will be reviewed at regular intervals.

### **How much will it cost?**

Whilst the publication scheme is free of charge there may be a cost to producing copies of the surgeries policies and procedures upon request.. Charges may be made to cover the costs of copying, printing and posting and the administrative costs involved in doing so. We will inform you of any costs in advance. Any requests for information should be directed to the Practice Manager

### **How is the information made available?**

The information is available on the surgery website: [www.sandylanesurgery.co.uk](http://www.sandylanesurgery.co.uk) or in hard copy from the Practice Manager.

### **Your rights to information**

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Sandy Lane Surgery under the NHS Openness Code 1995.
- The freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how decisions are made.
- From January 1<sup>st</sup> 2005 it obliges the Practice to respond to requests about information that it holds and is recorded in any format and it will create a right of access to that information. These rights are subject to some exemptions which have to be taken into consideration before deciding what information it can release.
- New environmental information regulations were introduced in 2003. These enabled similar access to environmental information as under the Freedom of Information Act 2000.
- Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you and you can contact the Practice Manager at the surgery to do so.

## Feedback

If you have any comments about the operation of the Publication Scheme or how we have dealt with your request for information from the Scheme, please write to:

The Practice Manager  
Sandy Lane Surgery  
Sandy Lane  
Leyland  
Lancashire  
PR25 2EB

# Information available from Sandy Lane Surgery 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 (eg hard copy, website)
<p><b>Class1 - Who we are and what we do</b></p> <p>Sandy Lane Surgery provides medical services for patients who live in Leyland and the surrounding areas ( the practice boundary can be found on our website and via the patient leaflet)</p> <p>The practice aims to follow National Institute for Clinical Excellence (NICE) and National Service Framework guidelines. Copies of these can be found on the NICE website or the Department of Health website.</p> <p>The NHS is a very large part of the public sector. It is possible to find out information about our practice and other NHS services in your area by using their website. A full list of local General Practices can be found there too.</p>	<p>In hard copy via the practice leaflet, which can be obtained on request from reception and also on the practice website</p> <p><a href="http://www.nice.org.uk">www.nice.org.uk</a> or <a href="http://www.doh.gov.uk">www.doh.gov.uk</a></p> <p><a href="http://www.nhs.uk">www.nhs.uk</a></p>
<p>Doctors in the practice:</p> <p>Dr Brian Rambihar Dr Amrit Ryatt Dr Sheeja Nair Dr Zaakira Mahomed</p>	<p>In hard copy via the practice leaflet, which can be obtained on request from reception and also on the practice website</p>
<p>Contact details for the practice:</p>	<p>In hard copy via which can be obtained on request from reception the practice leaflet , and also on the practice website</p>

ADDRESS	TELEPHONE NUMBERS	
Sandy Lane Surgery Sandy Lane Leyland Lancashire PR25 2EB Out of Hours: between 18:00 & 18:30 After 18:30 111	Telephone: 01772 214700 Fax: 01772 214709 Secretaries: 01772 214696 I.T. Admin 01772 214690	
<p><b><i>Opening hours</i></b></p> <p><b>Monday</b> 08:00 - 18:00</p> <p><b>Tuesday</b> 08:00 - 18:00</p> <p><b>Wednesday</b> 08:00 - 18:00</p> <p><b>Thursday</b> 08:00 - 18:00</p> <p><b>Friday</b> 08:00 - 18:00</p> <p><b>Saturday</b> 08:45 - 11:45*</p> <p><b>Sunday</b> Details available from the practice website</p>		<p>In hard copy via the practice leaflet, which can be obtained on request from reception and also on the practice website</p>
<p><b>Other staffing details</b></p>		

**Advanced Nurse Practitioner**

Jenny Williams

**Nurse Practitioners**

Kerry Byrne

**Practice Nursing Team**

Jean Morris

Tracey Rodriguez

Karen Slater

Pamela O'Neill

Sheryl Sheen

**Management Team**

Practice Manager - Jane Balchin

Deputy Practice Manager - Debbie Sands

Office Manager - Lynn Kershaw

**Administration Team**

Practice Medicines Co-ordinator - Nicole Crossthwaite and Alexander Jemmett

Clinic Administrator and Cancer Champion - Alison Kemp

IM&T Administrator - Ann Walker

Clerk - Rebecca Ashcroft

Notes Summariser and Cancer Champion - Nicky Guttridge

**Secretarial Team**

Wendy Duncan, Lisa Nichol and Sharon Eaton

**Reception Team**

Rachel Duckworth

Susan Good

Paula Lund

Annette Pilkington

Catherine Scott

Louise Worden

<p>Sharon Eaton  Karen Rodgers  Laura Jackson  Hayley Bretherton</p> <p><b>Health Care Assistants</b>  Amanda Corby  Colleen Clitheroe</p>	
<p><b>Class 2 - What we spend and how we spend it</b></p> <p>The practice holds a PMS contract with Lancashire Area team to provide medical services to approximately 11,500 patients. In addition to the main contract the practice also holds enhanced service contracts with Chorley and South Ribble Clinical Commissioning Group and Lancashire County Council.</p> <p>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</p>	<p>Available for Inspection on request</p>
<p><b>Class 3 - What our priorities are and how we are doing</b></p> <p>The practice is committed to providing a high quality primary care service working with the patients to maintain and improve their health. We aim to create a partnership which encourages patients and health care professionals to work together encouraging mutual respect, holistic care and continuous learning and training.</p> <p>We carry out an annual patient survey which along with other patient feedback assists us in conjunction with our Patient Reference Group (PRG) in developing an action plan for priority areas for us to work on each year. Survey results and the PRG report, which contains the action plan, can be found on the website and in the surgery waiting room.</p>	<p>Website and hard copy in the waiting room</p>

<p>Sandy Lane surgery is a high achieving practice achieving maximum points in the quality and outcomes framework (QOF). Our QOF performance can be viewed on the NHS IC website.</p> <p>The NHS Choices website provides details of our performance and patients views of our surgery obtained from the annual Patient Satisfaction Survey.</p>	<p><a href="http://qof.hscic.gov.uk/search/">http://qof.hscic.gov.uk/search/</a></p> <p><a href="http://www.nhschoices.nhs.uk">www.nhschoices.nhs.uk</a></p>
<p><b>Class 4 - How we make decisions</b></p> <p>The practice holds weekly team meetings to discuss the running of the practice, changes to guidelines, policies and procedures and review significant events etc. As part of these meetings we may make decisions about the provision of our NHS services. All decisions made are recorded in the minutes.</p>	<p>Records of decisions made that affect the provision of NHS services are available, as a hard copy, on request from the Practice Manager.</p> <p>Please note that information that is commercially sensitive or falls under the Data Protection Act will be excluded.</p>
<p><b>Class 5 - Our policies and procedures</b></p> <p>The practice produces a wide range of policies and procedures covering both clinical and administrative areas. This list includes but is not exhaustive:</p> <ul style="list-style-type: none"> <li>• Policies and procedures about the employment of staff</li> <li>• Equality and diversity policy</li> <li>• Health and safety policy</li> <li>• Records management policies (records retention, destruction and archive)</li> <li>• Data protection policies</li> <li>• Policies and procedures for handling requests for information</li> </ul> <p>Information relating to our complaints procedure is detailed within our complaints leaflet and on the practice website</p>	<p>A full list is available on request as a hard copy from the Practice Manager.</p> <p>The complaints leaflet can be downloaded from the website or a hard copy can be obtained from reception</p>





<ul style="list-style-type: none"> <li>• More specialised Diabetes monitoring</li> <li>• Rehabilitation beds scheme</li> <li>• Pulse screening</li> <li>• Minor Surgery</li> <li>• Various immunisation schemes including: new-born pneumococcal, meningitis C booster, new-born Hepatitis B, HPV booster, Rotavirus, Shingles, Pertussis for pregnant women, new-born Meningitis B</li> <li>• Dementia Screening</li> <li>• Avoiding Unplanned Admissions scheme</li> <li>• Learning disabilities health checks</li> </ul> <p>*Charges will be made for some Travel vaccinations including Yellow Fever as these are not covered under the NHS contract</p> <p><b>Non-NHS services</b> The doctors are also happy to carry out medical examinations for insurance and other purposes. They will also complete certain forms. The NHS contract does not cover these services therefore a charge will be made</p>	<p>Information available via the website. A hard copy can be obtained from reception upon request</p>
<p><b>Information leaflets available;</b></p> <ul style="list-style-type: none"> <li>• On a wide variety of health related issues</li> <li>• Patient surgery information booklet</li> <li>• Complaints procedure</li> <li>• Patient information and protecting privacy</li> </ul>	<p>Available in the waiting room and from reception on request and also on the website</p>
<p><b>Out of hours arrangements</b></p>	<p>Information available on the website</p>