

The publication scheme contains the following:-

- Who we are and what we do
- What we spend and how we spend it
- What our priorities are and how we are doing
- How we make decisions
- Our policies and procedures
- Lists and Registers
- The services we offer

Other information is subject to specific written application as above.
A fee may be charged.

RIGHT TO APPEAL

If you are refused the information that you requested, you have a right to appeal. Please write in the first instance to the Practice Manager. If the decision not to release the information is upheld by the practice and you remain dissatisfied, you may appeal to the Information Commissioner (see below for details)

CONTACT INFORMATION

All requests for information should be directed to the Practice Manager. Hard copies of the practice publication scheme can be obtained from the practice website at www.fgmc.co.uk

For further information about your rights under the Act, contact :-

The Information Commissioner's Office
Wycliffe House, Water Lane,
Wilmslow
Cheshire. SK9 5AX
www.ico.gov.uk

If you would like a large print of this leaflet, please ask a member of staff

Bartlett Group Practice Frimley Green



Freedom of Information Act

**Bartlett Group Practice
1 Beech Road
Frimley Green
Surrey
GU16 6QQ**

Phone: 01252 835016

www.bartlettgrouppractice.co.uk

WHAT IS THE ACT

The Act (FOI) aims to create a greater understanding between members of the public and public authorities by providing members of the public with the right to access information held. It will also generate opportunities for better communication and trust.

GP practices, although not government owned, are considered to be public bodies for the purposes of the Act. Therefore members of the public (not necessarily patients) can request information from them. GP practices are required to make information available via a “publication scheme”. A publication scheme is a way of directing you to information that we already make available to the public and may contain some or all of the information that you require. This may be held in paper form or by electronic means.

The practice’s publication scheme, available on the practice website, follows the model scheme for GP practices approved by the Information Commissioner.

If you are unable to access an electronic format of the information you are interested in, the practice will endeavour to provide it in an alternative format. There may however be a small charge involved.

CHARGES

Where possible we will try and supply the information free of charge and much of the information contained in the publication scheme is available at no charge. However each request will have to be assessed individually for costs. In some circumstances, a fee may be charged for the provision of information and the classes of information incurring a fee are outlined in the publication scheme document. Please see the practice website or ask reception for a copy.

HOW UP TO DATE IS THE INFORMATION

The practice aims to comply with the principals of the Freedom of Information Act, and as such updates the publication scheme document on at least an annual basis and at other intervals during the year if significant changes occur.

WHAT SORT OF INFORMATION IS AVAILABLE

If you have a simple question, you may wish to speak with the practice first and see if they can answer your question.

- Fees and charges
- Format of the publication scheme
- Information held by the practice (with some exceptions)
- How information requests are processed
- Details of the practice, structure, and relationship to the NHS
- Services provided
- Financial and funding information
- Regular publications and public information
- Complaints policies and procedures
- General policies and procedures

EXEMPTIONS

You may not be able to access some of the information that we hold. This is because it is classed as exempt.. For instance, Information related to individual health or clinical records is not available under this legislation. Please ask reception for details of access for this purpose under the Data Protection Act. If your request for information has been classed as exempt, we will inform you of the reason for not making it available.

MAKING AN ACCESS REQUEST

All requests (with the exception of a copy of the publication scheme) are to be made in writing to the Practice Manager at the address below :-

Frimley Green Medical Centre
1 Beech Road
Frimley Green
Surrey. GU16 6QQ

We will contact you to let you know that we are dealing with your request and will always try to supply you with the information within 20 working days.