

Perth & Scone Medical Group Publication Scheme

**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

Perth & Scone Medical Group 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 Perth & Scone Medical Group

Who we are:

Perth & Scone Medical Group
Taymount Surgery
1 Taymount Terrace
PERTH
PH1 1NU

Branch Surgery:

Scone Surgery
7 Stormont Road
SCONE
PH2 6RH

Opening Hours: 8.00 am - 6.00 pm Monday to Friday (although we close the Scone Surgery at 2.00 pm on Wednesday).

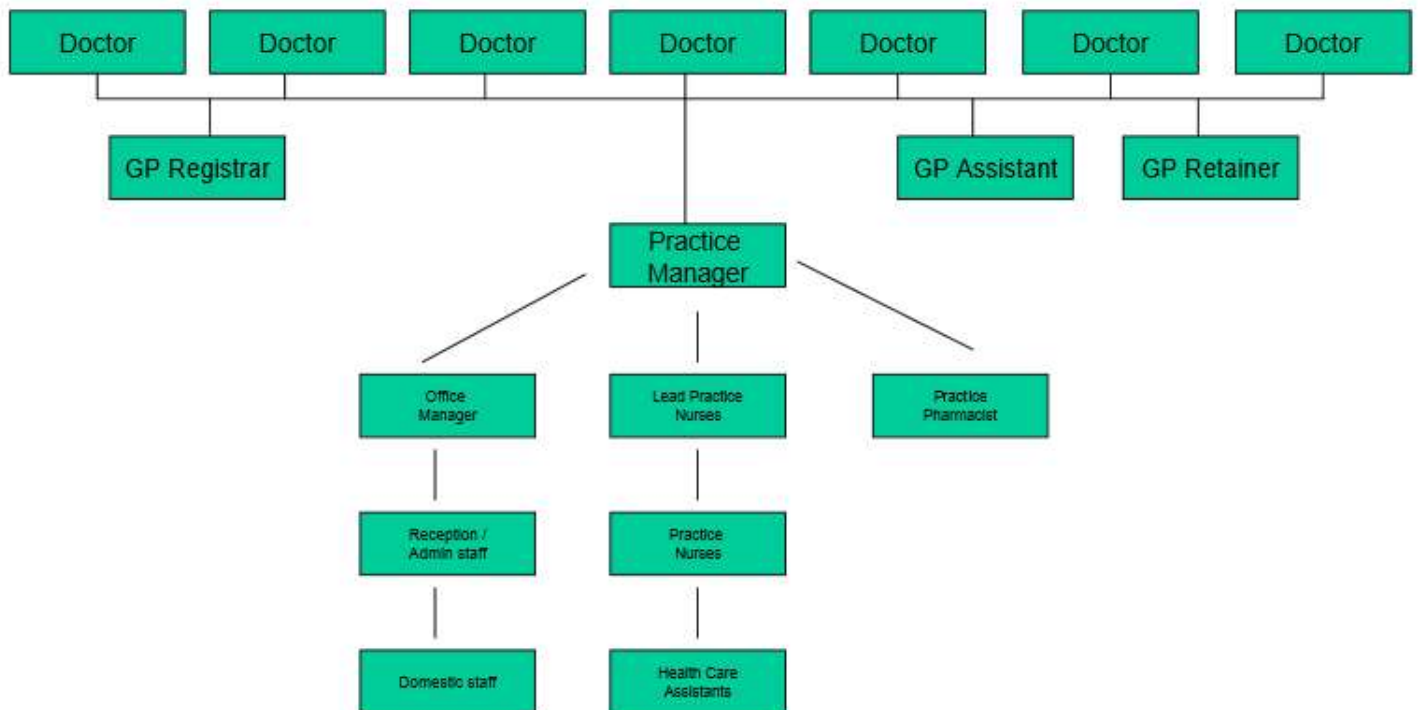
Out of hours care is provided by **NHS24** and they can be contacted by telephoning **111**. If you wish further information about NHS24 you can go on-line at www.nhs24.co.uk

Practice Organisation Structure

Perth & Scone Medical Group is a partnership of 8 partners and a GP Assistant and the practice team is made up as follows:

- Practice Manager
- Office Manager
- Practice Pharmacist
- Administration and reception staff x
- Practice Nurses x 5
- Health Care Assistants x 2

We also have attached District Nurses and Health Visitors who work closely with the practice team to deliver care and services to our patients.



Comments, suggestions and complaints

We strive to give our patients the highest possible standard of care and to act quickly if problems arise. If you have any comments, suggestions or complaints on any aspect of the service we provide, please bring this to our attention as soon as possible to allow us the opportunity to address your concerns, and if necessary conduct a full investigation. If you do have a complaint that you do not wish to raise with the practice you can contact the Complaints Department, NHS Tayside, Ninewells Hospital, Dundee (01382 660111).

Constitution

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

How the practice is run

The senior management team which consists of the 8 partners, the Business Manager, the Office Manager and the Lead Practice Nurse, are responsible for the strategic and operational decisions regarding the function and delivery of the practice services as follows:

Practice Business Manager

Overall responsibility for the strategic development of the practice, including our continuous quality improvement programme.

Dr Alistair Falconer, Senior Partner

Lead GP for the prevention and management of coronary heart disease. Also responsible for co-ordinating our medical student teaching programme.

Dr Jan Sinclair, Staff Partner

Lead GP for asthma and COPD

Dr David Shackles, Approved GP Trainer

Lead GP for QOF (Quality and Outcome Framework), hypertension and dermatology and has a particular interest in minor surgery. He is a member of Tayside Local Medical Committee.

Dr Lenny Burnett, Approved GP Trainer & Finance Partner

Lead GP for diabetes, supervising Foundation doctors, and a Medical Officer to a local Boarding School.

Dr Ailsa Macgregor, Approved GP Retainer Mentor

Lead GP for women's health, including coil and implanon insertions, and dementia and is the Mentor for our GP Retainer.

Dr Kris Wipat

Has a particular interest in gastroenterology, cardiology and minor surgery and has joint responsibility for co-ordinating our medical student teaching programme.

Dr Angie Martin, Approved GP Trainer

Has a particular interest in women's health, including coil and implanon insertions, dermatology and minor surgery.

Dr Jonathan Beveridge

Joined the practice in April 2014. His clinical interests include child health and prescribing. He also has an interest in medical education and is currently involved in providing teaching for local medical students.

Dr Alison Lewis, GP Assistant

Lead GP for patients suffering from thyroid disease.

Practice Strategic Planning

Perth & Scone Medical Group believe strongly in a team approach to delivering high quality care to our patients. We are particularly proud that we have twice been awarded the Quality Practice Award which was only possible due to the commitment, enthusiasm and teamwork from the whole PHCT.

We are also committed to the process of business development planning and we produce a 3 yearly practice business development plan where we set out our strategic objectives as follows:

- Continually assess and improve our service delivery by, for example, continually reviewing our access standards
- Continually assess and improve our understanding of the health care needs of our patient population and of the specific priority groups
- Continually monitor our quality of service to the patients through a process of systematic audit cycles and participation in multi-practice studies etc
- Committing to a learning environment for all the team so that there is protected time to discuss patient issues and appraise critical incidents

Throughout the year we have business meetings, staff meetings, PLT protected learning days, practice nurse/GP meetings, educational meetings, and weekly clinical meetings with the wider PHCT.

Contract of Services

Under our contract of services with NHS Tayside 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. Perth & Scone Medical Group holds a General Medical Services contract with NHS Tayside. Under this contract we provide primary medical services to patients that reside within our practice area which includes the city of Perth, the village of Scone, and the surrounding district.

GP contractors (**Drs Falconer, Sinclair, Shackles, Burnett, Macgregor, Wipat, Martin and Beveridge**) hold the contract for services with the NHS board and are responsible for fulfilling the obligations of the contract. The General Medical Services Regulations outline our responsibilities under our contract (<http://www.legislation.gov.uk/ssi/2004/115/made>). 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 participates in the Quality and Outcomes Framework. Funding under the QOF is dependent on achievement against a variety of clinical and non-clinical indicators.

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 Tayside we provide a range of services to our patients, including:

- General primary medical services
- Chronic disease management services
- Practice Nursing services
- Child health surveillance
- Childhood immunisations
- Contraceptive services
- Cervical cytology
- Minor Surgery
- Wart cautery and cryotherapy services
- Influenza, pneumococcal and shingles immunisations
- Palliative care services
- Diabetes enhanced service
- Alcohol and brief intervention enhanced services
- Acute Warfarin initiation enhanced service
- Nursing Home enhanced service
- Maternity Care

Other services are provided by community healthcare professionals and include -

- District Nursing Services
- Health Visiting Services

It is important to note that this range of services may be subject to change and may not always be available.

Data Protection

Some services we offer may involve information sharing with other agencies. All our patient records are kept on computer and we can assure patients of complete confidentiality. We are registered in the Data Protection Register, and your rights are protected by the Data Protection Act.

Your Medical Records and Confidentiality

The sensitivity of patient information is well-understood with the NHS. As a patient of this practice your medical records are confidential, and are accessible only to the members of the Primary Health Care Team involved in your care. All our staff are trained to respect their duty of confidentiality to you, and have this written into their Contracts of Employment. We keep paper and electronic records securely to prevent unauthorised access or misuse. Whenever practicable we remove references to personal details such as your name and address, and often restrict this further to reduce the chances of anyone identifying a record as relating to you.

There may be some occasions when some services may involve information sharing with other agencies or healthcare professionals e.g. payment verification purposes or to ensure high standards of care are being maintained by the practice. You should be reassured that all persons who have access to your medical records are bound by the same rules of **absolute confidentiality** as members of the Primary Health Care Team.

GP Training Practice

Perth & Scone Medical Group is a training practice and will normally have a Registrar attached to the practice. The Registrar will have already spent a considerable time working in hospital medicine before spending a year with us to gain experience in general practice. Part of this training requires video consultation, and from time to time we may ask patients to help us with this valuable aspect of the training year. This would, of course, only be done with your written agreement. The recordings are only used for teaching and training purposes and confidentiality will always be maintained.

Medical Students

We are sometimes involved with the education and training of medical and nursing students. We would be grateful if you could accept them as part of the practice. You will always be asked if you wish the student to be present during your consultation, and we will always respect your decision.

Interpretation Services

There are no doctors in the practice who speak a language other than English. The Interpreter Services Contact for Tayside is:

Pammy Chima
Interpretation & Translation Project Manager
Level 9
Ninewells Hospital
DUNDEE
Telephone: 01382 660111

There is also a 24-hour, 7 days per week telephone interpretation service which is provided by Language Line Services (LLS) for non-English speaking patients who attend as in-patients and out-patients within our hospitals.

LLS works with many NHS Organisations and Hospitals across the UK to provide easily accessible interpretation services that enhance the quality of patient care for people whose first language is not English.

Effective, confidential communication is an integral part of quality care. LLS provide interpreting in over 150 languages to hospitals, GP practices, Community Services, Pharmacies, as well as Dentists and Optometrists. The service operates by connecting health professionals and patients to a professional interpreter by telephone.

Accessing Services

Patients can access all our services by telephoning **01738 627117** between the hours of 8.00 am and 6.00 pm (Taymount Surgery) and **01738 551739** (Scone Surgery) between the hours of 8.00 am and 6.00 pm Monday, Tuesday, Thursday, Friday and 8.00 am to 2.00 pm on Wednesday.

All information regarding the practice and how our services are delivered is available on our practice website at www.perthandscone.co.uk or by checking our Patient Information Leaflet.

Section 4: How we take decisions

Our management structure, including roles and responsibilities, is shown in **Section 2** above. Regular meetings take place between different disciplines within the practice team to discuss clinical, managerial and business issues as and when necessary.

There are weekly meetings with the wider clinical PHCT to review patients on our palliative care register, patients with Anticipatory Care Plans and patients on the Gold Standards Framework.

There are weekly educational meetings when audit topics are discussed, case reviews are presented, and speakers from various specialities are invited to update the doctors on current best practice, and any other relevant topics which arise.

There are meetings held 3-4 times a year with our Practice Pharmacist to update us prescribing issues, possible prescribing audits, discussion on the practice prescribing position relative to P&K and the wider NHS Tayside position, and any other relevant prescribing matters.

Business meetings are held quarterly throughout the year.

We encourage patients to give us feedback in person or via the website on any aspect of the services we provide, to ensure that we are delivering high quality care.

Patients are advised of any decisions or policy updates via notices in the waiting room, in the news section or policies and procedure section on our website.

Section 5: What we spend and how we spend it

Perth & Scone Medical Group 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

Accessing Information

Information available under our publication scheme will normally be available through the routes described below:

Online

Some of the information listed in our publication scheme is available to download from our practice website at www.perthandscone.co.uk. If you have difficulty accessing information online please contact us by an alternative route.

By email

You can request the information you seek by email at agnes.ramsay@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 01738 627117 to request information available under this scheme.

By post

All information under the scheme will normally be available in paper copy form, but please consider the impact on the environment. Please address your request to - Agnes Ramsay, Practice Manager, Perth & Scone Medical Group, Taymount Surgery, 1 Taymount Terrace, PERTH PH1 1NU.

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. 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 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 10p per A4 paper (black and white copy) and 30p 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 first class post.

Section 9: Our copyright policy

Perth & Scone Medical Group 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 Perth & Scone Medical Group. 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 Perth & Scone Medical Group 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

Perth & Scone Medical Group 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 Perth & Scone Medical Group, Taymount Surgery, 1 Taymount Terrace, PERTH, PH1 1NU or email agnes.ramsay@nhs.net.

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. **See contact details above.**

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 The Practice Manager, Perth & Scone Medical Group, Taymount Surgery, 1 Taymount Terrace, PERTH PH1 1NU.

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 10p per A4 sheet for black and white copying, 30p 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 Perth & Scone Medical Group. We reserve the right to charge a maximum of £50 for requests for an individual's own personal information.

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 Perth & Scone Medical Group
- 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 Perth & Scone Medical Group	
Class description: Information about Perth & Scone Medical Group, 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. It is also available by email and post and on our website www.perthandscone.co.uk
Organisational structure, roles and responsibilities of partners	Information contained in section 2 of this document and our practice leaflet. It is also available by email and post and on our website www.perthandscone.co.uk
Practice opening hours	Information contained in section 2 of this document and our practice leaflet. It is also available by email and post and on our website www.perthandscone.co.uk

Contact details for patients and complaints functions	Information contained in section 2 of this document and our practice leaflet. It is also available by email and post and on our website www.perhandscone.co.uk
Publication scheme and guide to information	Information contained in Section 1 of this document. It is also available by email and post www.perhandscone.co.uk
Charging schedule for published information	Information contained in section 8 of this document and available by email and post www.perhandscone.co.uk
Contact details and advice about how to request information	Information contained in section 6 of this document and available by email and post www.perhandscone.co.uk
Charging schedule for environmental information	Information contained in section 13 of this document and available by email and post www.perhandscone.co.uk
Legal/contractual framework for the authority	Information contained in section 2 of this document and available by email and post www.perhandscone.co.uk
Description of practice governance/decision making structures	Information contained in section 2 of this document and available by email and post www.perhandscone.co.uk
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	Information contained in section 2 of this document and our practice leaflet. It is also available by email and post and on our website www.perhandscone.co.uk
Governance policies	Information contained in section 2 of this document and available by email and post and on our website www.perhandscone.co.uk
Strategic planning processes	Information contained in section 4 of this document and available by email and post and on our website www.perhandscone.co.uk

Accountability relationships, including reports to regulators	Information contained in section 2 of this document and available by mail and post and on our website www.perthandscone.co.uk
Class 2: How we deliver our functions and services	
Class description: Information about our work, our strategy and policies for delivering functions and services and information for our services users.	
The information we publish under this class	How to access it
Description of practice functions, including statutory basis for them	Information contained in sections 2 and 3 of this document and our practice leaflet and is available on our website www.perthandscone.co.uk
Strategies, policies and internal staff procedure for performing statutory functions	Information contained in sections 2 and 3 of this document and available by email and post and on our website www.perthandscone.co.uk
How to report a concern to the practice	Information contained in section 2 of this document and our practice leaflet, and is available by post and email and on our website www.perthandscone.co.uk
Reports of the practice's exercise of its functions	The practice does not hold this information
List of services, including statutory basis for them	Information contained in sections 2 and 3 of this document and our practice leaflet, and is available by post, email and on our website www.perthandscone.co.uk
Service policies and internal staff policies	Information contained in sections 2 and 3 of this document and our practice leaflet and is available by email and post
Service schedules and delivery plans	Information contained in sections 2 and 3 of this document and our practice leaflet and is available by email and post and on our website www.perthandscone.co.uk
Information for patients, including how to access services	Information contained in sections 2 and 3 of this document and practice leaflet and is available by email and post and on our website www.perthandscone.co.uk

Service fees and charges	Information contained in sections 5 of this document and is available by email and post and on our website www.perthandscone.co.uk
Class 3: How the practice takes decisions and what it has decided	
Class description: Information about the decisions we take, how we make decisions and how we involve others	
The information we publish under this class	How to access it
Decisions taken by the practice: agendas, reports, papers, and minutes of meetings (that do not contain confidential patient information)	Information contained in section 4 of this document and is available by email and post
Public consultation and engagement strategies	Information contained in section 4 of this document and is available by email and post
Class 4: What the practice spends and how it spends it	
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.	
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	The Model Publication Scheme does not require individual salaries or income (including information from which this can easily be deduced) to be proactively published. The public have the right to request information under the Act and GPs will be free to apply exemptions. The requester has the right to appeal to the Information Commissioner. This information is available by email and post.
Cost of running the practice	This information can be requested from the practice by email or post
Purchaser equipment and supplies	We do not hold this information
Purchasing plans and capital funding	We do not hold this information
Expenses policies and procedures	This information can be requested from the practice by email or post

Staff pay and grading structure	We do not operate a pay/grading structure for our staff
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 can be requested from the practice by email or post.
Staffing structure	Information contained in section 2 of this document and is available by email or post.
Human resources policies, procedures and guidelines (recruitment, performance, management, promotion, pensions, discipline, grievance, staff development)	This information can be requested from the practice by email or post
Management of the practice premises	This information can be requested from the practice by email or post
Premises maintenance arrangements	This information can be requested from the practice by email or post
Records management policy	Information contained in section 10 of this document and is available by email or post and is available on our website www.perthandscone.co.uk
Information governance	Information contained in section 5 of this document and is available by email or post
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	We do not hold this information

Invitations to tender	We do not hold this information
List of contracts that have gone through formal tendering, including details	We do not hold this information
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 can be requested from the practice by email or post
Quality and Outcomes Framework achievement	This information can be requested from the practice by email or post
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