

PRACTICE HANDBOOK
ROTHSCHILD HOUSE GROUP
FREEDOM OF INFORMATION

Rothschild House Group Publication Scheme

Welcome to the Dr Alexandra Wainwright; Dr Panikos Sissou; Dr Avinash Gupta; Dr Susan Osbond; Dr Romit Choudhury; Dr Jonathan Hykin; Dr Theo Sacca; Dr Janet Crabtree; Dr Sarah Gallagher, General Practitioner Publication Scheme. This is a guide to the General Practitioners (who practice together) within the partnership practice Publication Scheme as required by the Freedom of Information Act 2000.

Part I: Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by Dr Alexandra Wainwright; Dr Panikos Sissou; Dr Avinash Gupta; Dr Susan Osbond; Dr Romit Choudhury; Dr Jonathan Hykin; Dr Theo Sacca; Dr Janet Crabtree; Dr Sarah Gallagher, General Practitioners. It is a description of the information about our General Practitioners and Practice that we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

How much does it cost?

The publications are all free unless otherwise indicated within each Class (with £). Where information is provided at a cost the charges will be calculated as set out in [Class 7](#).

How is the information made available?

The information within each Class is available in hard copy from:

Practice Manager
Rothschild House Group
Chapel Street
Tring
Hertfordshire
HP23 6PU
Tel: 01442 822468

Your rights to information

In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Rothschild House Group General Practice 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 the decisions are made. From January 1st 2005 it will oblige the General Practice to respond to requests

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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 may be introduced as early as 2003. These will enable 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. For this, please contact:

Practice Manager
Rothschild House Group
Chapel Street
Tring
Hertfordshire
HP23 6PU

Tel: 01442 822468

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, details above.

Part II: Classes of Information

All information at the Rothschild House Group General Practice is held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information which can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000. Where individual Classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all Classes within the Publication Scheme. The information on this Scheme is grouped into the following broad categories:

1. Who we are

Details of the practice, organisational structures, key personnel and how we fit into the NHS

This practice adheres to the national General Medical Services contract. The contract is with: Herts Valleys Clinical Commissioning Group, Hemel One, Boundary Way, Hemel Hempstead, Herts. HP2 7YU; T. 01442 898 888;

E. enquiries.hvccg@nhs.net

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The practice aims to follow National Institute for Clinical Excellence (NICE) and National Service Framework guidelines. Copies of these can also be found on the NICE website (www.nice.org.uk) or the Department of Health website (www.doh.gov.uk).

The NHS is a very large part of the public sector. It is possible to find out information about our practice, the West Hertfordshire Primary Care Trust and other NHS services in your area by using www.nhs.uk. A full list of local General Practices can be found there too. The Rothschild House Group provides general medical services for the geographical area of Tring and the surrounding Herts and Bucks villages.

The full names of GP Partners at our practice are listed in the introduction to this publication scheme. The practice also employs:

- Practice manager
- Assistant practice managers
- Human Resources officer
- Salaried GPs
- IT Officer
- Facilities Supervisor
- Administrative staff
- Practice nurses
- Healthcare Assistants
- Dispensers

A full list of the services we provide is detailed in [Class 2 below](#).

There is a national NHS Plan that explains how the NHS is changing and sets out how all the different parts function and work together. A copy is available on the Department of Health website (www.doh.gov.uk/nhsplan).

Some information will be withheld, including personal, confidential information about individuals that is protected by the Data Protection Act 1998.

2. Our services

The range of services we provide under contract to the NHS

This is the range of services we provide:

Anti-Coagulation Clinic
Baby clinic
Cervical cytology

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Child health surveillance
Contraceptive services
Counsellor
Dietician
Disease management clinics
District nurse
Health promotions clinics
Immunisations
Maternity medical services
Minor surgery services
Obstetric services
Orthopaedic Clinic
Podiatry
Rheumatology Clinic
Physiotherapy

Some of these services are provided in partnership with other agencies, namely:

Orthopaedic
Rheumatology
Podiatry by Bucks NHS Trust
Physiotherapy by Tring Physiotherapy

For any policies relating to our services, please refer to [Class 6](#).

Our practice premises:

Rothschild House
Chapel Street
Tring
Hertfordshire
HP23 6PU

Opening times:

Monday: 08:00 - 20:00
Tuesday: 08:00 - 20:00
Wednesday: 08:00 - 20:00
Thursday: 08:00 – 20:00
Friday: 08:00 - 19:00
Saturday: 08:00 – 10:30
Sunday: Closed

Little Rothschild House
71 Marsworth Road
Pitstone
Leighton Buzzard

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Bedfordshire
LU7 9AX

Opening times:

Monday: 08:00 – 13:00 and 14:00 – 16:30
Tuesday: 08:00 – 13:00 and 14:00 – 16:30
Wednesday: 08:00 – 13:00 and 14:00 – 16:30
Thursday: 08:00 – 13:00 and 14:00 – 16:30
Friday: 08:00 - 13:00
Saturday: Closed
Sunday: Closed

The New Surgery

St Peters House
Church Yard
Tring
HP23 5AE

Opening times:

Monday: 08:00 – 13:00 and 14:00 – 16:30
Tuesday: 08:00 – 13:00 and 14:00 – 16:30
Wednesday: 08:00 – 13:00 and 14:00 – 16:30
Thursday: 08:00 – 13:00 and 14:00 – 16:30
Friday: 08:00 - 13:00
Saturday: Closed
Sunday: Closed

Markyate Surgery

1 Hicks Road
Markyate
St Albans
AL3 8LJ

Opening times:

Monday: 08:00 – 13:00 and 14:00 – 20:00
Tuesday: 08:00 – 13:00 and 14:00 – 16:30
Wednesday: 08:00 – 13:00 and 14:00 – 16:30
Thursday: 08:00 – 13:00 and 14:00 – 16:30
Friday: 08:00 - 13:00
Saturday: Closed
Sunday: Closed

Out of hours arrangements: CCG contracted deputising service – Bucks Urgent Care for Tring and Pitstone sites and Herts Urgent Care for Markyate.

Clinical interests at our practice: All doctors aim to be family doctors and therefore offer most services. Drs Wainwright and Osbond offer family planning. Dr Hykin

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specialises in joint injections. Dr Sacca specialises in minor operations. Dr Crabtree specialises in Anti-Coagulation

3. Financial and funding information

Funding details and charging policies

The Rothschild House Group receives money from Herts Valley CCG according to its contract (as per Class 1 above) in exchange for services provided for patients.

The total income received from the NHS before expenses in 2015 was £1,352,079. The sum spent on drugs prescribed by the Rothschild House Group in 2016 was £594,701.

Please see [Part III](#) for a link to the document titled "Statement of Fees and Allowances payable for General Medical Practitioners in England". Please apply to the Department of Health for information on costs and the formats this is available in.

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.

4. Regular publications and information for the public

Guidance and information leaflets

Information leaflets relating to the clinical services and health services that we provide for patients and the public, and our range of regular publications are freely available at the surgeries, in the reception areas. Alternatively, please contact:

Practice Manager
Rothschild House Group
Chapel Street
Tring
Hertfordshire
HP23 6PU
01442 822468

5. Complaints

Policies, procedures and contacts for complaints

If you wish to make a complaint about any aspect of our service, you should first contact:

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Assistant Practice Manager
Rothschild House Group
Chapel Street
Tring
Hertfordshire
HP23 6PU
01442 822468

The complaints policy for our practice can be obtained at a cost of £ 0 in hardcopy from:

Assistant Practice Manager
Rothschild House Group
Chapel Street
Tring
HP23 6PU
01442 822468

6. Our policies and procedures

General policies and procedures in use within the practice. These include (but are not restricted to) data protection, prescribing and prescription, zero tolerance and health and safety.

We have policies available on the following:

- complaints (£ 0)
- confidentiality (£ 0)
- data protection (£ 0)
- health and safety (£ 0)
- information sharing with other agencies (£ 0)
- removal of patients from the practice list (£ 0)
- zero tolerance to violence (£ 0)

Each of the above are available in hardcopy If you would like a copy, please contact:

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7. This publication scheme

In this class we will publish any changes we make to this publication scheme, the criteria on which our information management policies are made and a referral point for all enquires regarding information management generally in the practice. We will also publish any proposed changes or additions to publications already available.

Cost of Information

For the most part, we will charge you only for hard copies or copying onto media (e.g. USB). Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available. Charges are as follows:

- a) Leaflets and brochures – free of charge for leaflets or booklets on, for example, services we offer to the public. A list is available in Class 4.
- b) “Glossy” or other bound paper copies, or in some cases a USB or other mediums are chargeable as in our publication lists available from Practice Manager, Chapel Street, Tring, Hertfordshire, HP23 6PU 01442 822468
- c) E-mail will be free of charge unless it says otherwise.

The charges will be reviewed regularly.

Part III: Useful Resources

Websites:

Information Commissioner
www.informationcommissioner.gov.uk
Lord Chancellors Department
www.lcd.gov.uk
NHS Freedom of Information
www.foi.nhs.uk
General Medical Council
www.gmc-uk.org

Publications:

NHS Openness Code
www.doh.gov.uk/nhsexec/codemain.htm
www.doh.gov.uk/nhsexec/codeannx.htm
FOI Act 2000
www.hmsa.gov.uk/acts/acts2000/20000036.htm
Code of Practice under Section 45 FOI Act 2000

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www.lcd.gov.uk/foi/codepafunc.htm

Code of Practice under Section 46 FOI Act 2000

www.lcd.gov.uk/foi/codemanrec.htm

Statement of Fees and Allowances payable for General Medical Practitioners in
England

www.doh.gov.uk/pricare/fees.htm