

Reviewed by: Alison Williams  
Date: 01.12.21  
Next Review Due: December 2022

## **Whitby Group Practice Publication Scheme**

**Welcome to the Whitby Group Practice 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.**

### **Introduction**

This Publication Scheme is a complete guide to the information routinely made available to the public by Whitby Group Practice. 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 and we will monitor its effectiveness.

Partners at Whitby Group Practice:

Dr Rebecca Chandler  
Dr Napa Gopikrishnan  
Dr David Hilson  
Dr Robert Hazledine  
Dr Tara Hazledine  
Dr Amanda Smart

**How much does it cost?** The publications are all free unless otherwise stated. Where information is provided at a cost the charges will be calculated as set out in The Publication Scheme below.

**How the information is made available?** The information within this publication is available in hard copy from:

Head of Human Resources, Premises & Patient Liaison Whitby Group Practice  
Spring Vale Medical Centre  
Whitby  
YO21 1SD Tel: 01947 820888

### **Your rights to information**

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Whitby Group 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 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:
- Head of Human Resources, Premises & Patient Liaison Whitby Group Practice  
Spring Vale Medical Centre  
Whitby  
YO21 1SD Tel: 01947 820888

**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:

Head of Human Resources, Premises & Patient Liaison Whitby Group Practice  
Spring Vale Medical Centre  
Whitby  
YO21 1SD  
Tel: 01947 820888

### **Classes of Information**

All information at Whitby Group 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. The main reasons for exemption are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all sections within the Publication Scheme. The information on this Scheme is grouped into the following broad categories:

### **Who we are**

This practice adheres to the national Personal Medical Services contract. The contract is with: NHS England

NHS England (North Yorkshire and Humber area team)  
Unit 3,Alpha Court,  
Monks Cross,  
York,  
North Yorkshire.  
YO32 9WN

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](http://www.nice.org.uk)) or the Department of Health website ([www.doh.gov.uk](http://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, NHS England and other NHS services in your area by using [www.nhs.uk](http://www.nhs.uk). A full list of local General Practices can be found there too. Whitby Group Practice provides personal medical services for the geographical area of Whitby.

The full names of GPs at our practice are listed in the introduction to this publication scheme. The practice also employs administrative staff, managerial staff, practice nurses and other clinical staff.

### **Financial and funding information**

Whitby Group Practice receives money from NHS England 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 2020/2021 was £4,112,897

The total spent on drugs prescribed by Whitby Group Practice in 2020/2021 was £378,363

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.

### **Cost of Information**

For the most part, we will charge you only for hard copies or copying onto media. 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 below.
- b) “Glossy” or other bound paper copies, or in some cases a CD-ROM, video or other mediums are for charge as in our publication lists available from the

Head of Human Resources, Premises & Patient Liaison  
Whitby Group Practice  
Spring Vale Medical Centre

Whitby  
YO21 1SD  
Tel: 01947 820888

c) E-mail will be free of charge unless it says otherwise.  
The charges will be reviewed regularly.

### **Our services**

This is the range of services we provide:

- Baby checks
- Cervical cytology
- Child health surveillance
- Contraceptive services
- Disease management clinics
- NHS Health Checks
- Immunisations
- Maternity medical services
- Mental Health Support Worker
- Minor Injuries
- Minor surgery services

A full list of other services is detailed in the practice leaflet.  
For any policies relating to our services, please refer to our Policies and Procedures.  
See also our practice leaflet which is available free of charge from:

Head of Human Resources, Premises & Patient Liaison  
Whitby Group Practice  
Spring Vale Medical Centre  
Whitby  
YO21 1SD  
Tel: 01947 820888

Included in our practice leaflet is information on the following:

- our practice address
- our opening and closing times
- the arrangements we have for out of hours cover
- the clinical interests of our doctors

Language and translation information: The Partners consult in English. Interpreters can be arranged and need to be booked in advance via NHS England.

### **Regular publications and information for the public**

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 surgery, in the reception area. Alternatively, please contact:  
Head of Human Resources, Premises & Patient Liaison  
Whitby Group Practice  
Spring Vale Medical Centre  
Whitby  
YO21 1SD  
Tel: 01947 820888

### **Our strategies and plans, performance indicators, audits, inspections and reviews**

We will continue to provide excellent primary care services for all our patients in line with NICE guidance. We remain accessible to our patients and we continually monitor our performance in several ways- we monitor our QOF targets, perform quality checks on our equipment and clinics, all staff participate in annual appraisals, we undertake an annual patient survey and have a patient participation group to help us identify where changes need to be made.

All partners are reflective practitioners who reflect on their own practice regularly and video patient consultations (with permission) in an effort to improve their consultation skills.

Our QOF indicators enable us to audit our performance in the management of chronic diseases and individual audits are undertaken as they arise. We have a robust system of significant event analysis and regular staff meetings are held to ensure compliance with written protocols.

We are investigating the need for a pain clinic in the area and whether or not we can become providers of such a service. We play an active role in Hambleton, Richmondshire and Whitby CCG.

### **Complaints**

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

Head of Human Resources, Premises & Patient Liaison  
Whitby Group Practice  
Spring Vale Medical Centre  
Whitby  
YO21 1SD  
Tel: 01947 820888

### **Our policies and procedures**

We have practice policies available on request.

If you would like a copy, please contact:

Head of Human Resources, Premises & Patient Liaison

Whitby Group Practice  
Spring Vale Medical Centre  
Whitby  
YO21 1SD  
Tel: 01947 820888