



Information Commissioner's Office
Promoting public access to official information
and protecting your personal information

Guide to Information provided by GPs under the model publication scheme

Under the Freedom of Information Act 2000 all public authorities are required to have and operate a publication scheme approved by the Information Commissioner. Doctors providing medical services under most contracts with the NHS in England, Wales and Northern Ireland are public authorities in respect of information relating to those services.

It is the intention of the Information Commissioner that all public authorities should adopt and operate the one model scheme that has been approved. This is a very general scheme based on the principal that all public authorities need to recognize the public interest in the transparency of the services provided for and paid for by the general public. It is a commitment to make information easily available to the public.

Note: The scheme is only for information held as a public authority and does not include any information that is not held, is held for other purposes or would be exempt from release.

The scheme requires three documents to be considered:

- the model scheme itself;
- our guidance on adopting and operating the scheme; and,
- a guide provided by the public authority indicating what information will be provided, how it will be provided and whether any charge will be made for its provision.

To assist medical practitioners who are public authorities we have produced the outline of a guide for their use. They should consider expanding elements of it to provide greater explanation and additional information where this can be done. For example if there are specific plans for the provision of NHS services these could be detailed. It is not necessary to submit the guide completed by the practice for approval.

We recognize that it is unlikely that GPs are going to have registers available for public inspection and while this remains the case “None Held” can be entered in this section. Under policies and procedures we have listed the policies we would expect practices to have. Again if this is not the case, “Not held” can entered in the relevant part. Any additional policies should also be listed.

Fees should be requested only where this is done in accordance with our guidance.

Drs Molony, Lilley & Partners

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Freedom of Information Publication Scheme

Information available from Drs Molony, Lilley & Partners 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.

Where information is requested as a hard copy this is available from the Practice Manager by contacting:
The Practice Manager, The Sturry Surgery, 53 Island Road, STURRY, Kent, CT2 0EF.
Tel. 01227 710372

Your Rights to Information:

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about the Molony, Lilley & Partners' 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 1st January 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 which will enable similar access to environmental information as under the Freedom of Information Act 2000.
- Under the General Data Protection Regulations 2018, you are also entitled to access your clinical records or any other personal information held about you. If you need to do this please contact the Practice Manager at The Sturry Surgery, 53 Island Road, STURRY, Kent, CT2 0EF .

Information to be published	How the information can be obtained (eg hard copy, website)	Cost
<p>Class 1 - Who we are and what we do (Organisational information, structures, locations and contacts)</p> <p>This will be current information only</p>		
Doctors in the practice	Website Practice Leaflet (1 copy) Practice Leaflet (additional copies) Hard copy (viewed on-site) Hard copy (personal copy)	Free Free 50p ea Free 15p per sheet + p&p
Contact details for the practice (named contacts where possible with telephone number and email address (if used))	Website Practice Leaflet (1 copy) Practice Leaflet (additional copies) Hard copy (viewed on-site) Hard copy (personal copy)	Free Free 50p ea Free 15p per sheet + p&p
Opening hours	Website Practice Leaflet (1 copy) Practice Leaflet (additional copies) Hard copy (viewed on-site) Hard copy (personal copy)	Free Free 50p ea Free 15p per sheet + p&p
Other staffing details	Website Practice Leaflet (1 copy) Practice Leaflet (additional copies) Hard copy (viewed on-site) Hard copy (personal copy)	Free Free 50p ea Free

		15p per sheet + p&p
Meetings specifically with pharmaceutical companies and other medical suppliers. We would expect as a minimum that this information should include the name of the company, the date and, if appropriate, the name of the member(s) of staff attending (if recorded), together with a general indication of the category of meeting, for example marketing or promotion. The names of staff attending should include any senior managers and any medically qualified staff if this information is recorded.	Hard copy (viewed on-site) Hard copy (personal copy)	Free 15p per sheet + p&p
Class 2 – What we spend and how we spend it (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit) Current and previous financial year as a minimum		
Details on NHS/HSC funding received by the practice.	Website Hard copy (viewed on-site) Hard copy (personal copy)	Free Free 15p per sheet + p&p
Audit of NHS/HSC income	Website Hard copy (viewed on-site) Hard copy (personal copy)	Free Free 15p per sheet + p&p
Details of expenditure items over £10,000 - published at least annually but at a more frequent quarterly or six-monthly interval where practical.	Website Hard copy (viewed on-site) Hard copy (personal copy)	Free Free 15p per sheet + p&p
List and value of contracts awarded by the practice. We would normally only expect the practice to publish details of contracts that are of sufficient size to have gone through a formal tendering process.	Website Hard copy (viewed on-site) Hard copy (personal copy)	Free Free 15p per sheet + p&p
Staff allowances and expenses that can be incurred or claimed, with totals	Website Hard copy (viewed on-site)	Free Free

paid to senior staff members (for the purpose of this document, senior staff are defined as partners or equivalent level), by references to categories.	Hard copy (personal copy)	15p per sheet + p&p
Pay policy	Website Hard copy (viewed on-site) Hard copy (personal copy)	Free Free 15p per sheet + p&p
Declaration of GPs' NHS/HSC income. The information made available as part of GPs' contractual obligation to publish their net income relating to NHS/HSC contracts, once this obligation is in force. A link may be provided to the information on a third party website, and /or a description of where this information is available.	Website Hard copy (viewed on-site) Hard copy (personal copy)	Free Free 15p per sheet + p&p
Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews) Current and previous year as a minimum		
Plans for the development and provision of NHS/HSC services	Website Hard copy (viewed on-site) Hard copy (personal copy)	Free Free 15p per sheet + p&p
Performance data including performance against targets	Website Hard copy (viewed on-site) Hard copy (personal copy)	Free Free 15p per sheet + p&p
Inspection reports by regulators: the CQC, HIW, RQIA and HSCB and any other regulators.	Website Hard copy (viewed on-site) Hard copy (personal copy)	Free Free 15p per sheet + p&p

<p>Class 4 – How we make decisions (Decision making processes and records of decisions)</p> <p>Current and previous year as a minimum</p>		
<p>Records of decisions made in the practice affecting the provision of NHS/HSC services.</p>	<p>Hard copy (viewed on-site) Hard copy (personal copy)</p>	<p>Free 15p per sheet + p&p</p>
<p>Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities)</p> <p>Current information only.</p> <p>Here we have listed the policies we would expect practices to have. Any additional policies should also be listed. Mark “not held” against any policies that are not actually held.</p>		
<p>Policies and procedures about customer service</p>	<p>Hard copy (viewed on-site) Hard copy (personal copy)</p>	<p>Free 15p per sheet + p&p</p>
<p>Internal instructions to staff and policies relating to the delivery of services</p>	<p>Hard copy (viewed on-site) Hard copy (personal copy)</p>	<p>Free 15p per sheet + p&p</p>
<p>Policies and procedures about the recruitment and employment of staff</p>	<p>Hard copy (viewed on-site) Hard copy (personal copy)</p>	<p>Free 15p per sheet + p&p</p>
<p>Equality and diversity policy</p>	<p>Hard copy (viewed on-site) Hard copy (personal copy)</p>	<p>Free 15p per sheet + p&p</p>
<p>Health and safety policy</p>	<p>Hard copy (viewed on-site) Hard copy (personal copy)</p>	<p>Free 15p per sheet + p&p</p>

Complaints procedures (including those covering requests for information and operating the publication scheme)	Hard copy (viewed on-site) Hard copy (personal copy)	Free 15p per sheet + p&p
Records management policies (records retention, destruction and archive)	Hard copy (viewed on-site) Hard copy (personal copy)	Free 15p per sheet + p&p
Data protection policies	Hard copy (viewed on-site) Hard copy (personal copy)	Free 15p per sheet + p&p
Policies and procedures for handling requests for information	Hard copy (viewed on-site) Hard copy (personal copy)	Free 15p per sheet + p&p
Class 6 – Lists and Registers Currently maintained lists and registers only		
We recognise that it is unlikely that GPs are going to have registers available for public inspection and while this remains the case “none held” can be entered in this section.		
Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice).	None held	
Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public) Current information only		
The services provided under contract to the NHS/HSC	Website Practice Leaflet (1 copy) Practice Leaflet (additional copies) Hard copy (viewed on-site)	Free Free 50p ea Free

	Hard copy (personal copy)	15p per sheet + p&p
Charges for any of these services	Hard copy (viewed on-site) Hard copy (personal copy)	Free 15p per sheet + p&p
Information leaflets	Hard copy (viewed on-site) Hard copy (personal copy)	Free Free
Out of hours arrangements	Website Practice Leaflet (1 copy) Practice Leaflet (additional copies) Hard copy (viewed on-site) Hard copy (personal copy)	Free Free 50p ea Free 15p per sheet + p&p

Classes of Information

Class 1: Who we are and what we do

Drs Molony, Lilley and Partners operate from two sites at the Sturry Surgery, 53 Island Road, Sturry, Kent, CT2 0EF and the Canterbury Health Centre, 26 Old Dover Road, Canterbury, Kent, CT2 3JH. The following staff work in the practice:

Dr J P Molony	-	Managing Partner	-	Part Time
Dr S Greaves	-	Partner	-	Part Time
Dr J Lilley	-	Partner	-	Part Time
Dr Kunal Patel	-	Partner	-	Full Time
Dr R Jolliffe	-	Salaried	-	Full Time
Dr A Firth	-	Salaried	-	Part Time
Dr M Sangha	-	Salaried	-	Part Time
Dr L Coopamah-Stern	-	Salaried	-	Part Time
Dr S Carabine	-	Salaried	-	Part Time
Dr T Ansari	-	Salaried	-	Part Time
Dr C Battisti	-	Salaried	-	Part Time
Dr A Watts	-	Salaried	-	Part Time
Dr C Heeley	-	Salaried	-	Part Time
Dr S Lapworth	-	Salaried	-	Full Time

Mrs W Holmes	-	Senior Practice Nurse	-	Full Time
Mrs K Rahman	-	Practice Nurse	-	Part Time
Mrs L Hamilton-Box	-	Practice Nurse	-	Part Time
Mrs F Dobson	-	Practice Nurse	-	Part Time
Mrs Y Addington	-	Practice Nurse	-	Part Time
Mrs F Maylam	-	Care Co-ordinator/Practice Nurse	-	Part Time

Mrs T Tough	-	Health Care Assistant	-	Part Time
Mrs N Lauton	-	Health Care Assistant	-	Part Time

Mr J Lawrence	-	Practice Manager	-	Full Time
Mrs L Caldwell	-	Secretary	-	Full Time
Mrs A Husband	-	Senior Administrator	-	Full Time
Mrs L Peacock	-	Reception Co-ordinator	-	Part Time
Mrs K Gibson	-	Reception Co-ordinator	-	Part Time

The Practice also employs Administration staff including Receptionists and Secretarial staff and Doctors who are learning about the speciality of General Practice.

The Practice opening times and Out of Hours cover are as follows:

The Sturry Surgery - 0830 to 1830 Monday
0830 to 2000 Tuesday
0700 to 1830 Wednesday
0830 to 1830 Thursday
0830 to 1830 Friday

The Canterbury Health Centre - 0830 to 2000 Monday
0830 to 1830 Tuesday
0830 to 1830 Wednesday
0830 to 2000 Thursday
0830 to 1830 Friday

Out of Hours cover between the hours of 1830 and 0800 and on weekends and Bank Holidays is provided by NHS 111 and IC24.

For all general enquiries please call reception on one of the numbers below:

Sturry Surgery: 01227 710372

Canterbury Health Centre: 01227 452444

If you would like to speak to the practice manager please call 01227 710372 and ask for Mr Jeremy Lawrence. Alternatively you may write to him at the Sturry Surgery, 53 Island Road, Sturry, Canterbury, Kent. CT2 0EF.

The Local NHS Structure:

The Molony, Lilley & Partners Practice is part of the Canterbury and Coastal Clinical Commissioning Group (C4G). The headquarters for C4G is NHS Canterbury & Coastal CCG, Ground Floor, Council Building, Military Road, Canterbury, Kent, CT1 1YW. Additionally we are part of the Kent & Medway Local Area Team, which is the local arm of NHS England.

The NHS is a very large part of the public sector. A full list of local General Practices can be found on the NHS web site (www.nhs.uk) .

There is a national NHS Plan that explains how the NHS is changing and sets out how the different parts function and work together. A copy is available on the Department of Health website.

The Molony, Lilley & Partners Practice provides general medical services for the geographical area of Sturry, Fordwich, Hersden, Upstreet, Chislet, Marshside, Hoath, Broad Oak, Canterbury City Centre, St Stephens, Tyler Hill, Rough Common, Blean, Harbledown, Thanington, Bridge, Littlebourne and the Stodmarsh Road.

This Practice aims to follow National Institute for Clinical Excellence (NICE) and National Service Framework (NSF) Guidelines. Copies of these can also be found on the NICE website or the Department of Health website.

A full list of services is shown in Class 7 below.

This Practice has a General Medical Services (GMS) contract with NHS England.

When requesting information some areas may be withheld, such as personal and confidential information about individuals which is protected by the General Data Protection Regulations 2018.

Class 2: What we spend and how we spend it

The total amount of NHS funding received by the practice for service delivery was:

2017/18 = £1,989,276

2018/19 = £2,055,747

A breakdown of the total income by category is available from the Practice Manager on request.

The allowances and expenses that can be claimed by staff are:

- ❖ Annual Leave
- ❖ Study Leave
- ❖ Overtime
- ❖ Mileage allowance
- ❖ Eye test and glasses

The amount claimed by different staff groups is available from the Practice Manager on request.

A list of GP income for the doctors working at the practice is available from the Practice Manager on request.

Class 3: What our priorities are and how we are doing

The Practice aims to provide the highest standards of care to our patients in a timely, efficient and friendly manner. To support this we encourage on-going training for all of our staff and actively seek feedback from our patients on how we are doing by conducting annual satisfaction surveys. We are constantly looking at the services we provide to ensure that they meet the needs of our patients and provide value for money, and to this end we are actively engaged in our local Commissioning Consortium and involve our patient representative group in our decisions on how services are developed.

Our main priorities currently are to provide flexible appointments to allow sufficient appointments to be booked in advance for non-urgent cases while also having enough that can be booked on the day for those with acute needs. We are also trying to provide more services in-house so that patients do not have to travel as far for their treatment.

Details of our achievement within the Quality and Outcomes Framework are available from the NHS IC website <http://www.ic.nhs.uk/>

Details of our achievement within the CQC Intelligent Monitoring service can be found at <http://www.cqc.org.uk/content/our-intelligent-monitoring-gp-practices>

The results of CQC inspections can be found on the CQC website <http://www.cqc.org.uk/>

Class 4: How we make decisions

Management decisions are taken at regular Partners meetings and Awaydays, minutes of which are available on request from the Practice Manager. Please note that minutes released under the FOI scheme will have any information protected under the Data Protection Act removed, such as patient identifiable or commercially sensitive information.

Clinical decisions are taken at both Partners meetings and Clinicians meetings. Both Partners meetings and Clinicians meetings are held monthly and minutes are available on request from the Practice Manager.

Class 5: Policies and procedures

The practice develops and operates a wide variety of policies and procedures under the categories mentioned in the guide to this scheme. They are reviewed and updated regularly, and copies of current policies can be obtained from the Practice Manager.

Class 6: Lists and registers

The practice does not hold any publicly available registers or lists.

Class 7: The services we offer

The Practice provides the following services. Where these are provided in partnership with other organisations, the partner organisations are detailed: -

Service	In partnership with...
Cervical Cytology	
Child Health Surveillance (6-8wk checks)	
Contraceptive services	Kent County Council
Counselling	Addaction
Dermatology clinics	Community Outpatients
Disease Management clinics	
Dispensing (Part Service)	
District Nurses	Kent Community Health Trust
Flu clinics	
General Medicine}	C4G
General Surgery} Specific Consultant Service	C4G
Gynaecology }	C4G

NHS Health Checks	Kent County Council
Immunisations	
Maternity services	
Physiotherapy clinics	EKTRA
Simple Minor Surgery services	
Travel clinics	
Ultrasound clinics	South East Ultrasound
Weight Management clinics	4HealthyWeight

The following services require information sharing, with other agencies:

- Child Health Surveillance
- Counselling Services
- Dermatology clinics
- District Nurse Services
- ENT clinics
- General Medicine / Surgery Services
- Gynaecology Services
- Maternity Services
- Physiotherapy
- Ultrasound clinics

The majority of the services above are funded by the NHS and so there is no cost to the patient at the point of delivery, provided they are eligible for free NHS care. However, there are a number of vaccinations which may be recommended for travel purposes which are not covered by the NHS in all circumstances, and these will be charged to the patient should they wish to have them. The following list shows the current charges for vaccinations for patients who do not qualify to receive them on the NHS:

Rabies

- Complete course of 3 = £150
- Each Booster = £50

Japanese encephalitis

- Complete course of 2 = £180
- Each Booster = £90

Payable in advance

Meningitis ACWY

Each Dose = £50
(Lasts for 5 years)

Hepatitis B

Complete Course of 3 = £120
Each Booster = £40

Tick-borne Encephalitis

Each dose = £70 per dose

Payable in advance

Information leaflets

The practice holds a wide variety of information leaflets to inform patients about various health problems as well as health promotion. These can be obtained from the surgery free of charge.

Out of Hours arrangements

Out of Hours cover on Mon – Fri between the hours of 1830 and 0800 and on weekends and Bank Holidays is provided by NHS 111 and IC24. They can be contacted by dialling 111 during these times, there is no charge for the call.