

**Freedom of Information Publication**

<b>Person(s) responsible for review of this protocol</b>	<b>Chris Stoppard - Practice Manager and Dr Emma Green – GP Partner</b>
<b>Date of Last Review</b>	<b>September 2022</b>
<b>Date of Next Review</b>	<b>September 2023</b>

The following policy is in accordance with the Freedom of Information Act 2000.

**Introduction**

This Publication Scheme is a complete guide to the information routinely made public by the partners of St Thomas Medical Group. It is a description of the information about our Practice which we make publicly available. It will be updated at regular intervals and we will monitor its effectiveness.

**How much does it cost?**

The publications are free unless otherwise indicated within each class. Please see Class 8 for information on how charges are calculated

**How is the information made available?**

The information within each class is available by downloading from our practice website at [www.stthomasmedicalgroup.co.uk](http://www.stthomasmedicalgroup.co.uk) or available in paper form from the leaflet racks in reception or by writing to the Practice Manager at the surgery. Written requests for our publications will be responded to within 20 working days, please include a stamped self-addressed envelope with written requests.

**Your Rights to Information**

In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about our Practice under the NHS Openness Code.

The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised, run, how much they cost and how decisions are made.

From 1<sup>st</sup> January 2005 the Freedom of Information Act obliged all General Practice’s to respond to requests about information that they hold and record in any format. The Act created 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 can be released.

New environmental information regulations enable similar access to environmental information as under the Freedom of Information Act 2000.

Under the General Data Protection Regulation 2018 and Data Protection Act 2018 you are also entitled to access your clinical records, or any other personal information held about you by our practice. You can request to see your own medical record by writing to Data Protection Officer at the surgery.

**Classes of Information**

All information at St Thomas Medical Group is held, retained and destroyed in accordance with NHS guidelines.

Our commitment to publish or supply 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 or any information which has been destroyed or updated in accordance with NHS guidelines and our Practice Records Management Policy.

Where individual classes are subject to exemptions, the main reasons are for example the protection of commercial interests and personal information under the Data Protection Act 2018. This applies to all classes within the publication scheme.

The information available under this scheme is grouped into the following broad categories:

**Class 1 - Who we are and what we do**

St Thomas Medical Group is a small business funded by NHS England and NHS Devon Integrated Care Board and provides medical services to patients across four sites which are as follows:

<b>Surgery Name</b>	<b>Practice Area</b>	<b>Opening Hours</b>
St Thomas Health Centre Cowick Street Exeter EX4 1HJ 01392 676676	Accepts patients living to the west of the River Exe. The western boundary is at the Sainsburys' Superstore in Alphington, the eastern boundary at Redhills. The northern boundary reaches to Longdown, Whitestone and Pathfinder Village, nr Tedburn St Mary.	Monday 08:30 – 18:00 Tuesday 08:30 – 20:00 Wednesday 07:30 – 20:00 Thursday 07:00 – 18:00 Friday 08:30 – 18:00  The surgery is closed between 12:30 – 13:30 on a Friday for staff training
Exwick Health Centre New Valley Road Exeter EX4 2AD 01392 676676	Accepts patients living to the west of the River Exe in the Exwick area, the western boundary being at Redhills, as well as patients living in Upton Pyne and Brampford Speke.	Monday 08:30 – 18:00 Tuesday 08:30 – 18:00 Wednesday 08:30 – 18:00 Thursday 08:30 – 18:00 Friday 08:30 – 18:00  The surgery is closed between 12:30 – 13:30 on a Friday for staff training
Exeter University Student Health Centre Reed Mews Streatham Drive University Campus Exeter EX4 4QP 01392 676606	Accepts patients who are students of the University of Exeter, living on or adjacent to the main campus.	Monday 08:30 – 18:00 Tuesday 07:00 – 18:00 Wednesday 08:30 – 18:00 Thursday 08:30 – 19:30 Friday 08:30 – 18:00  The surgery is closed between 12:30 – 13:30 on a Friday for staff training

Pathfinder Village Surgery The Surgery Brookside Pathfinder Village Exeter EX6 6BT 01392 676676	Accepts patients who are living in Pathfinder Village.	Currently closed
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A full list of the General Practices in this area and further details about how the ICB fits into the NHS, a major part of the public sector, can be found on the NHS Devon website <https://onedevon.org.uk/>

Our practice is contracted to provide Personal Medical Services for our registered patients under contract to NHS England in accordance with our Personal Medical Services contract.

Some information about our practice will be withheld, including personal, confidential information about individuals which is protected by the UK General Data Protection Regulation 2018 and the Data Protection Act 2018.

The current partners are:

Name	Qualifications	Hours	Date Registered
Dr Alice Godwin	BA Hons (Oxon), MBBS, MRCGP, DRCOG	Full-time	2003
Dr Richard Wise	BSc, MBBS, DRCOG, MRCGP	Part-time	1999
Dr Emma Green	MBChB, MSc, MRCP, MRCGP, DRCOG, DFRSH	Part-time	2001
Dr Jo Neumegen	BMedSc, BMBS, DRCOG, MRCGP	Part-time	1994
Dr Lorna Coleman	MBBS, DCH, MRCGP, FP Cert	Part-time	1991
Dr Megan James	MBChB, MRCGP, DRCOG, DGM	Part-time	1994
Dr John Fox	BA Hons (Oxon), MBBS, MRCGP	Part-time	1993
Dr Graham Lewis	BM, MRCGP	Part-time	2009
Dr Michelle Bailey	MBChB, MRCGP, DFFP, DRCOG	Part-time	1998
Dr Harpreet Arshi	MBChB, DRCOG, MRCGP, FPCert.	Part-time	1984

Doctors employed by the Partnership to provide services are:

<b>Name</b>	<b>Qualifications</b>	<b>Hours</b>	<b>Date registered</b>
Dr Cathryn Sheppard	BM, DipFFP, MRCGP	Part-time	1990
Dr Andy Senior	BMBS, MRCGP, BSc (Hons)	Part-time	2010
Dr Stefanie Shaw	BMBS, MRCGP, FRACGP	Part-time	2008
Dr Rebecca Calvey	MBBS, MRCGP	Part-time	2017
Dr Sophie Bostock	MBChB, MRCGP, Dip SCH	Part-time	
Dr Hannah Claxton	MBChB, MRCGP, BSc (Hons) Clin Med	Part-time	2021
Dr Jessica Fox	BA Southampton, BSc Biomedical Sciences 1 <sup>st</sup> Class Honours	Part-time	2010
Dr Claire Tomlinson	MRCGP, MBBS, BSc, Dip FSRH	Part-time	2013
Dr Motolani Esan	MRCGP, MBBS, BSc	Part-time	2016
Dr Louise Tulloh	MRCPC, MRCGP, DRCOG, MBBch (Hons)	Part-time	2005
Dr Anni Helliwell	MBChB, MRCGP	Part-time	2020
Dr Lisa Lannon	MBBS, MRCGP, dipFRSH	Part-time	2012
Dr Laura Sims	MBBS, MRCGP, DipMedEd, SFHEA	Part-time	1994
Dr Jubilee Ojeme	MBBS, MRCGP	Part-time	2021
Dr Steve Moul	MBBS, MA, BSc (Hons), MRCGP	Part-time	2014
Dr Chloe Alsop	BSc (Hons), MBChB, MRCGP	Part-time	2014
Dr Clare Davis	MBChB, MRCGP	Part-time	2011
Dr Rishi Mannan	MBBS	Part-time	2008
Dr Sarah Oxenham	MBBS	Part-time	2007

The following clinical staff provides services to our patients and are employed by the practice:

Job Title	Names
Lead Nurse Manager	Jo Green
Advanced Nurse Practitioners	James Stevenson, Jo Twose, Helen Foster and Nicola Trenaman
Nurse Practitioners	Nicole Carr
Infection Control Nurse	Heather Baker
Practice Nurses	Ruth Butt, Cheryl Carpenter, Sally Davis, Jodie Drew, Maddy Gwilt, Sally Johns, Lisa Montgomery, Stanislava Ongouya, Julie Parnell, Leanne Sedgwick, Lynn Short, Rachel Wilson, Jude Wright
Health Care Assistants	Lyn Chave, Ruta Kacenaite, Angie Galpin, Jenna Salter, Sammii Hows and Rachel Banks
Phlebotomists	Sylvia Costigan, Katie Gold and Lucy Brailey
Practice Paramedics	Donna Lawson

The following staff are employed by Exeter West PCN to provide services and support to our patients. They are based at St Thomas Medical Group

Job Title	Names
Pharmacists	Juan Saucedo Figueredo and Tamika Tiley
Paramedics	Julia Taylor, Nicky Crabb and Amy Qi
Social Prescriber	Simon James
Occupational Therapist	Cassie Ludlam
Health & Wellbeing Coach	Camilla Heath
Dietitian	Charlotte Raine
Physiotherapist	Rob Handley

The following clinical staff provides services to our patients in the community but are employed by the Royal Devon and Exeter Hospital:

Job Title	Names
Community Matron	Karen Riggs

The following people provide administrative support to St Thomas Medical Group and Exwick Health Centre:

Job Title	Names
St Thomas Medical Group Practice Manager	Chris Stoppard
Deputy Practice Managers	Marilyn Mabe Naomi Gruitt

Clinical Team Lead	Marion Long
	Sam Hotton, Paula Pratt, Bev Perry, Lorraine Traynor, Pam Peters, Alison Fryatt, Gemma Spry, Helen Hodgson, Lynne Stuckey
Volunteer Co-ordinator/Carer Support Worker	Denise Knowles
Secretarial Manager	Helen Ward
Medical Secretaries	Sharon Fitch, Kelly Clark, Paula Collingwood, Monika Russell, Maree Collier, Karen Nethercott and Fiona Jeffery
Data Protection Officer	Nina Smith
Prescribing Team Lead	Lydia Vanstone
Prescribing Team members	Geraldine Philpott, Gemma Coghlan, Liz Lloyd, Chris Dunne, Sammii Hows, Susan Friend
Reception Manager	Natalie Ridewood
Reception Team Leads	Jackie Burrige, Jane O'Callaghan and Tracey Hynds
Reception Planners	Sophie Squires and Natasha Whittaker
Receptionists	Heather Ley, Deborah Pearse, Deborah Isaac, Pauline Pelling, Tricia Pinhorn, Jackie Rees, Corinne Walsh, Diane Heath, Louise Searle, Debbie Thompson, Heidi Wylie, Hayley Messenger, Katie Gold, Wendy Jones and Michelle Donovan

## Class 2 - What we spend and how we spend it

We receive fees for providing medical services to our registered patients from NHS England through the mechanism of our Personal Medical Services contract.

From these fees the practice has to meet the costs of running the Practice, this includes the following main expenses:

- Running costs and maintenance of the premises and equipment
- Administrative costs including pay
- IT support and maintenance
- Communications support, maintenance and running costs
- Infrastructure investment such as clinical equipment

We receive a drug budget that is set by Devon Clinical Commissioning Group on a yearly basis to provide prescriptions for our registered patients.

The budgets received vary from year to year and can be obtained by writing to the Practice Manager.

We have a scale of fees for work that comes outside of our Personal Medical Services contract. Details are displayed on notices in reception, or on our website.

There may be circumstances where material cannot be released because it is:

- Confidential
- Commercial information
- 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
- No longer available under the NHS guidelines

Further details may be available on request.

### **Class 3 – What our priorities are and how we are doing**

Plans are currently on hold due to the on-going Coronavirus pandemic.

Rated Outstanding in CQC inspection 16<sup>th</sup> & 18<sup>th</sup> January 2018 -

<https://www.cqc.org.uk/location/1-571105054>

### **Class 4 – How we make decisions**

The Partners and Practice Manager hold regular management meetings to discuss direction, finances and direction. These meetings are minuted. The Lead GP's and Practice Manager hold weekly meetings to discuss new processes and staff concerns. These meetings are minuted.

### **Class 5 – Our policies and procedures**

We keep policies in the following areas:

- Patient privacy and confidentiality
- Clinical procedures
- Administrative procedures
- Complaints
- Records management, information sharing and data protection
- Drugs, dispensing, prescribing and prescriptions
- Health and safety
- Employment
- Risk management

These policies are subject to regular review. They are available by writing to the Practice Manager.

There may be circumstances where material cannot be released because it is:

- Confidential
- Security based
- Commercial information
- No longer available under NHS guidelines
- No longer current and has been replaced 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

There is a charge for producing a hard copy of this information as detailed in class 8 below.

### **Class 6 – Lists and registers**

None available

### **Class 7 – The services we offer**

A full list and outline of the services we provide can be found in our practice booklet in which we include:

- A timetable of our opening hours
- Details of all the sites we operate from

Copies of the practice booklet can be obtained free of charge from reception or through our website - [www.stthomasmedicalgroup.co.uk](http://www.stthomasmedicalgroup.co.uk)

We provide an Out of Hours service through Devon Doctors on Call. Further information about this service can be obtained from Devon Doctors on Call, Unit 10, Manaton Court, Manaton Close, Matford Business Park, Exeter EX2 8PF.

We share information with other service providers in accordance with the policies agreed with NHS England and by reference to the Data Protection Act

### **Class 8 - Charges**

#### 1. Website

- Free of charge - you may download any publication that we post on the website using your own computer. Charges for the Internet service provider and personal printing costs would have to be met by you.
- If you do not have access to the Internet, the public library has a service you can use.

Printouts are available from the practice by writing to the Practice Manager and enclosing a stamped addressed envelope.

- A single print out from the website will attract a charge of **35p** per sheet.
- Requests for multiple printouts or for archived copies of documents that are no longer accessible or available on the website will attract a charge for retrieval, photocopy and postage etc. We will let you know the cost and charges that will have to be paid in advance.
- We are not able to provide printouts of other organisations' websites.

2. Leaflets and brochures about our practice are available at the reception desk free of charge for single copies.

3. E-mail will be free of charge unless otherwise specified in advance.

Any cost incurred for postage will be charged for and you are requested to submit a stamped self addressed envelope with any request for hardcopies to be sent by post.



The charges will be reviewed regularly.

Any enquiries regarding information management in this practice should be referred to the Practice Manager.

**Feedback:**

We welcome suggestions about how this publication scheme and the presentation of the information itself might be improved. If you have any comments, or if you have any difficulty accessing any information please write to the Practice Manager.

**Complaints**

We have a practice complaints procedure which has been agreed with our Primary Care Trust for all practices and a copy may be obtained from the Practice Manager. If you wish to make a complaint, please write to the Operations Manager.

There may be circumstances where material cannot be released because it is confidential to a third party as regulated by the UK General Data Protection Regulation and Data Protection Act 2018 or is no longer available under NHS guidelines or our Practice Records Management Policy.

**Regular publications and information for the public**

We keep a range of leaflets on medical problems that can be accessed by:

- Asking our practice nurses or the doctors
- Looking on the leaflet racks in the waiting room
- Following the links on our website to NHS choices

We keep you informed of temporary alterations in our opening hours by:

- a) Prominent notices on the waiting room notice board
- b) Notices on the entrance doors
- c) Accessing our website

We publish a newsletter for our patients quarterly and will be available in the waiting room.

We publish a practice booklet which is updated regularly. It is available from reception and on the leaflet racks in the waiting room

Once an update is produced, previous copies are destroyed and are no longer available for publication.

We keep some leaflets and information produced by other organisations. Leaflets may from time to time become unavailable due to replacement by an alternative or because they have been updated.

**Useful Resources**

National Health Service

[www.nhs.uk](http://www.nhs.uk)

Department of Health

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

Information Commissioner

<https://ico.org.uk/>

Lord Chancellor's Department

<https://www.gov.uk/government/organisations/lord-chancellors-department>

NHS Freedom of Information

<https://www.england.nhs.uk/contact-us/foi/>

Devon Primary Care Trust

<https://www.dpt.nhs.uk/>

NHS Devon Integrated Care Board

<https://devon.icb.nhs.uk/> / <https://onedevon.org.uk/>

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