

Caen Medical Centre

Guidance for Practices on complying with the requirements of the Freedom of Information Act

The Freedom of Information (Fol) Act became law on 30th November 2000 in England, Wales and N. Ireland, giving the public a right of access to all types of recorded information held by 'Public Authorities', including the Health Service.

As the Act specifically defines a General Practice as being a 'Public Authority' within the scope of the Act, it must comply with the Act's requirements by having and operating a "Publication Scheme" approved by the Information Commissioner.

The Act contains complex provisions regarding enforcement but the ultimate sanction is that non-compliance with the Act can be regarded as contempt of court, for which a judge may impose an unlimited fine or imprisonment.

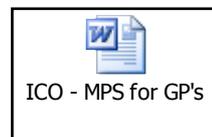
"Model Publication Scheme"

A Practice must publish information proactively.

This is known as a "Publication Scheme" and must set out the Practice's commitment to making certain classes of information routinely available, such as policies and procedures, minutes of meetings, annual reports and financial information.

A "Model Publication Scheme" for General Practices has been developed by the Information Commissioner's Office (ICO) and MUST be followed.

Click on this icon to open a copy of the ICO "Model Publication Scheme" for General Practices.



Its 7 "Classes" and their respective content is summarised on the following page.

This scheme commits a Practice:

- To proactively publish or otherwise make available as a matter of routine, information, including environmental information, which is held by the Practice and falls within the "Classes of Information" described overleaf.
- To specify the information which is held by the Practice and falls within the "Classes of Information" described overleaf.
- To proactively publish or otherwise make available as a matter of routine, information in line with the statements contained within this scheme.
- To produce and publish the methods by which the specific information is made routinely available so that it can be easily identified and accessed by members of the public.
- To review and update on a regular basis the information the Practice makes available under this scheme. (*See Appendix A for a Form to record when the Publication Scheme has been updated and log FOI requests, which can be used as evidence of compliance with CQC Outcome 21.*)
- To produce a schedule of any fees charged for access to information which is made proactively available.
- To make this publication scheme available to the public.

The ICO requires that, in the event that a Practice is currently using a Publication Scheme created before 1 January 2009, this is out-of-date and should be replaced using the current ICO Model Publication Scheme.

The ICO has produced the following Model Publication Scheme specifically for General Practice:

Class 1 - Who we are and what we do
(Organisational information, structures, locations and contacts) - This will be current information only
Doctors in the Practice
Contact details for the Practice (named contacts where possible with telephone number and email address (if used))
Opening hours
Other staffing details
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
Total cost to the PCO / LHB / HSSB of the Practice's Contracted Services.
Audit of NHS income
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 services
Class 4 – How we make decisions
(Decision making processes and records of decisions) - Current and previous year as a minimum
Records of decisions made in the practice affecting the provision of NHS services
Class 5 – Our policies and procedures
(Current written protocols, policies and procedures for delivering services and responsibilities) Current information only.
Policies and procedures about the employment of staff
Internal instructions to staff and policies relating to the delivery of services
Equality and diversity policy
Health and safety policy
Complaints procedures (including those covering requests for information and operating the publication scheme)
Records management policies (records retention, destruction and archive)
Data protection policies
Policies and procedures for handling requests for information
Patients' charter
Class 6 – Lists and Registers
Currently maintained lists and registers only.
Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice)
Class 7 – The services the Practice offers
(Information about the services offered, including leaflets, guidance and newsletters produced for the public) - Current information only.
The services provided under contract to the NHS
Charges for any of these services
Information leaflets
Out of hours arrangements

The Practice should consider expanding elements of the MPS to provide greater explanation and additional information where this can be done (e.g. if there are specific plans for the provision of NHS services these should be detailed). It is not necessary to submit the guide completed by the Practice for approval by the ICO.

In Class 5 – the Policies and Procedures listed are those the ICO would expect a Practice to have. Any additional policies should also be listed.

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

The Classes of information will not generally include:

- Information the disclosure of which is prevented by law, or exempt under the Freedom of Information Act, or is otherwise properly considered to be protected from disclosure.
- Information in draft form.
- Information that is no longer readily available as it is contained in files that have been placed in archive storage, or is difficult to access for similar reasons.

The method by which information published under this scheme will be made available

The Publication Scheme must always be available in hard copy format but the FOI Act states: **“Where it is within the capability of a Practice, information will be provided on a website”**.

Where a Practice has decided not to make their Publication Scheme available on their website and only produce it in hard-copy format, the Practice must still list on their website the Classes of information in their Publication Scheme and provide contact details so people can make a request to obtain it. The Practice should provide this promptly on request.

The Practice must publicise the fact that the Publication Scheme is available to the public, what is covered by the Scheme and how it can be obtained, by promoting this prominently on the Practice notice board, or in any other way the Practice normally communicates with the public.

In exceptional circumstances certain information may only be available by viewing in person (e.g. copy of a large map). Such circumstances must be specified and most appropriate contact details provided. The appointment to view this information must be arranged within a reasonable timescale.

The Publication Scheme will be provided in the language in which it is held or in such other language that is legally required. Where a Practice is legally required to translate any information, it must do so.

The Practice must also adhere to its obligations under disability and discrimination legislation and any other legislation to provide information in other forms and formats when providing information in accordance with this scheme.

Charges which may be made for Information published under this scheme

Because the purpose of this scheme is to make the maximum amount of information readily available at minimum inconvenience and cost to the public, charges made by the Practice for routinely published material must be justified, transparent and kept to a minimum.

Material which is published and accessed on a website will be provided free of charge.

Charges may be made for actual disbursements incurred such as:

- Photocopying
- Postage and packaging
- The costs directly incurred as a result of viewing information

Charges may also be made for information provided under this scheme where they are legally authorised and are in accordance with a published schedule or schedules of fees which is readily available to the public.

If a charge is to be made, the Practice must confirm the amount of payment due before the information is provided and can request payment prior to providing the information.

Responding to Written Requests

As well as responding to publishing information proactively via the “Model Publication Scheme”, a Practice must also respond to requests for information.

Information held by a Practice that is not published under the “Model Publication Scheme” can be requested in writing, when its provision will be considered in accordance with the provisions of the Freedom of Information Act.

Valid Requests

To be valid under the Act, the request:

- Must be in writing. This could be a letter or email from anywhere in the world. Requests can also be made via the web, or even on social networking sites such as Facebook or Twitter if a Practice uses these;
- Can be made to any member of staff and does not have to refer to the Freedom of Information Act;
- Must include the requester’s real name. The Act treats all requesters alike, so the Practice should not normally seek to verify the requester’s identity.

However, the Practice may decide to check their identity if it is evident they are using a pseudonym or if there are legitimate grounds for refusing their request and it is suspected they are trying to avoid this happening, for example because their request is vexatious or repeated.

A request can be made in the name of an organisation, or by one person on behalf of another, such as a solicitor on behalf of a client but must;

- Include an address for correspondence. This need not be the person’s residential or work address – it can be any address at which they can be written to, including a postal address or email address;
- Describe the information requested. The Act covers information not documents, so a requester does not have to ask for a specific document (although they may do so). They can, for example, ask about a specific topic and expect the Practice to gather the relevant information to answer their enquiry.

A question can be a valid request for information.

Responding to requests for information

The Practice can deal with many requests by providing the requested information in the normal course of business. If the information is included in the "Model Publication Scheme" (see above), this should be given out automatically or a link provided to where the information can be accessed.

In the event that a request needs to be dealt with more formally, it is important to identify the relevant legislation:

- If the person is asking for their own personal data, this should be dealt with as a subject access request under the Data Protection Act.
- If the person is asking for 'environmental information', the request is covered by the Environmental Information Regulations 2004.
- Any other non-routine request for information held by the Practice should be dealt with under the Freedom of Information Act.

A Practice has two separate duties when responding to FoI requests:

- To tell the applicant whether it holds any information falling within the scope of their request; and
- To provide that information.

A Practice normally has 20 working days to respond to a request, counting the first working day after the request is received as the first day.

Working day means any day other than a Saturday, Sunday, or public holidays and bank holidays; this may or may not be the same as the days the Practice is open, or staff are in work.

The time allowed for complying with a request starts when the Practice receives it, not when it reaches the Freedom of Information Officer or other relevant member of staff.

Upon receipt of the request, it should be read carefully and objectively to make sure what is being asked for is clearly identified. It is recommended the applicant is contacted to verify that their request has been correctly understood.

If a request is considered to be ambiguous, with many potential interpretations, or has no clear meaning at all, the requester must be contacted as soon as possible for clarification.

In this event, consideration must also be given as to whether the requester can be given advice and assistance to enable them to clarify or rephrase their request (e.g. an explanation of the options available to them and identifying whether any of these would adequately answer their request).

The time for compliance will not begin until the Practice has received the necessary clarification to allow the request to be answered.

The Act only covers recorded information held by the Practice and does not include any information that is not held, is held for other purposes or would be exempt from release.

When compiling a response to a request for information, it may be necessary to draw from multiple sources of information held by the Practice.

If the relevant information does not exist in recorded form or has to be found from elsewhere, the Practice can comply with the request by advising the requester of this, in writing. However, adequate and properly directed searches must have been carried out to ensure convincing reasons exist for concluding that no recorded information is held.

If it is known that the information is held by another “Authority”, the request could be transferred to them or the requester advised to redirect their request.

If a requester complains to the ICO that the Practice has not identified all the information it holds, the ICO will consider the scope, quality and thoroughness of the searches and test the strength of reasoning and conclusions.

Further Guidance:

The guidance contained in the above summary can be supplemented by accessing any of the following 3 Sections Information Commissioner’s Office Website.

http://www.ico.gov.uk/for_organisations/freedom_of_information.aspx

This Section explains a Public Authority’s obligations under the Act, answers many frequently asked questions and gives practical examples to illustrate how to apply the Act in practice.

http://www.ico.gov.uk/for_organisations/guidance_index/freedom_of_information_and_environmental_information.aspx

This Section provides detailed guidance for organisations, including:

Advice and assistance	Environmental information - general	MPs' correspondence	Records management
Codes of practice	Exceptions - environmental	The prejudice test	Refusing a request
Confirm or deny	Exemptions - freedom of information	Property searches	Request handling
Costs and fees	Freedom of information - general	Public interest test	Time for compliance
Deceased people	Higher education	Publication schemes	Vexatious or repeated requests
Destroying information	Holding information	Publicly owned companies	

http://www.ico.gov.uk/for_organisations/freedom_of_information/internal_guidance.aspx

This Section contains the ICO’s internal FoI knowledge base (ICO intranet site), which gives the ICO’s position on many of the issues it deals with.

It also contains sample questions that are asked of Public Authorities.

Information available from Caen Medical Centre under the Freedom of Information Act Model Publication Scheme.

Our Charges for Providing Information under this Scheme

All documents that we make available free of charge under this Scheme are identified in the table below as “Free”.

All documents available under this Scheme for which we may charge a fee are identified as “★”.

We will make reasonable charges (which will include staff time, administrative costs, copy costs, postage and any other out of pocket expenses we incur) when we provide the following information:

- Paper copies of certain documents;
- Copying data onto media (e.g. CD-ROM);
- Supplying multiple print-outs;
- Supplying archived copies of documents that are held by the Practice but are no longer accessible or available via the Practice website

Please contact the Practice Manager, Mrs Suzanne Bennett at the Practice if you require a document for which a fee may be applicable. She will let you know the cost and charges that you will be required to pay us, in advance of us supplying the documents to you.

Our charges will be reviewed regularly and be in line with other NHS organisations.

We are not able to provide printouts of other organisation’s websites.

How the Information can be obtained under this Scheme

All documents that we make available under this Scheme can be viewed and /or downloaded from the Practice Website and / or made available in a leaflet and / or made available in hard copy format on request.

We will despatch information within 20 working days from receipt of the request and fee.

Information available on the website is also available in hard-copy format on request, although charges may apply - please contact the Practice Manager Mrs Suzanne Bennett at the Practice for further details.

This Publication Scheme Information was last reviewed and updated on 9th December 2016.

Information to be published	How the information can be obtained	Cost
Class 1 - Who we are and what we do (Organisational information, structures, locations and contacts) - This will be current information only		
<p>Caen Medical Centre provides general medical services to patients in the geographical area of Braunton, Croyde, Georgeham, Ashford and Heanton.</p> <p>A more detailed guide to the geographical area, incorporating a map of the area we cover is featured on the Practice website and in the Practice leaflet.</p> <p>We are under contract with NHS England to provide these NHS Services.</p>	<p>Practice leaflet and website</p>	<p>Free</p>
<p>Doctors in the Practice:</p> <p>Dr Susanna Hill Dr Richard Francis Dr Hugh Bradford Dr Angela Fletcher Dr Brian Bennett Dr Claudia Wafai Dr Alexandra Bishop Dr Sady Bartle</p>	<p>Practice leaflet and website & NHS Choices Website</p>	<p>Free</p>
<p>Contact details for the Practice:</p> <p>Mrs Suzanne Bennett, Practice Manager Caen Medical Centre, Caen Street, Braunton, EX33 1LR Tel No 01271 818030 Fax 01271 814768 Website www.caenmedicalcentre.nhs.uk Email address d-ccg.caen@nhs.net</p>	<p>Practice leaflet and website & NHS Choices Website</p>	<p>Free</p>
<p>Opening hours:</p> <p>Monday 8.30am to 7.30pm Tuesday 8.30am to 7.30pm Wednesday 7.30am to 6.00pm Thursday 8.30am to 6.00pm Friday 8.30am to 6.00pm</p>	<p>Practice leaflet and website</p>	<p>Free</p>

Information to be published	How the information can be obtained	Cost
<p>Other staffing details: Practice Administrator Julie Tanton</p> <p>Practice Nurses Rhona Short Helen Roberts Valerie Hing Kim Singletary</p> <p>We also employ Health Care Assistant x 3 Housekeeping x 3 Reception x 13</p> <p>Attached staff include District Nurses Health Visitors Midwives Counsellor Smoking Cessation Advisor Audiologist Podiatrist Physiotherapists School Nurse</p>	<p>Practice leaflet and website</p>	<p>Free</p>

Information to be published	How the information can be obtained	Cost												
<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</p>														
<p>The Practice receives money in accordance with the Personal Medical Services contract held with NHS Devon in exchange for services provided for our patients.</p> <table border="1" data-bbox="96 518 1653 852"> <thead> <tr> <th data-bbox="96 518 609 600"></th> <th data-bbox="609 518 1131 600">Current Projected Year</th> <th data-bbox="1131 518 1653 600">Previous Year</th> </tr> </thead> <tbody> <tr> <td data-bbox="96 600 609 705">Total income received from the PMS contract before expenses</td> <td data-bbox="609 600 1131 705">£1019892</td> <td data-bbox="1131 600 1653 705">£1048052</td> </tr> <tr> <td data-bbox="96 705 609 746"></td> <td data-bbox="609 705 1131 746"></td> <td data-bbox="1131 705 1653 746"></td> </tr> <tr> <td data-bbox="96 746 609 852">Total of other income received from NHS enhanced services,etc</td> <td data-bbox="609 746 1131 852">£340000</td> <td data-bbox="1131 746 1653 852">£363974</td> </tr> </tbody> </table> <p>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 Practices' affairs.</p>		Current Projected Year	Previous Year	Total income received from the PMS contract before expenses	£1019892	£1048052				Total of other income received from NHS enhanced services,etc	£340000	£363974	<p>Hard copy by request from Practice Manager</p>	<p>Free</p>
	Current Projected Year	Previous Year												
Total income received from the PMS contract before expenses	£1019892	£1048052												
Total of other income received from NHS enhanced services,etc	£340000	£363974												
<p>Audit of NHS Income</p>	<p>Hard copy by request from Practice Manager</p>	<p>Free</p>												

Information to be published	How the information can be obtained	Cost
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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.

<p>The Practice’s priority is to provide the highest standard of clinical care to patients registered with the Practice, ensuring we work collaboratively with other healthcare providers and support organisations, to enable more of our patients to be treated in a primary care setting, closer to home.</p>		
<p>Plans for development and provision of NHS services are detailed in our Practice Development Plan</p>	<p>Hard copy by request from Practice Manager</p>	<p>£5</p>
<p>Continued participation in the Quality & Outcomes Framework (QOF). Our performance under the QOF can be found on the NHS IC website: http://www.qof.ic.nhs.uk/search.asp</p>	<p>Website</p>	<p>Free</p>
<p>Continued participation in Enhanced Services:</p>	<p>Hard copy by request from Practice Manager</p>	<p>£5</p>
<p>Continued participation in Commissioning Group to provide greater services for patients, closer to home.</p>	<p>Hard copy of constitution by request from Practice Manager</p>	<p>£10</p>
<p>NHS Choices website provides details of our performance, and what patients think of us from the Patient Satisfaction Questionnaire, carried out annually. www.nhschoices.nhs.uk</p>	<p>Website</p>	<p>Free</p>
<p>Our Patient Focus Group Meetings take place quarterly. The reports from these meetings which we take into account in our future planning are available on our web site.</p>	<p>Website and Hard Copy from Reception</p>	<p>Free</p>

Information to be published	How the information can be obtained	Cost
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Class 4 – How we make decisions

Meeting Name	Attendees	Frequency
Partners	Partners & Practice Manager	Monthly
Education	All doctors	2 weekly
Primary Healthcare Team	Partners, Registrar, Managers, Practice Nurses, District Nurses, Health Visitors, etc	Bi-Monthly
Nurses	Practice Nurses, GP & Practice Manager	Monthly
Receptionists	Practice Manager & Receptionists	Monthly
Monday meetings	All Doctors Practice Manager and Practice Administrator	Weekly

The Palliative Care Register is discussed at the Primary Healthcare Team Meeting and at the Monday meetings.
 The Unplanned Admissions Register is discussed at the Primary Healthcare Team Meeting and at the Monday meetings
 All issues regarding the Practice and any changes proposed are discussed at the appropriate level of meeting.
 All decisions affecting the partnership are made on a majority vote basis.
 All meetings and decisions are evidenced in minutes.
 The Practice retains minutes:

1. Confidential minutes which contain commercially sensitive or data protected information that is not within this Publication Scheme. These minutes are shared with key personnel in the Practice, and staff are briefed as necessary.
2. General minutes of meetings are available through the Publication Scheme. Copies of these minutes are held centrally within the Practice for reference by any member of the team.

Hard copy by request from Practice Manager

£10

Records of decisions made in the practice affecting the provision of NHS services

The decisions made are recorded in the minutes taken

Hard copy by request from Practice Manager

£10

Information to be published	How the information can be obtained	Cost
Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering services and responsibilities) - Current information only.		
Policies and procedures about the employment of staff	Hard copy by request from Practice Manager	£5
Internal instructions to staff and policies relating to the delivery of services	Hard copy by request from Practice Manager	£5
Equality and diversity policy	Hard copy by request from Practice Manager	£5
Health and safety policy	Hard copy by request from Practice Manager	£5
Complaints procedures (including those covering requests for information and operating the publication scheme)	Website and Hard Copy from Reception	Free
Records management policies (records retention, destruction and archive)	Hard copy by request from Practice Manager	£5
Data protection policies	Hard copy by request from Practice Manager	£5
Policies and procedures for handling requests for information	Hard copy by request from Practice Manager	£5
Patients' charter	Practice leaflet and Website	Free

Information to be published	How the information can be obtained	Cost
Class 6 – Lists and Registers Currently maintained lists and registers only.		
<p>We maintain our list of registered patients using the EMIS Clinical system which is fully computerised and paperless.</p> <p>At the present time, we have approximately 12100 patients registered with the Practice.</p> <p>The list is confidential.</p>		
<p>In accordance with the requirements of the New General Medical Services Contract we also hold a Register of Gifts to the Practice</p>	<p>Hard copy by request from Practice Manager</p>	<p>£5</p>
<p>Any publicly available register or list</p>	<p>Not held</p>	

Information to be published	How the information can be obtained	Cost
Class 7 – The services we offer (Information about the services offered, including leaflets, guidance and newsletters produced for the public) - Current information only.		
<p>The services we provide in accordance with the Personal Medical Services contract held with NHS England include the following:</p> <ul style="list-style-type: none"> • A full range of General Medical Services • Ante-natal Care • Anticoagulant Service • Baby Clinic & immunisation • Blood Pressure Review • Cervical Cytology • Child health surveillance • Childhood developmental checks, vaccinations and immunisations • Contraceptive services • Cryotherapy • Disease management services including Asthma, Diabetes, Hypertension, Coronary Heart Disease and Chronic Obstructive Pulmonary Disease • District Nurse, Health Visiting and Midwifery Services • Dressings • Ear Syringing • Flu Clinics • Immunisations • Maternity Medical Services • Medication Reviews • Minor surgery services • New patient consultations • Obstetrics services • Podiatry • Phlebotomy • Removal of Stitches • Smoking Cessation Service • Travel and other immunisations 	<p>Practice leaflet and website.</p>	<p>Free</p>

Enhanced Services

These are NHS services not provided through Essential or Additional services and include more specialised services undertaken by GPs or nurses with special interests and allied health professionals and other services at the primary-secondary care interface.

They may also include services addressing specific local health needs or requirements, and innovative services that are being piloted and evaluated.

We provide the following enhanced services:

- Acupuncture
- Chiroprody
- Counselling
- Diabetes monitoring – to include provision of care for housebound diabetics
- Doppler and leg ulcer management
- ECG's
- Fitting of contraceptive coils and implants
- Learning Disabilities
- Palliative Care
- Parent Craft
- Pre and Post Op Care
- Rheumatology monitoring
- Ring Pessaries

Hard copies by request
from Practice Manager

Free

<p>The following services involve information sharing with other agencies:</p> <ul style="list-style-type: none"> • Child protection, • General nursing, • Mental health, • Referral to Hospitals, • Social services, • Transport. 	<p>Hard copies by request from Practice Manager</p>	<p>Free</p>
<p>Charges for services made by the Practice</p> <p>No charge is made for all the services we provide under contract to the NHS.</p> <p>For the services we provide which are outside our contract to the NHS, there is a charge, which we keep in line with those recommended by the British Medical Association (BMA).</p> <p><u>Examples of non-NHS services for which GPs can charge their NHS patients are:</u></p> <ul style="list-style-type: none"> • Certain travel vaccinations • Private medical insurance reports • Holiday cancellation claim forms • Referral for private care forms • Letters requested by, or on behalf of, the patient <p><u>Examples of non-NHS services for which GPs can charge other institutions are:</u></p> <ul style="list-style-type: none"> • Medical reports for an insurance company • Some reports for the DSS/Benefits Agency • Examinations of local authority employees <p>We produce and publish a list of these Services and their associated charges.</p>	<p>Practice Website; On our Reception Desk; On Practice Notice Boards.</p>	<p>Free</p>

<p>Information Leaflets:</p> <ul style="list-style-type: none"> • Practice Leaflet • Practice Newsletter • Traveller Holiday Information • Patient Participation Group Reports • Access to medical records – application form • Access to medical Records – patient information leaflet • Carer’s Referral form <p>The Practice also holds information leaflets provided by outside agencies:</p> <ul style="list-style-type: none"> • We have a leaflet rack in the waiting room which is updated on a regular basis and a folder in the waiting room • We have a leaflet rack in the Treatment Room which is updated on a regular basis <p>In addition to the above, the Practice offers a range of information about a variety of issues and a considerable number of minor illnesses via the Practice website, where you can also find a list of Useful Contacts and links to other health-related websites.</p>	<p>Practice Website; On our Reception Desk; From leaflet Dispensers in the Practice Waiting Room and Treatment Room.</p>	<p>Free</p>
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<p>Out of Hours Arrangements</p> <p>When the Practice is closed ‘Out of Hours Care’ for urgent medical services is provided by an ‘Out of Hours’ service arranged by Devon Doctors On Call.</p> <p>The ‘Out of Hours’ centre is based at North Devon District Hospital in Barnstaple. This is not a walk-in centre. All patients with an urgent medical need outside of the GP Practice hours of 8.30 am to 6.00pm should telephone 111 to speak to NHS 111 service</p> <p>The nearest Accident and Emergency Department is at North Devon District Hospital, Barnstaple</p>	<p>Practice Website; Practice Leaflet</p>	<p>Free</p>
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Other Useful Resources

Websites:

The Information Commissioner - www.informationcommissioner.gov.uk

The Lord Chancellor's Department - www.lcd.gov.uk

The NHS Freedom of Information - www.foi.nhs.uk

NICE - www.nice.org.uk

Publications:

NHS Openness Code - www.doh.gov.uk/nhsexec/codemain.htm

FOI Act 2000 - www.legislation.hmso.gov.uk/acts2000/2000036.htm

Code of Practice under Sections 45 & 46 FOI Act 2000 - www.lcd.gov.uk

