

BMA Scotland – Guide to information available through the model publication scheme for GP practices



FULTON STREET MEDICAL CENTRE

Guide to information available through the Scottish Information Commissioner's Model Publication Scheme

This guide was last updated on 3rd JULY 2023

Index

Section 1	Introduction
Section 2	About FULTON STREET MEDICAL CENTRE
Section 3	Our functions and services
Section 4	How we take decisions and what we have decided
Section 5	What we spend and how we spend it
Section 6	Accessing information under the scheme
Section 7	Information that we may withhold
Section 8	Our charging policy
Section 9	Our copyright policy
Section 10	Our records management and disposal policy
Section 11	Feedback
Section 12	Complaints
Section 13	How to access information which is not available under this scheme
Section 14	Classes of information

Section 1: Introduction

The Freedom of Information (Scotland) Act 2002 requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- Publish the classes of information they make routinely available
- Tell the public how to access the information and what it might cost

FULTON STREET MEDICAL CENTRE has adopted the Model Publication Scheme produced by the Scottish Information Commissioner. The scheme will be reviewed from time to time and updated in line with guidance from the Scottish Information Commissioner.

You can see the model publication scheme on the Commissioner's website at www.itspublicknowledge.info/mps or by contacting us at the address provided below.

The purpose of this Guide to Information is to:

- allow you to see what information is available (and what is not available) in relation to each class
- state what charges may be applied
- explain how you can find the information easily.
- provide contact details for enquiries and to get help with accessing the information
- explain how to request information we hold that has not been published.

Section 2: About FULTON STREET MEDICAL CENTRE

General information

FULTON STREET MEDICAL CENTRE

94 FULTON STREET

GLASGOW

G13 1JE

Tel: 0141 959 3391

Fax: 0141 958 1258

Email: ggc.gp40008@nhs.scot

Website: fultonstreetmedicalcentre.co.uk

DR PHILIP EWART, DR MARGARET MCCARTNEY, DR SUZANNE IRVING, DR HARRIET STEPHENS & DR JENNY DAVIDSON are the GP Partners who trade as FULTON STREET MEDICAL CENTRE and are contracted to Greater Glasgow & Clyde Health Board to provide general medical services to patients living in G12.9, G12.0, G13, G61.1 and G61.2. They are supported by 2 Practice Nurses, a Practice Manager, Practice Administrator and 7 Receptionists.

The practice opening hours are 8.30am – 6.00pm (Monday – Friday). If you require medical attention/advice outwith those hours, you should contact NHS24 on 111.

Concerns or complaints about the services we provide can be made directly to the practice (contact the Practice Manager MRS GILLIAN CONN at the above address) or to the NHS Board (Tel: 0141 201 4500 or email: Complaints@ggc.scot.nhs.uk)

Constitution

This GP practice is constituted under the National Health Services (Scotland) Act 1978 and is contracted by NHS Greater Glasgow & Clyde to provide primary medical services under the NHS (General Medical Services Contracts) (Scotland) Regulations 2018.

How the practice is run

The 5 GP Partners have overall responsibility for the safety and wellbeing of patients and staff within the Practice. They are supported in the day to day management of the Practice by the Practice Manager.

DR PHILIP EWART
(Belfast 1989)

MB.BCh.BAO MRCGP DCH GRCOG
GMC No: 3351905

DR MARGARET MCCARTNEY
(Aberdeen 1994)

MB. ChB.MRCGP
GMC No: 4111294

DR SUZANNE IRVING
(Glasgow 2003)

MB. ChB. MRCGP DRCOG
GMC No: 6092347

DR HARRIET M STEPHENS
(Glasgow 2002)

MB. ChB. MRCGP DFSRH
GMC No: 6057863

DR JENNY DAVIDSON
(Edinburgh 2007)

MB. ChB. MRCGP DRCOG Dip Derm
GMC No:6151070

Dr Ewart is the Senior GP Partner and has a special interest in minor surgery. Dr Irving takes responsibility for our diabetic patients and leads on their multi disciplinary annual reviews. Dr McCartney has a particular interest in mental health and evidence-based prescribing. Dr Irving & Dr Stephens are involved with the practice-attached Health Visitor to provide post natal care and early child development checks. Dr Stephens has a special interest in womens health and contraception.

Although each GP may have some specific interest in certain parts of medicine, they assume joint responsibility for the provision of all services and work at varying times over the week, as shown below:

	MON	TUES	WED	THURS	FRI
DR EWART	am & pm		am	am & pm	am & pm
DR MCCARTNEY	am & pm	am	am & pm		
DR IRVING	am & pm	am	am & pm		am
DR STEPHENS	am	pm		am & pm	
DR DAVIDSON		am & pm		am & pm	am & pm

Although general day to day proceedings or issues are dealt with informally on a daily basis, the management team of the GPs and Practice Manager have a formal meeting on a monthly basis and once every 3 months will routinely employ a locum GP to take advantage of a full afternoon of protected time to address bigger issues relating to practice development and professional learning, incorporating additional support staff such as the Health Visitors, District Nursing Team and Prescribing Pharmacist. This allows for the discussion of specific patients or groups of patients where certain medical care/ interventions can be shared and discussed in addition to general operational and strategic planning. Minutes of all formal meetings are recorded and shared with the management team.

Under our contract of services with NHS Greater Glasgow & Clyde we are obligated to meet the requirements of this contract and must provide information to support this to the NHS board. The practice is audited by Practitioner Services Division under Payment Verification processes which assess that payments made to practices are correct. PSD is responsible for providing assurance to NHS boards that the payments made on their behalf to GP practices are accurate and valid. The work conducted under Payment Verification includes patient registration checks, documentary checks, trend analysis, and practice visits.

General practitioners have a duty of care to their patients and are registered with the General Medical Council and follow the standards and good medical practice guidelines laid down by the GMC, including the requirements set out under *Duties of a Doctor* in the GMC guidance, *Good Medical Practice* (<https://www.gmc-uk.org/ethical-guidance/ethical-guidance-for-doctors/good-medical-practice>).

Section 3: Our functions and services

NHS Boards contract with GP practices to provide primary care services to patients. FULTON STREET MEDICAL CENTRE holds a General Medical Services contract with NHS GG&C. Under this contract we provide primary medical services to patients that reside within our practice area of G12.9, G12.0, G13, G61.1 and G61.2

GP contractors (Drs Ewart, McCartney, Irving, Stephens & Davidson) hold the contract for services with the NHS board and are responsible for fulfilling the obligations of the contract. The General Medical Services (<http://www.legislation.gov.uk/ssi/2018/66/contents/made>) Regulations outline our responsibilities under our contract. The payment arrangements under our contract are contained in the General Medical Services Statement of Financial Entitlements (the current year's SFE can be found on the NHS Scotland website <http://www.publications.scot.nhs.uk>).

This practice aims to take account of Healthcare Improvement Scotland standards and guidance, Scottish Intercollegiate Guidelines Network (SIGN) guidelines relevant to general practice, and Scottish Government service strategies and frameworks.

Under our contract with NHS GG&C we provide a range of services to our patients, including general primary medical services, child health surveillance, contraceptive services, maternity medical services, minor surgery services, cryotherapy, obstetric services, cervical screening, a methadone substitution programme, annual reviews for patients with chronic diseases such as diabetes, stroke, coronary heart disease, etc, palliative care and an extended hours service which provides additional appointments outwith the core opening times. These amount to 3¼ hrs per week between 7.30am – 8.00am and are intended to assist those of our patients who work and find it difficult to attend within routine hours. In addition, we have a Physiotherapist who attends the surgery for 3 sessions per week and can see patients who have problems with joints or muscles. It is important to note that this range of services may be subject to change and may not always be available.

Some services may involve information sharing with other agencies however our use of your personal health information is covered by a duty of confidentiality, and is regulated by the Data Protection Act 1998. The Data Protection Act gives you a number of rights in relation to how your personal information is used, including a right to access the information we hold about you. The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others (e.g. in child protection cases), anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

Everyone working for the NHS has a legal duty to keep information about you confidential and adheres to a code of practice on protecting patient confidentiality. Anyone who receives information from us is also under a legal duty to keep it confidential. Full details on our practice policies in relation to confidentiality, freedom of information, access to records and duty of candour can be found on our website using the following link: <http://www.fultonstreetmedicalcentre.co.uk/info.aspx?p=20>

Under our contract with NHS GG&C we regularly meet with other local practices and share anonymised data within this cluster in order to improve the quality of our service, and to contribute to the oversight and development of the local healthcare system.

As a practice, we participate in the support of medical students from Glasgow University who attend the surgery as part of their undergraduate training. Mentoring of these students is overseen by Dr Ewart & Dr Davidson.

An interpreting service can be accessed for non-English speaking patients. This is routinely organised by the GP on the telephone when patients have an appointment.

Full details of the services provided by the practice can be found on our website www.fultonstreetmedicalcentre.co.uk or by asking a member of staff. At FULTON STREET MEDICAL CENTRE we operate a structured appointment system at all times. Appointments take the form of routine pre-bookable slots, routine 'on the day' slots & pre-bookable telephone slots. In addition, urgent appointments are made available each day in the event that a patient has a medical need that could not wait until the following day. After the Covid-19 pandemic, the appointment system was changed to a telephone triage-based system in the first instance - thereafter, patients will be invited to attend in person if felt clinically appropriate. Reception staff will be happy to arrange appointments for you.

Section 4: How we take decisions and what we have decided

At FULTON STREET MEDICAL CENTRE, clinical decisions are formed as a result of guidance from Scottish Government, NHSGG&C or any other such official directive however, as an independent contractor, the surgery can implement a number of managerial and business guidelines or procedures that they consider appropriate for the smooth running of the practice for staff and patients alike. As previously mentioned in Section 2, the GP Partners have joint responsibility for the management of the practice and meet regularly with the Practice Manager to ensure all requirements are met.

FULTON STREET MEDICAL CENTRE website has a facility that allows patients to send comments or suggestions directly to the surgery. Any message is emailed to the Practice Manager who will respond to all comments made. We also have a noticeboard in the porch area of the building with 'suggestion' forms that can be completed and handed in to reception. In addition, informal comments made to the GP or receptionists will be passed to the Practice Manager to record. Any suggestions or comments collated by the Practice Manager are raised and discussed at the Practice meetings and decisions made or ideas implemented accordingly. Along with all other GP practices, we must comply with a quarterly response (via NHSGG&C) to outline the number and content of complaints/comments received by the practice.

As a brief guide, below are detailed a few of the policies in place that impact upon patients and assist with the smooth running of the surgery:

HOW TO SEE A DOCTOR

All consultations are by appointment. You can book ahead to speak to the Doctor of your choice, providing an appointment is available however, we also have a number of 'on the day' appointments each day whereby you may call that morning and, if one is still available, can be called back by a Doctor that day. If your medical need is urgent, you will always be dealt with the same day. If, after speaking with a GP, it is deemed clinically appropriate for you to be seen, the GP will invite you to attend for a face to face appointment at a mutually agreeable time. Throughout the week, the Doctors consult at times between 8.30 – 11.00 and 2.00 – 5.30. Early appts are also available 7.30 – 8.00am. We should appreciate notification in advance if you are unable to keep a pre-arranged appointment.

REPEAT PRESCRIPTIONS

If agreed by the Doctor, repeat prescriptions can be ordered by:

- ❖ By telephone (answer machine) – 0141 959 3391 (option 2)
- ❖ Posting your request to the surgery. If you wish your prescription to be posted back to you, please send a stamped addressed envelope.
- ❖ Via our website – www.fultonstreetmedicalcentre.co.uk
- ❖ Arrangement with the chemist of your choice who can operate a 'managed repeat' ordering system and order your regular medications directly on your behalf.

Prescriptions will be available for collection after 2 working days. For your convenience, we now ask you to nominate a pharmacy of choice and your prescription can be collected by them to allow you to then collect medication directly from the pharmacy, saving you a journey to the surgery. Prescriptions will usually only provide medication for a maximum of 3 months. During prolonged holiday periods, patients would require to source additional supplies from local health providers. Medication such as depo contraception, normally given by the practice nurse, will not be provided for administration by other health professionals during holiday periods out with the practice.

HOME VISITS

Whenever possible, we request that you appoint with the surgery in the usual way however, we do appreciate that some circumstances may require a home visit. Home visits are for those who are housebound or too ill to go out. If this service is required, please contact the surgery **BEFORE 10.00 am** (unless in an emergency). This allows the Doctor to plan their visits more efficiently. Please remember that it is not generally possible to request a specific Doctor for a home visit. A GP will generally call you by telephone in the first instance.

TELEPHONE ADVICE

Set telephone appointments are available to book routinely however, you will still be able to speak to the on call Doctor any day if you are in need of urgent medical advice.

PRIVATE EXAMINATIONS AND REPORTS

Although our Doctors are happy to conduct the above services, patients should be aware that they are not an NHS service and, as such, involve a private fee. Please ask the Receptionist for the exact charge of any private service you request.

Please see *Section 14 – Classes of information* for further details.

Section 5: What we spend and how we spend it

FULTON STREET MEDICAL CENTRE receives funding from NHS sources to provide NHS services to patients. We do not charge patients for NHS services. Details of our NHS funding can be requested from the practice, please see *Section 14 – Classes of information* for further details.

Section 6: Accessing information under this scheme

Information available under our guide to information will normally be available through the routes described below. *Section 14 – Classes of Information* provides more details on the information available under the scheme, along with additional guidance on how the information falling within each “class” may be accessed.

By email

You can request the information you seek by email at ggc.gp40008clinical@nhs.scot wherever possible. When requesting information from us, please provide a telephone number so we can telephone you to clarify details, if necessary.

By phone

Information can also be requested from us over the telephone. Please call 0141 959 3391 and ask to speak with the Practice Manager to request information available under this scheme.

By post

All information under the guide will normally be available in paper copy form, but please consider the impact on the environment. Please address your request to:

MRS GILLIAN CONN
Practice Manager
Fulton Street Medical Centre
94 Fulton Street
Glasgow
G13 1JE

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee payable (see *Section 8: Our charging policy* for further information on fees). Please also include a telephone number so we can telephone you to clarify any details, if necessary.

Advice and assistance

If you have any difficulty identifying the information you want to access, then please contact the practice by one of the methods listed above.

Section 7: Information that we may withhold

All information covered by our guide to information can either be accessed through our website or will be processed promptly and provided as soon as possible following our receipt of your request.

Our aim in maintaining this guide is to be as open as possible. You should note, however, that there may be circumstances where information will be withheld from one of the classes of information listed in *Section 14 – Classes of Information*. Information will only be withheld where permitted by The Freedom of Information (Scotland) Act 2002 (FOISA).

Information may be withheld, for example, where its disclosure would breach the law of confidentiality or harm an organisation's commercial interests. Information may also be withheld if it is another person's personal information, and its release would breach data protection legislation.

Information would not be disclosed in the following examples:

- Requests for information that is contained in patient medical records. However, you do have the right to request your own medical records, see *Section 13 - How to access information which is not available under this scheme*.
- Requests for information relating to private income of practice partners or practice staff
- Requests for financial information that would likely prejudice substantially the commercial interests of any person

Additionally, section 25 of FOISA provides an absolute exemption which allows our practice to refuse to deal with a request where the requested information is already reasonably obtainable elsewhere, even where a fee may be charged. Information provided in the publication scheme is considered reasonably obtainable.

Whenever information is withheld we will inform you of this and will set out why it was not appropriate for that information to be disclosed. Even where information is withheld it may, in many cases, be possible to provide copies with the withheld information edited out.

If you wish to complain about any information which has been withheld from you, please refer to *Section 12 – Complaints*.

Section 8: Our charging policy

Unless otherwise stated in Section 14 – *Classes of Information*, all information contained within our guide is available from us free of charge where it can be downloaded from our website, or from the practice premises where it can be sent to you electronically by email.

We reserve the right to impose charges for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage to the practice, as set out below.

In the event that a charge is to be levied, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

Reproduction costs:

Where charges are applied, photocopied information will be charged at a standard rate of **10p per A4 paper (black and white copy)**.

Postage cost:

We will pass on postage charges to the requester at the cost to the practice of sending the information by first class post.

Section 9: Our copyright policy

FULTON STREET MEDICAL CENTRE holds the copyright for the vast majority of information in this guide to information. All of this information can be copied or reproduced without our formal permission, provided it is copied or reproduced accurately, is not used in a misleading context, and provided that the source of the material is identified.

The guide may, however, contain information where the copyright holder is not FULTON STREET MEDICAL CENTRE. In most cases the copyright holder will be obvious from the documents. In cases where the copyright is unclear, however, it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder. Wherever possible, this scheme will indicate where we do not own the copyright on documents within *Section 14 – Classes of Information*.

Information about Crown copyright material is available on the website of the King's Printer for Scotland at <https://www.gov.scot/publications/kings-printer-for-scotland/>. We can provide you with a copy of this information if you do not have internet access.

Section 10: Our records management and disposal policy

All information at FULTON STREET MEDICAL CENTRE is held, retained and destroyed in accordance with *Scottish Government – Records Management: NHS Code of Practice (Scotland)*. Confidentiality of patient information is maintained in accordance with the *NHS (Scotland) Act 1978 Directions on the Confidentiality and Disclosure of Information: General Medical Services, Primary Medical Services Section 17C Agreements and Health Boards Primary Medical Services Contracts*. These documents are available on the NHS Scotland website (<http://www.publications.scot.nhs.uk/>).

Section 11: Feedback

FULTON STREET MEDICAL CENTRE is required to review our guide to information from time to time. As a result, we welcome feedback on how we can develop our guide further. If you would like to comment on any aspect of this guide to information, then please contact us. You may, for example wish to tell us about:

- other information that you would like to see included in the guide
- whether you found the guide easy to use
- whether you found the guide to information useful
- whether our staff were helpful
- other ways in which our guide to information can be improved

Please send any comments or suggestions to MRS GILLIAN CONN, Practice Manager, Fulton Street Medical Centre, 94 Fulton Street, Glasgow G13 1JE. Tel: 0141 959 3391 or Email: ggc.gp40008clinical@nhs.scot

Section 12: Complaints

Our aim is to make our guide to information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the guide, however, then please contact us, and we will try and resolve your complaint as quickly as possible. You can contact:

MRS GILLIAN CONN
Practice Manager
Fulton Street Medical Centre
94 Fulton Street
Glasgow
G13 1JE

Any complaint will be acknowledged within three working days of receipt and we will respond in full within twenty working days.

You have legal rights to access information under this guide and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response. These rights apply only to information requests made in writing* or another recordable format. If you are unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

The Commissioner's website has a guide to this three-step process, and operates an enquiry service from Monday to Friday, 9:00am to 5:00pm. The Commissioner's office can be contacted as follows:

Scottish Information Commissioner

Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Telephone	01334 464610 (unavailable by phone during the Covid-19 pandemic)
Email	enquiries@itspublicknowledge.info
Website	www.itspublicknowledge.info

*verbal requests for environmental information carry similar rights.

Section 13: How to access information which is not available under this scheme

If the information you are seeking is not available under this guide to information, then you may wish to request it from us. The Freedom of Information (Scotland) Act 2002 (FOISA) provides you with a right of access to the information we hold, subject to certain exemptions. The Environmental Information (Scotland) Regulations 2004 (EIRs) separately provide a right of access to the environmental information we hold, while the Data Protection Act 2018 (DPA) provides a right of access to any personal information about you that we hold. Again, these rights are subject to certain exceptions or exemptions.

Should you wish to request a copy of any information that we hold that is not available under this scheme, please write to MRS GILLIAN CONN, Practice Manager, Fulton Street Medical Centre, 94 Fulton Street, Glasgow G13 1JE.

The Data Protection Act is regulated by the Information Commissioner's Office (ICO), which is separate to the Scottish Information Commissioner. The Information Commissioner's Office can be contacted as follows:

Information Commissioner's Office (Scotland)

Queen Elizabeth House
Sibbald Walk
Edinburgh
EH8 8FT

Telephone 0303 123 1115
Email scotland@ico.org.uk
Website www.ico.org.uk

Charges for information which is not available under the guide

The charges for information which is available under this guide are set out under *Section 8 – Our Charging Policy*. Fees for information that is not available under this guide are outlined in The Freedom of Information (Fees for Required Disclosure) (Scotland) Regulations 2004. If you submit a request to us for information which is not available under the Model Publication Scheme the charges will be based on the following calculations:

General information requests

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fee notice) and how it has been calculated. You will have three months from the date of issue of the fee notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for environmental information

We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released.

In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated on the basis of the actual cost to the authority of providing the information.

- Photocopying is charged at **10p per A4 sheet for black and white copying.**
- Postage is charged at actual rate for first class mail.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Requests for your own personal data

While you cannot request personal data under the FOISA you are entitled to request your own personal data under the DPA. Under the DPA you can request your personal information from FULTON STREET MEDICAL CENTRE.

Section 14 – Classes of information

The Freedom of Information (Scotland) Act, 2002 requires a publication scheme to specify the classes of information the Public Authority already publishes or intends to publish. Our intention is to publish as much information as possible through our guide to information, where there is known to be public interest. However, exemptions under the Freedom of Information (Scotland) Act, 2002 may allow us to withhold some information, as indicated in *Section 7: Information that we may withhold*.

We publish information that we hold within the following classes:

Class 1: About FULTON STREET MEDICAL CENTRE

Class 2: How we deliver our function and services

Class 3: How we take decisions and what we have decided

Class 4: What we spend and how we spend it

Class 5: How we manage our human, physical and information resources

Class 6: How we procure goods and services from external providers

Class 7: How we are performing

Class 8: Our commercial publications

Class 9: Our open data

Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

Class 1: About FULTON STREET MEDICAL CENTRE	
Class description: Information about FULTON STREET MEDICAL CENTRE, who we are, where to find us, how to contact us, how we are managed and our external relations.	
The information we publish under this class	How to access it
Practice name, address and contact details	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post. It is also available on our practice website at www.fultonstreetmedicalcentre.co.uk It is also available from the GP practice.
Organisational structure, roles and responsibilities of partners	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post. It is also available on our practice website at www.fultonstreetmedicalcentre.co.uk It is also available from the GP practice.
Practice opening hours	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post. It is also available on our practice website at www.fultonstreetmedicalcentre.co.uk It is also available from the GP practice.
Contact details for patients and complaints functions	Information contained in section 2 of this document and our practice leaflet.

	This information is available by email and post. It is also available on our practice website at www.fultonstreetmedicalcentre.co.uk It is also available from the GP practice.
Publication scheme and guide to information	This information is available by email and post. The Model Publication Scheme is available on the Information Commissioner's website ¹ It is also available on our practice website http://www.fultonstreetmedicalcentre.co.uk/index.aspx or from the GP practice.
Charging schedule for published information	Information contained in section 8 of this document. This information is available by email and post. It is also available on our practice website http://www.fultonstreetmedicalcentre.co.uk/page1.aspx?p=1&t=3 and from the GP practice.
Contact details and advice about how to request information	Information contained in section 6 of this document. This information is available by email and post.
Charging schedule for environmental information	Information contained in section 13 of this document. This information is available by email and post.
Legal/contractual framework for the authority	Information contained in section 2 of this document. This information is available by email and post.
Description of practice governance/decision making structures	Information contained in section 2 of this document. This information is available by email and post. It is also available from the GP practice.
Names of, responsibilities of and (work-related) biographical details of the people who make strategic and operational decisions about the performance of function and/or delivery of services	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post. It is also available from the GP practice.
Governance policies	Information contained in section 2 of this document. This information is available by email and post. It is also available on our practice website http://www.fultonstreetmedicalcentre.co.uk/info.aspx?p=20 and from the GP practice.
Strategic planning processes	Information contained in section 4 of this document. This information is available by email and post and within the pertinent areas of our practice website www.fultonstreetmedicalcentre.co.uk . It is also available from the GP practice.
Accountability relationships, including reports to regulators	Information contained in section 2 of this document.

¹ <http://www.itspublicknowledge.info/MPS>

	This information is available by email and post. It is also available from the GP practice.
Class 2: How we deliver our functions and services	
Class description: Information about our work, our strategy and policies for delivering functions and services and information for our services users.	
The information we publish under this class	How to access it
Description of practice functions, including statutory basis for them	Information contained in sections 2 and 3 of this document and our practice leaflet. This information is available by email and post. It is also available from the GP practice.
Strategies, policies and internal staff procedure for performing statutory functions	Information contained in sections 2 and 3 of this document. This information is available by email and post. It is also available from the GP practice.
How to report a concern to the practice	Information contained in section 2 of this document and our practice leaflet. This information is available by email and post. It is also available on our practice website http://www.fultonstreetmedicalcentre.co.uk/contact1.aspx or from the GP practice.
Reports of the practice's exercise of its functions	The practice does not hold this information
List of services, including statutory basis for them	Information contained in sections 2 and 3 of this document and our practice leaflet. This information is available by email and post. It is also available on our practice website http://www.fultonstreetmedicalcentre.co.uk/page1.aspx?p=1&t=1 or from the GP practice.
Service policies and internal staff policies	Information contained in sections 2 and 3 of this document. This information is available by email and post. It is also available on our practice website http://www.fultonstreetmedicalcentre.co.uk/info.aspx?p=20 or from the GP practice.
Service schedules and delivery plans	Information contained in sections 2 and 3 of this document and our practice leaflet. This information is available by email and post or from the GP practice.
Information for patients, including how to access services	Information contained in sections 2 and 3 of this document and our practice leaflet. This information is available by email and post. It is also available on our practice website http://www.fultonstreetmedicalcentre.co.uk/index.aspx or from the GP practice.

Service fees and charges	<p>Information contained in sections 5 of this document.</p> <p>This information is available by email and post. It is also available on the practice website http://www.fultonstreetmedicalcentre.co.uk/page1.aspx?p=1&t=3 or from the GP practice.</p>
Class 3: How the practice takes decisions and what it has decided	
Class description: Information about the decisions we take, how we make decisions and how we involve others	
The information we publish under this class	How to access it
Decisions taken by the practice: agendas, reports, papers, and minutes of meetings (that do not contain confidential patient information)	<p>Practices should make available minutes of partners' meetings. If these contain any information that would be exempt under the Act then these sections should be redacted prior to publication.</p> <p>Information contained in section 4 of this document.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Public consultation and engagement strategies	<p>Information contained in sections 4 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available on our website http://www.fultonstreetmedicalcentre.co.uk/contact1.aspx or from the GP practice.</p>
Environmental Impact Assessment Reports undertaken in compliance with the Town and Country Planning (Environmental Impact Assessment) (Scotland) Regulations 2017	We do not hold this information
Class 4: What the practice spends and how it spends it	
Class description: Information about our strategy, and management of, financial resources (in sufficient detail to explain how we spend public money and what has actually been spent.	
The information we publish under this class	How to access it
Details on NHS funding received by the practice and the cost of operating our NHS contract	<p>The Model Publication Scheme does not require individual salaries or income (including information from which this can easily be deduced) to be proactively published.</p> <p>Although the public have the right to request information under the Act, GPs will be free at that point to apply exemptions and the requester has the right to appeal to the Information Commissioner.</p>

	<p>Each GP will consider what they can publish/release which gives the public as much information as possible on the cost of services, without disclosing personal information. There should be no reason why the practice cannot publish details of their NHS funding.</p> <p>This information is available by email and post. It is available from the GP practice.</p>
Purchaser equipment and supplies	We do not hold this information.
Purchasing plans and capital funding	We do not hold this information.
Staff pay and grading structure	This information is available by email and post. It is also available from the GP practice.
Class 5: How the practice manages its human, physical and information resources	
Class description: Information about how we manage the human, physical and information resources of the authority	
The information we publish under this class	How to access it
Strategy and management of human resources	This information is available by email and post. It is also available from the GP practice.
Staffing structure	<p>Information contained in section 2 of this document.</p> <p>This information is available by email and post. It is also available on our website http://www.fultonstreetmedicalcentre.co.uk/staff1.aspx?t=1 or from the GP practice.</p>
Human resources policies, procedures and guidelines (recruitment, performance, management, promotion, pensions, discipline, grievance, staff development)	This information is available by email and post. It is also available from the GP practice.
Management of the practice premises	This information is available by email and post. It is also available from the GP practice.
Premises maintenance arrangements	This information is available by email and post. It is also available from the GP practice.
Records management policy	<p>Information contained in sections 10 of this document.</p> <p>This information is available by email and post. It is also available from the GP practice.</p>
Information governance	<p>Information contained in section 10 of this document.</p> <p>This information is available by email and post. It is also available from the GP practice.</p>

Class 6: How the practice procures goods and services from external providers	
Class description: Information about how we procure goods and services, and our contacts with external providers	
The information we publish under this class	How to access it
Procurement policies and procedures	We do not hold this information.
Invitations to tender	We do not hold this information.
Register of contracts awarded, which have gone through formal tendering, including name of supplier, period of contract and value	We do not hold this information.
Additional information which is required to be published by applicable procurement legislation and statutory guidance (eg the Procurement Reform (Scotland) Act 2014, the Procurement (Scotland) Regulations 2016 and Public Contracts (Scotland) Regulations 2015)	We do not hold this information.
Links to procurement information published by the practice on the Public Contracts Scotland website	We do not hold this information.
Class 7: How our practice is performing	
Class description: Information about how the authority performs as an organisation, and how well it delivers its functions and services	
The information we publish under this class	How to access it
External reports, reports for NHS boards, annual reports, and performance statements	This information is available by email and post. It is also available from the GP practice.
Mainstreaming Equality Reports produced under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, as amended	We do not hold this information.
Employee and board equality monitoring reports, produced under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, as amended	We do not hold this information.

Class 8: Our commercial publications	
Class description: Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet (e.g. research journal)	
The information we publish under this class	How to access it
List and details of any commercial publications	We do not hold this information.
Class 9: Our open data	
Class description: Open data we make available as described by the Scottish Government's Open Data Strategy and Resource Pack , available under an open license.	
The information we publish under this class	How to access it
Our open data publication plan	We do not hold this information.
Open data sets and their metadata	We do not hold this information.