

## **Introduction**

This Publication Scheme provides a guide to the services and General Practitioners who provide them within UEA Medical Centre surgery as required by the Freedom of Information Act 2000.

The document is based the model publication scheme approved by the Information Commissioner's Office (ICO). The publication scheme commits an authority to make information available to the public as part of its normal business activities. The scheme contains 7 classes of information – some of which are published on our website [www.umsuea.co.uk](http://www.umsuea.co.uk). All information published on the website is free of charge.

Information held by UEA Medical Centre, not published under this scheme can be requested in writing to the Business Manager, when its provision will be considered in accordance with the provisions of the Freedom of Information Act.

## **1. Who we are and what we do**

UEA Medical Centre

University of East Anglia

Earlham Road

Norwich, Norfolk

NR4 7TJ

Telephone: 01603 251600 / 251601 Fax: 01603 506579 Website: [www.umsuea.co.uk](http://www.umsuea.co.uk)

We are based on the University of East Anglia (UEA) campus, and became an independent GP Practice in 1988.

We are a Personalised Medical Service (PMS) Practice and a member of Norwich Clinical Commissioning Group, providing a full range of GP and nursing services to persons who have, or have had a connection with the university and who are residing within our practice boundary area – (details are available from reception) as well as John Innes Centre, Institute of Food Research and Norfolk and Norwich University Hospital.

We operate a separate Occupational Health department providing Occupational Health Services and other non-NHS services to the university and local companies.

We are a 6 partner (14 doctor) practice and have a valued complement of nurses, therapists administrative and cleaning staff all of whom are employed by the practice. A full list of clinical staff can be found in our practice leaflet and on our website [www.umsuea.co.uk/staff1.aspx](http://www.umsuea.co.uk/staff1.aspx)

### **Partner GPs**

Dr Fran Sargen

Dr Matt Green

Dr Clare Shephard

Dr Rachel McShane

Dr Roohi Singh

Dr Julie Harris

### **Business Manager**

Christina Fielding

We also have an attached team of community staff: Health Visitor, Midwife, Physiotherapists, Counsellors who may visit the practice on a regular basis.

The practice adheres to a PMS contract with NHS Norfolk.

Some information will be withheld, including personal, confidential information about individuals, protected by the Data Protection Act 1998.

## **2. Financial Information**

The main source of income is from a PMS contract with NHS Norfolk, to provide NHS services for patients. In addition to the PMS contact, the practice also receives payment for services in agreement with NHS England in the form of Direct Enhanced Services (DES) and Local Enhanced Services (LES).

Where possible, the practice prescribes medication in-line with recommendations from the prescribing department within Norwich CCG. The practice also participates in the Prescribing Incentive Scheme.

Additional income is received by providing non-NHS private services to all patients and Occupational Health services under a contract with the UEA and with other local companies and organisations.

All financial details are held by the Business Manager and GP Partners. There may be circumstances where material cannot be released because it is confidential or commercial information or the appropriate officer designated for these purposes, under the Act, has taken the view that it may be prejudicial to the conduct of the practice's affairs.

## **3. What are our priorities are and how we are doing**

As a practice we try to maintain a high standard of patient care and clinical expertise. The lack of elderly patients and degenerative disease demands clinical acumen for the early detection of treatable diseases in an essentially healthy population.

The practice seeks to comply fully with the requirements of its PMS contract, Quality and Outcomes Framework (QOF), National Institute for Clinical Excellence, National Services Framework guidelines, NHS complaints procedure, Clinical Governance and other relevant quality standards.

You can review our practice performance, showing our latest available data, online and see how it compares against our local CCG (Norwich Clinical Commissioning Group), regional Strategic Health Authority (SHA) and national averages at [www.gp-patient.co.uk/results/results](http://www.gp-patient.co.uk/results/results). All information published on the website is free of charge.

## **4. How we make decisions**

The GP Partners are ultimately responsible for decisions made in the practice. The management team which comprises a Business Manager and Operations Manager who have some input in the decision making processes which are relevant to their remit. The managers are responsible for implementing decisions throughout the practice under the guidance of the partners.

Clinical decisions made by the doctors and nurses are in keeping with their professional training, undertaken for their role.

The views of patients are welcomed and the practice operates a virtual Patient Participation Group as well as liaising with university student groups (Student Support Office, Student Welfare, International Student Group) and these contribute annually through meetings and surveys regarding how services might be improved.

## **5. Our policies and procedures**

General policies and procedures in use within the practice include, but are not restricted to: data protection, prescribing and prescriptions, infection control, complaints and health & safety as well as all required staff protocols regarding grievance and disciplinary etc...

All policies and procedures are available for viewing, upon request to the Business Manager.

## 6. Lists and registers

We hold disease registers in order to provide best recall and treatment for the benefit of our patients. Registers are reviewed on an ongoing basis, and when our practice performance is reviewed, these lists are anonymised.

## 7. Services

We offer a range of services under contract with the NHS as well as some private services.

### Essential NHS Services:

- I. Management of patients who are ill or believe themselves to be ill, with conditions from which recovery is generally expected, for the duration of that condition, including health promotion advice and referral as appropriate, reflecting patient choice wherever practicable.
- II. General management of patients who are terminally ill
- III. Management of chronic disease in the manner determined by the practice, in discussion with the patient.

### Additional or enhanced NHS Services (and private where indicated):

- I. Extended Access on Tuesday evenings and Saturday mornings
- II. Vaccinations and immunisations (NHS and private)
- III. Contraceptive services
- IV. Sexual Health service
- V. Cervical Screening
- VI. Tuberculosis screening (NHS and private)
- VII. Travel service (NHS and private)
- VIII. Asthma service
- IX. Minor Injury Service
- X. Health check service
- XI. Phlebotomy
- XII. Anti-coagulation services
- XIII. Post-operative wound care
- XIV. Near Patient Testing
- XV. CVD and Alcohol Screening
- XVI. Maternity services
- XVII. Child Health Surveillance
- XVIII. Cognitive Behavioural Therapy
- XIX. Counselling service
- XX. Occupational Health services (NHS and private)

More detailed information about our services can be found on our website [www.umsuea.co.uk](http://www.umsuea.co.uk), or a hard copy can be found in our practice leaflet available from reception free of charge.

## **Our Charges for Providing Information under this Scheme**

Some documents under this scheme are free of charge, other documents may incur a fee.

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
- 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 Christina Fielding, Business Manager at the practice if you require a document for which a fee may be applicable. You will be informed of any charges that you will be required to pay in advance of the documents being supplied to you.

Our charges are reviewed regularly and are 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 either be viewed on our practice website [www.umsuea.co.uk](http://www.umsuea.co.uk) / are available in our practice leaflet / 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 Christina Fielding, Business Manager at the practice for further details.

**This Publication Scheme Information was last reviewed and updated on 23/05/2017 by Christina Fielding, Business Manager**

