

Making an Access Request

All requests (with the exception of a copy of the publication scheme) are to be made in writing to the following address;

Amanda Brookes
Deputy Business Manager
Bradford on Avon Health Centre
Station Approach
Bradford on Avon
BA15 1DQ
Telephone: 01225 866611

If, however, you would initially like to read our publication scheme this is available on request at reception.

The publication scheme contains a menu of the types of information available, such as policies and procedures:

- *Our NHS relationship
- *NHS income for the last financial year
- *Prescribing cost information
- *Practice Area
- *Full Partners' names, qualification and status
- *Key staff names, qualification and status
- *Clinics and services, and opening hours
- *Complaints procedures
- *Confidentiality Policy
- *Security Policy
- *Zero Tolerance (Violent patient) Policy
- *Data Protection Policy
- *Health & Safety Policy
- *Patient Removal Policy

Opening Times

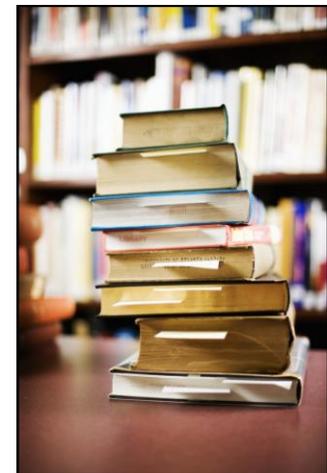
Bradford on Avon 0815 -1800
 Winsley Health Centre 0815 -1300
 1400 -1800

As well as providing you with doctor and nurse appointments, we also offer the following services.

- Antenatal clinics
- Audiology
- Cardiac clinics
- Cervical screening
- Childhood immunisations
- Clinical psychology
- Community services
- Dentistry
- Diabetes clinics
- Dispensary (Winsley only)
- Drug and Alcohol addiction
- Exercise referrals
- Family Planning
- Health checks
- Health Visitors
- Hypertension clinics
- Memory clinic
- Physiotherapy assessment
- Respiratory clinics
- Smoke Stop
- Teenage drop in clinics
- Travel clinic
- Warfarin monitoring clinic
- Weight management clinic
- Well Women clinic

Bradford on Avon Health Centre

Freedom of Information Act Patient Leaflet



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What is the Act?

The Freedom of Information Act 2000 aims to produce a culture of openness in public bodies, by providing members of the public with the right to access information held. The main purpose behind this is to show how public money is being used.

GP practices, although not government owned, are considered to be “public bodies” for the purposes of this Act. Therefore members of the public (not necessarily patients) can request information from them. This right came into force in 2005.

GP practices are required to make information available via a “publication scheme”. This may be held in paper form or by electronic means. It will include information commonly requested and is available on request.

The practice’s publication scheme follows the model scheme for GP practices approved by the Information Commissioner.

FEES

The information contained in the publication scheme is available at no charge.

In some circumstances, a fee may be charged.

How Up To Date is the Information?

The practice complies with the principles of the Freedom of Information Act, and as such updates the publication scheme document on at least an annual basis, and at other intervals during the year if significant changes occur.

The publication scheme itself will contain the date of the latest update.

The Publication Scheme

The practice has developed a publication scheme. It is a guide to information, routinely published and will give an indication of information intended to be published. The publication scheme describes the form in which the information is available and any fees that will be charged. A request can be made from the information listed in the publication scheme.

Please ask for a copy from Reception or via our website:

www.boahc.co.uk

Note: Information related to individual / health / clinical records are not available under this legislation.

Please ask at Reception for details of access for this purpose under the Data Protection Act. A separate leaflet is available.

January 2009

Suggestions

We welcome feedback from members of the public regarding information they would like to see in our publication scheme.

Please write to the Business Manager with any ideas which you may have.

Complaints

If you are dissatisfied with the way in which your request for access under the Act has been handled, or if you wish to appeal against a refusal to release any information requested, please write in the first instance to the Business Manager.

If, after receiving a reply, you remain dissatisfied you may appeal to the Information Commissioner. Details of how to do this will be supplied as part of your reply.