

## 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**  
**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

Other information is subject to specific written application as above. A fee may be charged.

## Opening Times

Bradford on Avon 08:15 – 18:30  
Winsley Health Centre 08:30 – 13:00  
14:00 – 18:00  
St Margaret's Surgery 08:30 – 17:30  
St Damian's Surgery 08:30 – 12:30  
(Tue & Thurs Only) 14:30 – 18:00

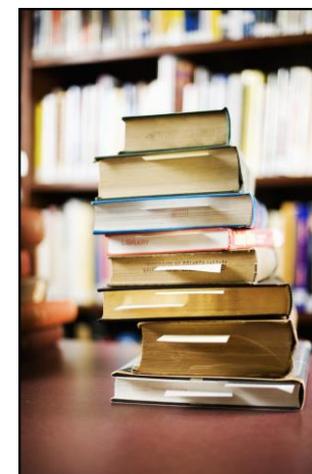
Extended Hours Monday – Thursday  
at Bradford on Avon Health Centre  
until 20:00

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

Postnatal clinics  
Audiology  
Cervical screening  
Childhood immunisations  
Clinical psychology  
Community services  
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  
Teenage drop in clinics  
Travel clinic  
Warfarin monitoring clinic  
Weight management clinic  
Well Women clinic

## Bradford on Avon & Melksham Health Partnership

## Freedom of Information Act Patient Leaflet



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

## 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 for the provision of information, and the classes of information incurring a fee are listed in the publication scheme document.

## 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.boamhp.co.uk](http://www.boamhp.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.

## 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 Practice 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.**