

## Jubilee Medical Centre Publication Scheme

Information covered by this scheme is only about the primary personal medical services we provide under contract to the National Health Service.

Information to be published	How the information can be obtained	Cost
<b>Class 1 - Who we are and what we do</b>		
Doctors in the practice	Practice Leaflet (see below)	No charge
Contact details for the practice		
Opening hours		
Other staffing details		
<b>Class 2 – What we spend and how we spend it</b>		
Total cost to the PCT of our contracted services	This information is not held by the practice, but can be requested, in writing, from the Practice Manager.	Chargeable
Audit of NHS income		
<b>Class 3 – What our priorities are and how we are doing</b>		
GP Patient Survey	From <a href="http://www.gp-patient.co.uk">www.gp-patient.co.uk</a> (Practice N82083)	No charge
Quality and Outcomes Framework	From <a href="http://www.qof.ic.nhs.uk/">http://www.qof.ic.nhs.uk/</a> (Practice N82083)	No charge
Other audits, inspections and reviews	Written request to Practice Manager	Chargeable
Plans for the development and provision of NHS services	Written request to Practice Manager	Chargeable

Information to be published	How the information can be obtained	Cost
<b>Class 4 – How we make decisions</b>		
Records of decisions made in the practice affecting the provision of NHS services	Copies of relevant minutes of Partner’s meetings can be made available, subject to commercial confidentiality – make a written request to Practice Manager	Chargeable
<b>Class 5 – Our policies and procedures</b> (Current written protocols, policies and procedures for delivering our services and responsibilities)		
Policies and procedures about the employment of staff	Written request to Practice Manager	Chargeable
Internal instructions to staff and policies relating to the delivery of services		Chargeable
Equality and diversity policy		Chargeable
Health and safety policy		Chargeable
Complaints procedure (including covering requests for information and operating the publication scheme)		No charge
Records management policies (records retention, destruction and archive)		Chargeable
Data protection policies		Chargeable
Policies and procedures for handling requests for information		Chargeable
Patients’ charter	Practice Leaflet (see below)	No charge

Information to be published	How the information can be obtained	Cost
<b>Class 6 – Lists and Registers</b>	We do not hold any information in this class.	
<b>Class 7 – The services we offer</b>		
The services provided under contract to the NHS	Practice Leaflet (see below)	No charge
Charges for any of these services		
Out of hours arrangements		
Information leaflets	In person, at surgery	No charge

## Obtaining a Practice Leaflet

We will be pleased to provide a copy of our practice leaflet, which can be

- Collected from the surgery
- Requested by post (send your request to:  
Jubilee Medical Centre,  
52 Croxteth Hall Lane,  
LIVERPOOL  
L11 4UG  
You must enclose a large, stamped, self-addressed envelope)
- Downloaded from: [www.jubileemedicalcentre.nhs.uk](http://www.jubileemedicalcentre.nhs.uk)

## Charges

Where an item is shown as 'Chargeable', there will be a £25 administration fee, to cover the cost of identifying and the specific policies requested. There will also be a copying charge of 35p/sheet. We will issue an invoice for the provision of documentation. Invoices must be paid in full before documents will be released. Where information is not held by the practice, we will try to obtain and pass on appropriate contact details. In the event of any cost being incurred by the practice, we will pass this on to the requester.