

Information available from Allport Surgery under the Freedom of Information Act model publication scheme

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

Information to be published	How the information can be obtained	Cost															
<p>Doctors in the practice</p> <p>Dr Heather Walton Dr Jane Brocki Dr Peter McLaren</p>	<p>Website Patient Handbook Practice</p>																
<p>Contact details for the Practice</p> <p>Practice Manager Allport Surgery 43 Bridle Road Bromborough Wirral CH62 6EE</p> <p>Tel: 0151 328 5630 Email: WICCG.AllportSurgery@nhs.net Fax: 0151 328 5635 Website: www.allportsurgery.nhs.uk</p>	<p>Contacting the Practice Manager</p>																
<p>Opening hours</p> <table border="1" data-bbox="190 1182 1030 1362"> <tbody> <tr> <td>Monday</td> <td>08:30</td> <td>18:30</td> </tr> <tr> <td>Tuesday</td> <td>08:30</td> <td>18:30*</td> </tr> <tr> <td>Wednesday</td> <td>08:30</td> <td>18:30</td> </tr> <tr> <td>Thursday</td> <td>08:30</td> <td>18:30*</td> </tr> <tr> <td>Friday</td> <td>08:30</td> <td>18:30</td> </tr> </tbody> </table> <p>We are open on a rota of two Tuesdays and a Thursday evening for extended hours service. Appointments for</p>	Monday	08:30	18:30	Tuesday	08:30	18:30*	Wednesday	08:30	18:30	Thursday	08:30	18:30*	Friday	08:30	18:30	<p>Telephoning the practice Website Patient handbook</p>	
Monday	08:30	18:30															
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these sessions can be booked in advance.		
<p>Other staffing details</p> <p>Practice Manager x 1 Practice Nurse x 1 Health Care Assistant x 1 Office Manager & Secretary x 1 Office Admin x 2 Reception Manager x 2 Receptionists x 3</p>		
<p>How Much Does Information Cost?</p> <p>Some information is available free, but there may be a charge for other information. The charges will vary according to how information is made available.</p> <p>a – Website: free of charge, although any charges for the Internet Service Provider (ISP) and personal printing costs would have to be met by the individual</p> <p>For those without internet access, a single print out as per the website would be available by post from the Practice Manager or by personal application at Allport Surgery. However, requests for multiple printouts or for archived copies of documents, which are no longer accessible or available on the web, may attract a charge for retrieval, photocopy, postage etc. We will inform you of any cost/charges in advance. We cannot provide printouts of information from other organisation's websites unless requested by your GP on clinical grounds.</p> <p>b – Leaflets and Handbooks: free of charge, including services we offer to our patient population.</p> <p>c – Email free of charge</p> <p>The information within each class is downloadable from the practice website or available in hard copy from Allport Surgery.</p> <p>If you have any questions, comments, feedback, complaint about the operation of the Publication Scheme, or how we deal with your request for information from the scheme, please contact:</p> <p>Practice Manager Allport Surgery 43 Bridle Road</p>		

<p>Bromborough Wirral CH62 6EE</p> <p>Some information will be withheld including personal, confidential information about individuals, that is protected by the Data Protection Act 1998.</p> <p>Patients are entitled to access their clinical records or any other personal information held about them. Please put your request in writing to the Practice Manager at the address above.</p>		
<p>Class 2 – What we spend and how we spend it (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit)</p> <p>Current and previous financial year as a minimum</p> <p>DR Walton and partners receive finance from the Department of Health via NHS England, Wirral Clinical Commissioning Group</p>	<p>Upon request to the Practice Manager</p>	
<p>Total cost to the CCG/LHB/HSSB of our contracted services.</p>	<p>Upon request to the Practice Manager</p>	
<p>NHS income is audited in several ways using software and annual inspections by a Lay Assessor, Officers from the Clinical Commissioning Group and audit checks by Mersey Internal Audit Assessors (MIAA)</p>		
<p>Class 3 – What our priorities are and how we are doing</p> <p style="text-align: center;">Our mission statement:</p> <p style="text-align: center;"><i>To develop and improve the delivery of primary health care and to achieve excellence within an ever changing and demanding climate. To be efficient and effective and to value our patients and staff to ensure they are cared for within a friendly environment by professional, competent and motivated staff</i></p> <ul style="list-style-type: none"> The Practice works closely with its patient group (PPG). The PPG undertake an annual survey of patients from which an action plan is written. The PPG meet with the Practice Manager meet every 6 weeks to discuss performance etc. 	<p>EGP website – PPG section</p> <p>CQC website</p>	

<ul style="list-style-type: none"> • The Practice have registered with CQC and as such have to comply with certain performance indicators. Information in this regard can be obtained CQC website. We will be inspected by the Care Quality Commission on a regular basis • The Practice provide a number of Direct Enhanced Services (DES) and Local Enhanced Services (LES) in order to provide it's patients with a range of checks, clinics and support for a range of chronic diseases in an attempt to educate, support, treat and prevent diseases • We hold an annual business meeting with all GPs, Lead Nurse, Practice Manager to discuss our 5 year strategy and revisit actions from previous years 		
<p>Class 4 – How we make decisions (Decision making processes and records of decisions)</p> <ul style="list-style-type: none"> • In line with NHS Directives • In line with CCG local priorities • In line with NICE guidelines • In line with NHS England directives • Practice meeting with staff • Meetings with the Medicines Management Team • GP Forums (monthly) 	Practice Manager	
Records of decisions made in the practice affecting the provision of NHS services	Practice Manager	
<p>Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities)</p> <p>A large number of policies categorised between general policies, staff policies, patient policies and health and safety policies, which include:</p> <ul style="list-style-type: none"> • Equality and Diversity • Health and Safety • Patient Handbook • Staff Handbook • Complaints Procedure • Records Management Policy • Freedom of Information Policy • Patients Charter • Data Protection Policy 	Written and electronic versions of policy upon request to Practice Manager and via website	

<ul style="list-style-type: none"> • Safeguarding Adults and Children • Patient Dignity and Respect • Being Open <p>as well as a number of:</p> <ul style="list-style-type: none"> • Internal instructions to staff via protocols and written processes 		
<p>Class 6 – Lists and Registers</p> <p>Currently maintained lists and registers only</p>	None held	
<p>Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public)</p>		
<p>Examples of non-NHS Services for which GPs can charge</p> <ul style="list-style-type: none"> • Certain travel vaccinations • Private Medical reports • Holiday cancellation forms • Letters requested by, or on behalf of, the patient • Non-nhs medical examinations for occupational reasons • Access to notes • Fitness to drive reports • Seatbelt exemptions • Childminder Ofsted health form • Solicitors Access to records • Private sick note • Private prescription • Health Club/Gym letters • Personal letters 	Practice Manager Patient Handbook Reception	
<p>The services provided under contract to the NHS</p> <p>The practice provide a range of services including:</p> <ul style="list-style-type: none"> • A full range of medical services • Baby clinics including immunisations and vaccinations 	Practice Manager Patient Handbook Website	No charge

<ul style="list-style-type: none"> • Midwifery services and post natal checks • Sexual health services including cervical cytology, contraception advice. • Child Health Surveillance • Travel advice and vaccinations (some holiday (non NHS) vaccinations incur a fee) • Chronic disease management clinics • Minor Surgery • Joint injections • Phlebotomy • Ear syringing • Wart removal 		
Information leaflets	Website and available from the practice	
<p>Out of hours arrangements</p> <p>Out of hours is provided by Wirral GP Out of Hours service after 6.30 p.m. weekdays and before 8.00 a.m Weekends and Bank Holidays. The number for GP Out of Hours is 0151 678 8496</p>	On telephone system, website, patient handbook	