

The North Chelmsford NHS Healthcare Centre NHS Freedom of Information Publication

Welcome to The North Chelmsford NHS Healthcare Centre General Practitioner's Scheme. This is a guide to the General Practitioners who practice together within the partnership publication scheme as required by the Freedom of Information Act 2000.

Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by The North Chelmsford NHS Healthcare Centre; it is a description of the information about our General Practitioners and Practice, which we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

How much will it Cost?

Whilst the publication scheme is free of charge there may be a cost to producing copies of the surgeries policies and procedures, upon request. These costs are stated later in this publication

How is the Information Made Available?

The information within each Class is made available on the surgery website: <http://www.nchc.gpsurgery.net> or in hard copy, upon personal application from Mr David Shedden, Practice Manager.

Your Rights to Information

In addition to accessing the information identified in the publication Scheme, you are entitled to request information about The North Chelmsford General Practice under the NHS Openness Code 1995.

The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.

From January 1st 2005 it obliges the Practice to respond to requests about information that it holds, and is recorded in any format and it will create a right of access to that information. These rights are subject to some exemptions, which have to be taken into consideration before deciding what information it can release.

New environmental information regulations were introduced in 2003. These enabled similar access to environmental information as under the Freedom of Information Act 2000

Under the Data Protection Act 1988, you are also entitled to access your clinical records or any other personal information held about you and you can contact Mr David Shedden, the Practice Manager, at the Surgery, to be guided as to how you may do this.

Feedback

If you have any comments about the operation of the Publication Scheme, or how we have dealt with your request for information from the Scheme, please write to Mr David Shedden, Practice Manager, at the Surgery.

CLASSES OF INFORMATION

All information at The North Chelmsford NHS Healthcare Centre is, held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information, which can be legitimately withheld under the exemptions set out in the NHS Openness Code of Freedom of Information Act 2000. Where individual Classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all Classes within the Publication Scheme. The information on this Scheme is grouped into the following broad categories:

- [Who we Are](#)
- [Regular Publications for the Public](#)
- [Useful Resources](#)
- [Our Policies and Procedures](#)
- [Our Services](#)
- [Financial & Funding Information](#)
- [Complaints](#)
- [This Publication Scheme](#)

Who we Are

NHS England commissions health services for over 300,000 people living in Mid Essex. They commission and monitor 50 GP surgeries. A list of these surgeries is available on the NHS choices website:

<http://www.nhs.uk/ServiceDirectories/Pages/ServiceSearch.aspx>

The North Chelmsford NHS Healthcare Centre General Practice provides general medical services for the geographical area of Chelmsford and surrounding villages. A detailed list of the area covered by the practice is listed in the 'Information for Patients' booklet available from Reception

The Practice was formed in 2015.

The following Doctors work in the Practice:

Partners: Dr Abidhar Prasad
Dr Geetu Khalsa

The Practice Team:

The Practice Manager is David Shedden. He is happy to help you with any business and administrative issues or problems in the Practice, or any other non-medical aspect of your health care.

We have a valued complement of nursing and administrative staff employed by the practice.

A full list of nursing staff is listed in the 'Information for Patients' leaflet, available from Reception, on our page on the NHS Choices website or on our own website:

<http://www.nchc.gpsurgery.net>

The practice adheres to the General Medical Services contract with Mid Essex NHS.

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

Regular Publications for the Public

The practice has an up to date booklet available in Reception entitled 'Information for Patients'. This booklet provides information about the Doctors and staff who work at the surgery and the services we offer.

Other information is available on the practice notice boards and display tables in the waiting areas. We also produce a quarterly newsletter which is available from 3 dispensers in the public areas of the surgery.

Useful Resources

Web sites:

www.informationcommissioner.gov.uk

This is the web site of the Information Commissioner.

www.lcd.gov.uk

This is the web site of the Lord Chancellor's Department.

www.foi.nhs.uk

This is the NHS Freedom of Information web site Primary Care Trust web site.

Our Policies and Procedures

General policies and procedures in use within the practice include, but are not restricted to:

- Data Protection
- Prescribing
- Zero Tolerance
- Health & Safety
- Complaints
- Infection Control

All policies and procedures are available for viewing, upon request in writing, to Mr David Shedden, Practice Manager, at the surgery

Our Services

We offer:

Good car parking

Telephone/ online prescription ordering

Disabled access

In addition to routine and emergency services, we offer the following range of services under contract to the NHS:

New patient examinations

Childhood developmental checks and immunisations

Disease management services including asthma, diabetes, hypertension and coronary heart disease

Travel and other immunisations

Cervical Cytology

Maternity Medical Services

Contraceptive Services

Minor Surgery

Anticoagulant Service

When the surgery is closed 'Out of Hours Care' for urgent medical services is provided by an 'Out of Hours' service arranged by NHS based in Chelmsford.

Accidents and emergencies occurring outside surgery hours should be directed to either the Mid Essex Hospital Trust at Broomfield or Colchester University Hospital Foundation NHS Trust.

Financial & Funding Information

The North Chelmsford NHS Healthcare Centre General Practice receives money from NHS England LAT according to its contract for national Alternative Provider Medical Services in exchange for services provided for patients.

The Surgery has been in operation for less than a year and does not have a figure for total income received from the NHS **before expenses.**

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.

Complaints

If you have a complaint or concerns about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a complaints procedure as part of the NHS system. Our complaints system meets national criteria.

A copy of our practice complaints procedure is available from on the website

This Publication Scheme

Any requests regarding our information management policies generally in the practice should be directed to Mr David Shedden, Practice Manager, at the surgery

In some cases there will be charges made to cover the costs of copying, printing, stamped addressed envelopes and the administrative costs involved in so doing.

Copies of medical records can be obtained from the surgery. The charges are £10 for a computer printout and £50 for notes photocopied from paper records and a computer printout.