

Under the Freedom of Information Act 2000 all public authorities are required to have and operate a publication scheme approved by the Information Commissioner. Doctors providing medical services under most contracts with the NHS in England, Wales and Northern Ireland are public authorities in respect of information relating to those services.

## **Information available from Phoenix Surgery *providing medical services under contract to the NHS*) 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.

<b>Information to be published</b>	<b>How the information can be obtained</b>	<b>Cost</b>
<p><b>Class1 - Who we are and what we do</b></p> <p>Phoenix Surgery is part of the Gloucestershire PCT and provides general medical services under contract to the NHS. The Practice has approximately 11,500 patients who live within the boundaries of the Practice.</p> <p>The Practice operates out of 4 sites in and around Cirencester in Gloucestershire. The sites are as follows:</p> <ol style="list-style-type: none"> <li>1. Phoenix Surgery, 9 Chesterton Lane, CIRENCESTER, Glos, GL7 1XG.</li> <li>2. South Cerney Surgery, Clarks Hay, CIRENCESTER, Glos, GL7.5UA</li> <li>3. Kemble Surgery, Church Road, Kemble, CIRENCESTER, Glos. GL7 6AE</li> <li>4. Royal Agricultural College, Stroud Road, CIRENCESTER, Glos. GL7 6JS</li> </ol>	<p>Practice Booklet which is available from each surgery.</p> <p>The surgery web-site on <a href="http://www.thephoenixsurgery.co.uk">www.thephoenixsurgery.co.uk</a></p>	<p>Nil</p> <p>Nil</p>

<p><b><u>Contact details for the practice</u></b></p> <p><b><u>Main Surgery</u></b></p> <p><b>Practice Manager</b> – Mrs Gillie Roberts She can be contacted on (01285) 652056.</p> <p>Appointments, Home Visits and Out of Hours Telephone (01285) 652056  Prescriptions can be ordered via the surgery web-site  <a href="http://www.thephoenixsurgery.co.uk">www.thephoenixsurgery.co.uk</a></p> <p><b><u>Branch Surgeries</u></b></p> <p>South Cerney Telephone (01285) 862112  Kemble Telephone (01285) 770640  Royal Agricultural College (01285) 652531</p>		
<p><b>Opening hours of the main surgery</b></p> <p>Monday 8.30 am – 6.30 pm  Tuesday 8.30 am – 6.30 pm  Wednesday 8.30 am – 6.30 pm  Thursday 8.30 am – 6.30 pm  Friday 8.30 am – 6.30 pm  Saturday CLOSED  Sunday CLOSED</p> <p>Additional pre-booked appointments are available at times outside the surgery's core opening times.</p> <p><b>The opening hours of the branch surgeries</b> are detailed in the Practice booklet.</p>	<p>The surgery web-site on  <a href="http://www.thephoenixsurgery.co.uk">www.thephoenixsurgery.co.uk</a>  and in the Practice booklet.</p>	

## **Other staffing details**

### **Practice Nurses**

Health Visitors for older people – Annabel McEune and Tracey Lear.  
Asthma specialist nurses – Mary Donkin and Sarah Beasley.  
Diabetes specialist nurses – Annabel McEune and Lynda Harking.  
Heart disease and hypertension specialist nurse – Lynn Adlington.  
Smoking cessation specialist nurse – Sarah Beasley  
Treatment Room Nurse – Jill Davies.  
Health Care Assistant – Teresa Sidley.

### **Ancillary Staff**

A team of receptionists, administrators, medical secretaries are based at the main surgery.

Community District Nurses are based at the surgery in Cirencester. Community Midwives visit the surgery and hold weekly ante-natal clinics. Community Health Visitors can be contacted on 08454 228922.

Complementary Practitioners eg an osteopath , an acupuncturist and a chiroprapist all see patients in the main surgery.

South Cerney and Kemble surgeries are staffed by a regular team of receptionists. The receptionists at Kemble are trained dispensers and dispense medication to patients at that surgery. The Royal Agriculture College surgery is staffed by Sarah Beasley who also carries out routine treatment room work at the College. GP surgeries are held at the branch surgeries Mon- Fri each week. See the Practice Booklet for details of surgery times.

The surgery web-site on [www.thephoenixsurgery.co.uk](http://www.thephoenixsurgery.co.uk) and in the Practice booklet.

<p><b>Class 2 – What we spend and how we spend it</b></p>		
<p>Phoenix Surgery receives funding from the Gloucestershire Primary Care Trust according to its contract with the Trust in exchange for services provided to their patients.</p> <p>The income covers the following costs</p> <ul style="list-style-type: none"> <li>• Maintenance of surgery buildings</li> <li>• Providing necessary medical equipment.</li> <li>• Staff salaries</li> <li>• Staff Training</li> <li>• Heating and light</li> <li>• Office expenses</li> <li>• Computer expenses</li> </ul> <p>Information regarding the finances of the Practice is confidential and is not available for general release.</p>		
<p><b>Class 3 – What our priorities are and how we are doing</b></p>		
<p><b>Plans for the development and provision of NHS services</b></p>		
<p>Long-term Conditions Clinics  Development of the nursing team  Continued expansion of the Practice.  Develop the branch at South Cerney</p>		

## **Class 4 – How we make decisions**

The Partners at Phoenix Surgery meet once a week to discuss and make decisions regarding non-clinical issues. Minutes are taken at these meetings and action points allocated to appropriate partners and staff. At each weekly meeting the minutes of the previous week's meeting are reviewed. Any action points which have yet to be completed are carried forward to the next meeting for further review.

There is a monthly meeting of the whole Primary Health Care Team (GP's, Practice Nurses, Health Visitors and District Nurses). At these meetings clinical issues are discussed and decisions made. Clinical reviews of the more seriously ill patients also take place. Minutes of these meetings are taken and action points made and reviewed at the following meeting until fully completed.

Each year the Partners meet to discuss and plan the development of the Practice for the following year. Partners are allocated a particular area of responsibility for the coming year. e.g. I M & T, Finance, Research, Staff etc. The Partners report on their particular area at a Quarterly Meeting with the other Partners. Minutes are taken and action points made.

The other clinical and non-clinical teams of staff also hold regular meetings at which minutes are taken and decisions reported back to the Partners.

<b>Class 5 – Our policies and procedures</b>		
Policies and procedures about the employment of staff		
Internal instructions to staff and policies relating to the delivery of services		
Equal Opportunities policy		
Health and safety policy		
Complaints procedures (including those covering requests for information and operating the publication scheme)		
Records management policies (records retention, destruction and archive)		
Data protection policies		
Policies and procedures for handling requests for information		
Patients' charter		
Violence and Aggression		
Information Sharing		
Child Protection		
Child Immunisation		
Disciplinary and Grievance		
Controlled Drugs		

<p><b>Class 6 – Lists and Registers</b></p> <p><b>Currently maintained lists and registers only</b></p> <p>The register of patients is stored on a clinical computer system. Clinical information is constantly being added to the system. Personal details are kept up-to-date with any changes of name or address.</p> <p>Chronic Disease registers are constructed from the data on the clinical system. The maintenance of such registers ensures that patients with chronic diseases can be invited for regular reviews and any patients who do not attend the surgery for review can be identified. Anonymous data regarding these chronic disease registers is shared with the PCT.</p>		
<p><b>Any publicly available register or list</b></p> <p>None held.</p>		

<p><b>Class 7 – The services we offer</b>  <b>(Information about the services we offer, including leaflets, guidance and newsletters produced for the public)</b></p>		
<p>The services provided under contract to the NHS</p> <ul style="list-style-type: none"> <li>• A full range of general medical services</li> <li>• Child Health surveillance</li> <li>• Elderly Health surveillance and the Staywell Scheme for the over 75's</li> <li>• Contraceptive Services</li> <li>• Minor Surgery</li> <li>• Diabetic Clinics</li> <li>• Asthma and COPD Clinics</li> <li>• CHD clinics</li> <li>• Long Term Condition Clinics</li> <li>• Ante-natal Clinics</li> <li>• Young Persons Drop-in Clinic</li> </ul>		
<p><b>Charges for any of these services</b></p> <p>There are no charges for any of the above NHS services.</p> <p>The Practice offers non-NHS services for which patients or third parties are charged. These include Travel Immunisations, prophylactic travel medication, private medicals, insurance claims and passport signatures. The current list of charges is available on request from the Practice Manager.</p> <p>Complementary Practitioners, an osteopath, a chiropodist and an acupuncturist, charge patients for their services. The Phoenix Surgery Charitable Trust subsidises these services.</p>		

<p><b>Information leaflets</b></p> <p>Information about the Practice is available in the Practice booklet which is available from the surgery and the Practice web-site  <a href="http://www.the.phoenixsurgery.co.uk">www.the.phoenixsurgery.co.uk</a></p> <p>Leaflets giving health promotion advice and information on specific medical conditions are on display in the surgeries.</p> <p>Leaflets giving statutory information such as self-certification, exemption from prescription charges etc are also available from the surgeries.</p>	<p><a href="http://www.thephoenixsurgery.co.uk">www.thephoenixsurgery.co.uk</a></p> <p>or the Practice booklet.</p>	
<p><b>Out of hours arrangements</b></p> <p>Out of hours cover is provided by the GP Out-of-Hours service which operates between 18.30 – 08.00 hrs on weekdays and all day Saturday, Sunday and Bank Holiday. Patients contact the surgery on the usual number and their call is automatically transferred to the OOH service.</p>		