

Model Publication Scheme 2009

**VICTORIA PRACTICE, ALDERSHOT, GU11 1AY**

Information available from:

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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  |
|---|--|-------|
| <b>Class 1 – Who we are and what we do</b><br>This will be current information only. Some information may be withheld, including personal, confidential information about individuals, which is protected by the Data Protection Act 1998.  | Hard copy<br>e-mail<br>Practice website:<br><a href="http://www.victoriapractice.co.uk">www.victoriapractice.co.uk</a><br>NHS Choices website:<br><a href="http://www.nhs.uk/Pages/HomePage.aspx">www.nhs.uk/Pages/HomePage.aspx</a> | £ nil |
| Doctors in the practice   | As above   | £ nil |
| Other staffing details  | As above   | £ nil |
| Contact Details:<br>Victoria Practice, Aldershot Centre for Health, Hospital Hill,<br>ALDERSHOT, GU11 1AY<br>Tel: (01252) 335455; Fax: (01252) 335446<br>e-mail: <a href="mailto:david.giles@nhs.net">david.giles@nhs.net</a> ; website: <a href="http://www.victoriapractice.co.uk">www.victoriapractice.co.uk</a> |  |       |
| Opening Hours   | As above   | £ nil |

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| <p><b>Class 2 – What we spend and how we spend it</b></p> <p>Victoria Practice receives payments from Hampshire Primary Care Trust (PCT) under the terms of a Personal Medical Services contract in exchange for which we provide a range of services to our registered patients. The total cost to the NHS of our services can be obtained on application to the PCT.</p> <p>The annual statutory accounts for the Victoria Practice partnership are filed at Companies House and are available on payment of the appropriate fee.</p>  | <p><b>NHS Hampshire</b>, Omega House, 112 Southampton Road, EASTLEIGH SO50 5PB. Tel: 0238 062 7444, Fax: 0238 064 4789</p> <p><b>Companies House</b>, Crown way, Maindy, CARDIFF, CF14 3UZ</p> | <p>Not known</p> <p>Not known</p> |
| <p><b>Class 3 – What our priorities are and how are we doing</b></p> <p>Our primary aim is to provide all our patients with excellence in clinical care and ease of access to a suitably qualified clinician. We regularly monitor our performance against a wide range of quality criteria. The results of this monitoring are held in a public database that can be accessed via the internet.</p>   | <p>The NHS Information Centre:<br/><a href="http://www.gof.ic.nhs.uk">www.gof.ic.nhs.uk</a></p>  | <p>£ nil</p>                      |
| <p><b>Class 4 – How do we make decisions</b></p> <p>We hold regular senior management meetings, which are attended by the partners and the practice manager to develop and review practice policy, aims and objectives. At least once every two months a meeting of all the clinical staff reviews current issues and opportunities.</p> <p>We hold regular practice meetings with all staff present with the aim of improving the service we offer to our patients.</p> <p>Any decisions directly affecting the range and availability of services we offer are published on our practice website. This will be current information only.</p> | <p>Practice website:<br/><a href="http://www.victoriapractice.co.uk">www.victoriapractice.co.uk</a></p>  | <p>£ nil</p>                      |

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|--|--|--------------|
| <p><b>Class 5 – Our policies and procedures</b></p> <p>We hold a comprehensive range of documented protocols, policies and procedures which include the following:</p> <ul style="list-style-type: none"> <li>• Policies and procedures about the employment of staff</li> <li>• Internal instructions to staff and policies relating to the delivery of services</li> <li>• Equality and Diversity policies</li> <li>• Health and Safety policies</li> <li>• Complaints procedure (including those covering requests for information and the operation of the publication scheme)</li> <li>• Data Protection policies (including Access to Medical Records)</li> <li>• Patients Charter</li> </ul> <p>This will relate to current information only.</p> | <p>Available in hard copy or e-mail format on application to the Practice Manager, David GILES, <a href="mailto:david.giles@nhs.net">david.giles@nhs.net</a></p> | <p>£ nil</p> |
| <p><b>Class 6 – Lists and Registers</b></p> <p>We do not hold any publicly available registers or lists</p>  |  |              |
| <p><b>Class 7 – The services we offer</b></p> <p>We offer a comprehensive range of medical services under contract to the NHS. Full details of our services, a practice brochure, a list of any chargeable services and details of arrangements for Out of Hours Cover are available from the practice website, at our Reception in the Aldershot Centre for Health or by contacting the Practice Manger, David GILES at the above address. This will relate to current information only.</p>  | <p>Hard copy<br/>e-mail<br/>Practice website:<br/><a href="http://www.victoriapractice.co.uk">www.victoriapractice.co.uk</a></p>                                 | <p>£ nil</p> |