

Information available from Hightown Village 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.

Class 1 – Who we are and what we do		
Information to be published	How the information can be obtained	Cost
Organisational information, structures, locations and contacts	The practice website https://www.hightownvillagegp.nhs.uk/ and practice information leaflet	Free
Doctors in the practice	Primary Care 24 (Merseyside) Ltd (PC24) is a provider at scale, operating 8 GP practices over 12 practice locations. Our doctors may work across several sites. Our Medical Director is Dr Mary Ryan, based at our Wavertree headquarters. Clinical lead for our GP practices is Dr Daniel Ellis	Free
Contact details for the practice (named contacts with telephone numbers and email addresses)	As above	Free
Opening hours	As above	Free
Other staffing details	By application to the practice specifying the information requested. Personal details relating to staff are not disclosed	Free
Details of meetings with pharmaceutical companies and other medical suppliers	There is a contract in place across all PC24 practices with Novartis to support the provision of specialist cardiology nursing. There are no other contractual relationships with pharma or medical supplier companies other than in a customer/supplier relationship	Free

Class 2 – What we spend and how we spend it

Information to be published	How the information can be obtained	Cost
Financial information: Details on NHS funding received by the practice. Details on NHS/HSC funding received by the practice – as much information as possible, in as much detail as possible Audit of NHS/HSC income Details of expenditure items over £10,000 – published at least annually but at a more frequent interval where practical List and value of contracts awarded by the practice, as a minimum for contracts that are of sufficient size to have gone through a formal tendering process Staff allowances and expenses incurred or claimed, with totals paid to senior staff members by references to categories	PC24 is contracted to provide general medical services to patients in South Sefton under contracts with Cheshire & Merseyside ICB. The income received and expenditure incurred is available in our audited annual financial statements which can be obtained from the Financial Conduct Authority website. Our Annual Report includes a summary of financial performance and is available on the website https://primarycare24.org.uk/ . As a provider at scale, expenditure is not recorded practice by practice. More detailed information 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 Practices' affairs. The practice did not award any contracts through formal tendering processes. No general expenses are paid to practice staff. All staff are employed on locally negotiated pay. Specific details of individual salaries and conditions of service are confidential to the employees concerned.	Free information from website FCA may charge for accounts download
Declaration of GPs' NHS/HSC income.	The practice website	Free

Class 3 – What our priorities are and how we are doing

Information to be published	How the information can be obtained	Cost
Strategies and plans, performance indicators, audits, inspections and reviews	Our practice strategy is informed by the overall strategy for PC24. Further information is available from the Annual Report. <i>To deliver the best quality healthcare to the communities we serve, by being the employer of choice in 24-hour Primary Care.</i> The Practice is inspected regularly by the Care Quality Commission and their latest report is available on their website and also on the Practice website. Comments and reviews of the practice are shown both on the practice website and NHS Choices.	Website information free

Plans for the development and provision of NHS services	Annual Report available on the website	Free online
Performance data, including performance against targets	The practice works to the national Quality & Outcomes Framework (QOF) and details of the practice performance can be obtained at: https://digital.nhs.uk/services/quality-and-outcomes-framework-qof-online-database Performance of the practice in respect of other published information will also appear on our page at NHS Choices. www.nhschoices.nhs.uk	Free online

Class 4 – How we make decisions

Information to be published	How the information can be obtained	Cost
Decision-making processes and records of decisions Current and previous year as a minimum	PC24 is a Mutual Society registered with the Financial Conduct Authority. Decisions are made by the Board of Directors which includes both Executive and Non-Executive members. Any decisions affecting individual practices will be published on the practice website. Our Board minutes and papers are confidential and so not posted for public view. However, the Board will provide key information updates as and when appropriate via News items on the website or communications to our staff teams.	Website information free
Records of decisions made in the practice affecting the provision of NHS services	Decisions affecting the provision of NHS services at individual practices usually involve local consultation and will be published on the practice website or through News items on the PC24 website.	Website information free

Class 5 – Our policies and procedures

Information to be published	How the information can be obtained	Cost
Current written protocols, policies and procedures for delivering our services and responsibilities	On application detailing the information required.	*
Policies and procedures about customer service	On application detailing the information required	*
Internal instructions to staff and policies relating to the delivery of services	On application detailing the information required	*
Policies and procedures about the recruitment and employment of staff	On application detailing the information required	*
Equality and diversity policy	On application detailing the information required	*

Health and safety policy	On application detailing the information required	*
Complaints procedures (including those covering requests for information and operating the publication scheme)	On application detailing the information required and leaflets available in hard copy from reception	*
Records management policies (records retention, destruction and archive)	On application detailing the information required	*
Data protection policies	On application detailing the information required	*
Policies and procedures for handling requests for information	On application detailing the information required	*
Class 6 – Lists and registers		
Information to be published	How the information can be obtained	Cost
Lists and Registers	None held	Free
Class 7 – The services we offer		
Information to be published	How the information can be obtained	Cost
Information about the services we offer, including leaflets, guidance and newsletters produced for the public	See our Annual report and information available on the practice website or by visiting the Practice to collect printed information	Free
The services provided under contract to the NHS	Available on the practice, NHS Choices and the CQC websites	Free
Charges for any of these services	On application	Free
Information leaflets	Available by visiting the practice	Free
Out-of-hours arrangements	Out of hours cover is provided by Primary Care 24 under a separate contract. Please contact NHS111 in the event that you require services between 6.30pm and 8 am Monday to Friday, over the weekend or on bank holidays	Free

Charges: * actual cost of copying plus postage if documents are not collected in person.