Freedom of Information Act (FOI): Model Publication Scheme

This document complies with the requirements of the Information Commissioner's Model Publication Scheme for *(Company or Practice Name)* in accordance with the Freedom of Information Act 2000 and fulfils the obligations on opticians' practices under the Act.

Introduction

This is a complete guide to the information routinely made available to the public by *(Company or Practice Name).* It is a description of the information about our NHS services that we make publicly available. It will be reviewed at regular intervals.

How is the information made available?

The information within each Class is available in hard copy from:

(Contact Address)

or can be printed from this website.

This guide information

We will publish any changes we make to this guide or relevant information. We will also publish any proposed changes or additions to publications already available.

Cost of Information

For the most part, we will only charge for hard copies, or copies onto media. Charges are as follows and will be reviewed regularly.

- Accessed from our website – free of charge *(remove if you do not have a website)*
- Single hard copies – free of charge
- As the Freedom of Information Act applies to the provision of information, a request for multiple hard copies does not fall within the provisions of the Act and will attract a charge for retrieval, photocopying and postage. We will inform you of the cost of these charges that will have to be paid in advance.
- E-mail will be free of charge. *(remove if you do not have e-mail)*

Your Rights to Information

- The Freedom of Information Act 2000 is designed to promote openness and accountability amongst all organisations that receive public money.

- Like all NHS contractors, since 1 January 2005 there has been a FOI obligation on optical practices to respond to requests about the NHS related information that they hold, and a right of access to that information has been established in law.

- These rights are subject to exemptions (see below) that have to be taken into consideration before releasing information.

- In addition to accessing the information identified in this guide, you are entitled to request information about our NHS services under the NHS Openness Code 1995.

- Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you and you can contact any practice where your records are held to 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:

(Contact Address)

Classes of Information

All NHS information at *(Company or Practice Name)* is held, retained and destroyed within NHS guidelines. Our commitment to publish information excludes any information that can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000, the main reasons being the protection of commercial interests and personal information under the Data Protection Act 1998. This scheme has been written in accordance with those exemptions. The information on this Scheme is grouped into the following categories:

1) Who we are and what we do

- *Company/Practice* background
- List of *stores/practices* including contact phone numbers
- Details of the opticians and optometrists employed in our practices (stores) can be obtained by contacting that practice directly.
- Alternatively, details of all opticians and optometrists registered in the UK are available from the General Optical Council *(if you are putting this onto a web site you can link to registration search)* Tel: 0207 580 3898.
- Company Registration number *(if applicable)*

2) Financial and funding information: what we spend and how we spend it

For every sight test performed on behalf of the NHS the practice receives a set fee, which is fixed nationally. *This practice also carries out the following enhanced services on behalf of the NHS: (list here).* The fees paid by the NHS for each service are available from the practice on request. They include a contribution towards optometrists' and staff salaries, equipment costs and other practice overheads. Information in this class will be published only where it is unlikely adversely to affect the commercial position of the firm or practice

Full details of the company accounts can be found here (link to accounts) Only applicable for companies that publish their accounts

3) Our Priorities

To provide our patients with high quality eye care

4) Decision Making

Any decisions made about the provision of NHS-funded services will be reflected in the services we provide and in the contract(s) held with the *PCT/LHB*.

5) Our policies and procedures

- Complaints
- Data protection **[If available]**
- Health and safety **[If available]**

(links to relevant policy) / They are available on request from (contact address)

Complaints

If you have a complaint about any of our products or services, please do discuss any problems with the manager at the *store/practice* concerned in the first instance. We find that most issues can be put right at this stage.

If the matter cannot be resolved in this way or you are unsatisfied with the response you receive please contact *Customer Services/us on (Phone number).* A full copy of our complaints policy is available on request *or on our website (if you are putting this onto a web site you can link)* and can be found in Class 6.

6) Lists and Registers

We don't keep lists and registers. Our patient records are confidential.

7) The Services We Offer

All (Company name/our practice(s)) provide NHS-funded sight tests for those who are eligible. Patients may also be entitled to NHS vouchers that can be used against the purchase of spectacles or contact lenses as required. To find out if you are eligible for this assistance please click here *(if you are putting this onto a web site you can link to DoH NHS charges) / ask for details in any of our practices*.

The practice also provides the following NHS-funded enhanced services (list here)

Appointments for sight tests can be booked over the phone, (*on-line by emailing e-address*) or by dropping into the practice/one of our practices. *To find the address or phone number of your local practice, please click here (if you are putting this onto a web site you can link to practice list) The addresses and phone number(s of our practice(s) is/are:*

Opening times are……../can vary *between locations*, so please call to confirm.

Regular publications and information for the public

Information about optical and ocular conditions, sight tests, spectacles, and contact lenses, can be found on *(your website link) / a number of websites including* *www.college-optometrists.org*

Some of this information is also available in patient leaflets. These are freely available from all our *practice(s).* To request a set of leaflets by post, please write to:

(Contact Address)

Useful Resources

Websites:

- Information Commissioner
  www.ico.gov.uk
- Ministry of Justice
  http://www.justice.gov.uk/whatwedo/freedomofinformation.htm

Publications:

- NHS Openness Code
  www.doh.gov.uk/nhsexec/codemain.htm
- Freedom of Information Act 2000
  www.hmso.gov.uk/acts/acts2000/20000036.htm

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For HMSO Guidance notes on FOI publication schemes see www.hmso.gov.uk/guides.htm.