

Information available from Drs Parker, Doswell & Wood, Topcliffe Surgery, Thirsk, North Yorkshire (*providing medical services under contract to the NHS*) under the Freedom of Information Act model publication scheme 2009

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 (e.g. hard copy, website)	Cost
<p>Class1 - Who we are and what we do Drs Parker, Doswell & Wood Topcliffe Surgery Long Street Topcliffe Thirsk North Yorkshire YO7 3RP www.topcliffesurgery.co.uk General medical practitioners</p>	<p>Website and hard copy</p>	<p>Free</p>
<p>Doctors in the practice: Dr Charles M Parker Dr Rachel S Doswell Dr Caspar W Wood</p>	<p>Website and hard copy</p>	<p>Free</p>

<p>Contact details for the practice:</p> <p>Stephen Craven Practice Manager Drs Parker, Doswell & Wood Topcliffe Surgery Long Street Topcliffe Thirsk North Yorkshire YO7 3RP</p> <p>Telephone: 01845 577297 E Mail: stephen.craven2@nhs.net Website: www.topcliffesurgery.co.uk</p>	Website and hard copy	Free
<p>Opening hours:</p> <p>The premises are open Monday to Friday (except Thursday) 08:00 to 18:30 with one hour's closure for lunch from 12:30 to 13:30. On Thursday the premises are open 08:00 to 12:30 only.</p> <p>The dispensary is open Monday to Friday (except Thursday) 08:00 to 18:15 with one hour's closure for lunch from 12:30 to 13:30. On Thursday the dispensary is open 08:00 to 12:30 only.</p>	Website and hard copy	Free
<p>Other staffing details:</p> <p>The practice employs 1 Practice Manager, 2 practice nurses, 6 receptionist/dispensers and 1 administration/support member of staff. Staff employed by other NHS bodies, such as local hospital trusts, provide services to our surgery patients. Such staff include community nurses, midwives, health visitors, a primary care mental health nurse and a counsellor.</p>	Website and hard copy	Free

<p>Class 2 – What our priorities are and how we are doing</p> <p>Our priority is to monitor and work towards improving our Quality and Outcomes Framework achievement: The most recent data regarding outcomes is available on request from the Practice Manager.</p>	From the Practice Manager	Free
<p>The surgery plans to maintain the range of services it currently offers. The surgery will continue to work with the Hambleton, Richmondshire & Whitby Clinical Commissioning Group, NHS England and other relevant bodies to maintain and develop services for patients within our locality.</p>	From the Practice Manager	Free
<p>Class 3 – How we make decisions</p> <p>The partners and Practice Manager meet weekly. The partners, Practice Manager and practice staff meet regularly and the meetings are minuted. Meetings with community staff and other NHS bodies or service providers etc are held as circumstances require and are minuted only where appropriate.</p>	From the Practice Manager	Free
<p>Records of decisions made in the practice affecting the provision of NHS services.</p> <p>Consultation is undertaken with the practice Patient Reference Group regarding service provision. Reports, plans and minutes are published on the practice website.</p>	From the Practice Manager Website	Free Free
<p>Class 4 – Our policies and procedures</p> <p>Current written protocols, policies and procedures for delivering practice services and responsibilities are held.</p>	From the Practice Manager	Free
<p>Policies and procedures about the employment of staff</p>	From the Practice Manager	Free
<p>Internal instructions to staff and policies relating to the delivery of services</p>	From the Practice Manager	Free

Equality and diversity policy	From the Practice Manager	Free
Health and safety policy	From the Practice Manager	Free
Complaints procedures (including those covering requests for information and operating the publication scheme)	From the Practice Manager	Free
Records management policies (records retention, destruction and archive)	From the Practice Manager	Free
Data protection policies	From the Practice Manager	Free
Policies and procedures for handling requests for information	From the Practice Manager	Free
Patients' charter	Not held	
Class 5 – Lists and Registers	None held	
Currently maintained lists and registers only		
Any publicly available register or list	None held	
Class 6 – The services we offer	Websites and hard copy	Free
Information about the services the surgery offers, including leaflets, guidance and newsletters produced for the public are available from the surgery in hard copy and from the surgery website in some instances.		
A practice leaflet detailing the services offered by the surgery is available in hard copy. Our services are also displayed on the NHS Choices website.		
The services provided under contract to the NHS include routine consultations, well person checks, chronic disease management, child health surveillance, immunisations and vaccinations, cervical smears, maternity services, family planning services, drug monitoring blood tests, and minor surgery.	Website and hard copy	Free
The practice does not charge for services provided under contract to the NHS.	Website and hard copy	Free

Certain private services, such as private medical reports and examinations, and some travel vaccinations etc may be subject to a charge.		
A practice information leaflet is available. A wide range of health promotion and other information leaflets are also available.	Hard copy	Free
Out of hours arrangements: Hambleton, Richmondshire & Whitby Clinical Commissioning Group is responsible for the provision of out of hours care arrangements between 18:30 to 08:00 Monday to Friday, weekends and public holidays. The surgery telephone lines are diverted direct to the out of hours service when the surgery is closed.	Website and hard copy	Free

March 2019