

## Claypath and University Medical Group

### Information available from Claypath and University Medical Group 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 provider under contract to the National Health Services.

Information to be published	How the information can be obtained (e.g. hard copy, website)	Cost
<p><b>Class 1 - Who we are and what we do</b></p> <p>This publication scheme is a guide to the information routinely made available to the public by the Claypath and University Medical Group.</p> <p>It sets out the information available to the public about the Claypath and University Medical Group and its general practitioners.</p> <p>This guide will be reviewed at regular intervals within the practice to monitor its effectiveness.</p> <p>The practice is part of NHS County Durham and provides services for patients living within the immediate Durham City area.</p> <p>The practice has two surgeries which are located at:</p>	<p>For further details about any of the information in this guide please access the practice website <a href="http://www.claypathdoctors.co.uk">www.claypathdoctors.co.uk</a> or contact Gillian Bevan, General Manager.</p> <p>Please note that a charge may be made to cover the costs of copying, printing, postage, and the administrative costs involved in responding to requests under the Freedom of Information Act. You will be notified of such charges at the time of request.</p>	

<ul style="list-style-type: none"> <li>• Claypath Medical Centre, 26 Gilesgate, Durham DH1 1QW</li> <li>• University Health Centre, Green Lane, Old Elvet, Durham DH1 3 JX</li> </ul> <p>The practice supplies services in accordance with a General Medical Services contract held with County Durham PCT.</p> <p>A full list of local general practices can be found on the PCT website <a href="http://www.countydurham.nhs.uk">www.countydurham.nhs.uk</a></p>		
<p><b>Doctors in the practice</b></p> <p><b>Partners</b> Dr Vikram Maini, Dr Jan Panke, Dr Andrew Kent, Dr Alice Walling, Dr Patricia Flanagan, Dr Helen Marsden, Dr Stephen Whitfield, Dr Stephen Dellar</p> <p><b>Salaried GPs</b> Dr Tim Owen, Dr Meena Mascarenhas, Dr Alexandra Milne, Dr Chi Kuan Lindy Pun, Dr Lorne Frame</p>	<p>Practice leaflet and website <a href="http://www.claypathdoctors.co.uk">www.claypathdoctors.co.uk</a></p>	<p>Free</p>
<p><b>Contact details for the Practice</b></p> <p>The practice can be contacted on the following telephone numbers:</p> <p>Claypath Medical Centre: (0191) 374 6888 University Health Centre: (0191) 386 5081</p>	<p>Practice leaflet and website <a href="http://www.claypathdoctors.co.uk">www.claypathdoctors.co.uk</a></p>	<p>Free</p>

<p>The practice can be contacted on the following fax numbers:</p> <p>Claypath Medical Centre: (0191) 374 6894  University Health Centre: (0191) 375 1099</p> <p>To write to the practice please use the following address: Claypath Medical Centre, 26 Gilesgate, Durham DH1 1QW</p> <p>The practice website address is <a href="http://www.claypathdoctors.co.uk">www.claypathdoctors.co.uk</a></p>		
<p><b>Opening hours</b></p> <p>The practice is open from 8am to 6pm Monday to Friday. The practice offers extended hours beyond these hours for pre-booked appointments. More information can be found on the practice website.</p>	<p>Practice leaflet and website  <a href="http://www.claypathdoctors.co.uk">www.claypathdoctors.co.uk</a></p>	<p>Free</p>
<p><b>Other staffing details</b></p> <p>The full names of the GPs at the practice are listed in the introduction to this publication scheme. The practice also employs:</p> <p>Nurse Practitioners  Practice Nurses  Health Care Assistants  Administration and Reception staff</p>	<p>Practice leaflet and website  <a href="http://www.claypathdoctors.co.uk">www.claypathdoctors.co.uk</a></p>	<p>Free</p>

<p><b>Class 2 - What we spend and how we spend it</b></p> <p>The Claypath and University Medical Group receives money from NHS County Durham in relation to its contract for General Medical Services to provide services for its registered patients.</p> <p>For the value of our GMS Contract with NHS County Durham for 2011/12 please contact the Finance Dept., NHS County Durham.</p> <p>There may be circumstances where material cannot be released because it is confidential or commercial information or the appropriate officer for these purposes, under the Act, has taken the view that it may be prejudicial to the conduct of the practice's affairs.</p>	<p>Finance Department NHS County Durham</p>	
<p><b>Audit of NHS income</b></p> <p>NHS income is audited in several ways using software such as QMAS, MiQuest or other search based audits as requested by NHS County Durham.</p>	<p>Finance Department NHS County Durham</p>	
<p><b>Class 3 - What our priorities are and how we are doing</b> (Strategies and plans, performance indicators, audits, inspections and reviews)</p> <p>Our priority is to provide high quality services as commissioned by NHS County Durham under our GMS Contract.</p> <p>In addition, under the Quality and Outcomes Framework (QOF) we satisfy a range of clinical and administrative performance indicators which are subject to audit and review by the Department of Health and NHS County Durham.</p>	<p>NHS County Durham and</p> <p>Gillian Bevan, General Manager, Claypath and University Medical Group</p>	

<p>The practice provides clinical placement experience for medical students as we believe this enhances educational opportunities and the quality of clinical practice.</p> <p>Plans for the development and provision of NHS services during 2011/12 are to:</p> <ul style="list-style-type: none"> <li>• Maintain our excellent level of care provided to our patients</li> <li>• Provide a variety of appointments to improve access for all our patients</li> <li>• Discuss our priorities and level of service with our Patient Participation Group</li> <li>• Develop a “virtual” Patient Reference Group</li> <li>• Make improvements to our practice website as a result of feedback from our patient groups</li> <li>• Enhance and improve efficiency within the practice resulting in improved patient care</li> </ul>	<p>NHS County Durham and</p> <p>Gillian Bevan, General Manager, Claypath and University Medical Group</p>	
<p><b>Class 4 - How we make decisions</b> (Decision making processes and records of decisions)</p> <ul style="list-style-type: none"> <li>• Practice Meetings with Partners and staff</li> <li>• Meetings with NHS County Durham representatives</li> <li>• GP Led Clinical Commissioning forums</li> <li>• Practice Managers Group</li> <li>• Meetings with Patient Participation Group</li> <li>• Consultation with virtual “Patient Reference Group”</li> <li>• Patient surveys</li> </ul>	<p>Available on request from Gillian Bevan, General Manager, Claypath and University Medical Group</p>	

<p><b>Records of decisions made in the practice affecting the provision of NHS services:</b></p> <p>Increase in access for patients with extended hours</p>		
<p><b>Class 5 - Our policies and procedures</b> (Current written protocols, policies and procedures for delivering our services and responsibilities)</p>		
<p>Policies and procedures about the employment of staff</p>	<p>Available on request from Gillian Bevan, General Manager Claypath and University Medical Group</p>	
<p>Internal instructions to staff and policies relating to the delivery of services</p>		
<p>Health and safety policy</p>		
<p>Complaints procedures (including those covering requests for information and operating the publication scheme) and annual complaints report</p>		
<p>Records management policies (records retention, destruction and archive)</p>		
<p>Data protection policies</p>		
<p>Patients' Charter</p>	<p>Not held</p>	
<p><b>Class 6 - Lists and Registers</b></p>		
<p>Any publicly available register or list</p>	<p>None held</p>	
<p>Chronic Disease Prevalence</p>	<p>NHS County Durham</p>	
<p><b>Class 7 - The services we offer</b> (Information about the services we offer, including leaflets, guidance and newsletters produced for the public)</p>		
<p>The practice has up to date leaflets available in reception and information is provided on the practice website about the doctors and staff who work</p>	<p>Available in the practice or from the practice website</p>	

<p>at the surgery and the services we offer.</p> <p>Other information is available on the practice notice boards and display tables in the waiting areas.</p>	<p><a href="http://www.claypathdoctors.co.uk">www.claypathdoctors.co.uk</a>.</p>	
<p><b>The services provided at the practice are:</b></p> <p>A full range of General Medical Services  Baby Clinic  Cervical Cytology  Child Health Surveillance  Contraceptive services  Disease management clinics  Health promotion clinics (e.g. well man and well woman clinics)  Hypertension clinics  Immunisations  Maternity medical services  Minor surgery services  Minor Illness  Occupational Health Medicals  Physiotherapy  Travel Clinic  Vasectomy Clinic</p>	<p>Practice leaflet and website</p>	
<p><b>Charges for any of these services</b></p> <p>The following may attract an additional fee:</p> <ul style="list-style-type: none"> <li>• Some travel vaccinations (such as Yellow Fever)</li> <li>• Some medicals and reports (such as HGV medicals and insurance reports)</li> <li>• Occupational health services</li> </ul>	<p>Practice posters, Practice website, verbally or in writing depending on timescale</p>	

<p><b>Information leaflets</b></p> <p>Information leaflets on a number of health matters are available on request or from either of our reception areas.</p>	<p>Available in the practice or from the practice website  <a href="http://www.claypathdoctors.co.uk">www.claypathdoctors.co.uk</a>.</p>	
<p><b>Out of hours arrangements</b></p> <p>If you need to contact a doctor for non-emergency medical advice or attention when the surgery is closed please call 111. If necessary your call will be transferred to a clinician at the Out of Hours Centre in Durham who will offer advice, ask you to attend the Out of Hours Centre, or make a home visit, as appropriate.</p>	<p>Practice leaflet, Practice website, and Out of hours telephone message</p>	

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