

The [Data Protection Act 2018](#) controls how your personal information is used by organisations, businesses or the government.

The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR).

Everyone responsible for using personal data has to follow strict rules called 'data protection principles'. They must make sure the information is:

- used fairly, lawfully and transparently
- used for specified, explicit purposes
- used in a way that is adequate, relevant and limited to only what is necessary
- accurate and, where necessary, kept up to date
- kept for no longer than is necessary
- handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage

There is stronger legal protection for more sensitive information, such as:

- race
- ethnic background
- political opinions
- religious beliefs
- trade union membership
- genetics
- biometrics (where used for identification)
- health
- sex life or orientation

There are separate safeguards for personal data relating to criminal convictions and offences.

Your rights

Under the Data Protection Act 2018, you have the right to find out what information the government and other organisations store about you. These include the right to:

- be informed about how your data is being used
- access personal data
- have incorrect data updated
- have data erased
- stop or restrict the processing of your data
- data portability (allowing you to get and reuse your data for different services)
- object to how your data is processed in certain circumstances

You also have rights when an organisation is using your personal data for:

- automated decision-making processes (without human involvement)
- profiling, for example to predict your behaviour or interests

Underwood Surgery Publication Scheme

Welcome to the Underwood Surgery General Practitioner Publication Scheme. This is a guide to the General Practitioners (who practice together) within the partnership practice Publication Scheme as required by the Freedom of Information Act 2018.

Part I: Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by the partners at the practice Dr Robin Hollands, Dr Mark Jackson, Dr Kate Philpot, Dr Alexis Wain and Dr Justin Forbes; Dr Ann Murphy, Dr Jennifer Hollands, Dr Tabitha Winniffrith and Dr Hayley White are salaried GPs at the surgery. It is a description of the information about our General Practitioners and Practice which we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

How much does it cost?

The publications are all free unless otherwise indicated

How is the information made available?

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

Fred Whalley

Underwood Surgery

139 St Georges Road

Cheltenham

Glos

GL50 3EQ

Tel: 01242 580644

Your rights to information

In addition to accessing the information identified in the Publication Scheme you are entitled to request information about Underwood Surgery General Practice under the NHS Openness Code 1995.

The Freedom of Information Act 2018 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.

It obliges the General Practice to respond to requests about information that it holds, and is recorded in any format and it will create a right of access to that information. These rights are subject to some exemptions which have to be taken into consideration before deciding what information it can release.

Under the Data Protection Act 2018, you are also entitled to access your clinical records or any other personal information held about you. For this,

please contact:

Fred Whalley
Underwood Surgery
139 St Georges Road
Cheltenham
Glos
GL50 3EQ
Tel: 01242 580644

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:

Fred Whalley
Underwood Surgery
139 St Georges Road
Cheltenham
Glos
GL50 3EQ

Tel: 01242 580644

Part II: Classes of Information

All information at the Underwood Surgery General Practice is held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information which can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000. Where individual Classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all Classes within the Publication Scheme. The information on this Scheme is grouped into the following broad categories:

1. Who we are

Details of the practice, organisational structures, key personnel and how we fit into the NHS

This practice has a local Personal Medical Services contract. The contract is with: NHS Gloucestershire PCT. The practice aims to follow National Institute for Clinical Excellence (NICE) and National Service Framework guidelines. Copies of these can also be found on the NICE website (www.nice.org.uk) or the Department of Health website (www.doh.gov.uk).

The NHS is a very large part of the public sector. It is possible to find out information about our practice, Gloucestershire Primary Care Trust and other NHS services in your area by using www.nhs.uk. A full list of local General Practices can be found there too. The Underwood Surgery provides general medical services for the geographical area of Cheltenham.

The full names of GPs at our practice are listed in the introduction to this publication scheme. The practice also employs:

- Administrative / reception staff
- Practice manager(s)
- Practice nurse(s)

A full list of the services we provide is detailed in [Class 2 below](#).

Some information will be withheld, including personal, confidential information about individuals which is protected by the Data Protection Act 1998.

2. Our services

The range of services we provide under contract to the NHS

This is the range of services we provide:

- Baby clinic
- Cervical cytology
- Child health surveillance
- Contraceptive services
- Disease management clinics
- District nurse
- Immunisations
- Maternity medical services
- Minor surgery services

See also our practice leaflet which is available free of charge from:

Reception
Underwood Surgery

139 St Georges Road
Cheltenham
Glos
GL50 3EQ

Included in our practice leaflet is information on the following:

- our practice address(es)
- our opening and closing times
- the arrangements we have for out of hours cover
- the clinical interests of our doctors

Language and translation information: English

3. Financial and funding information

Funding details and charging policies

The Underwood Surgery receives money from Gloucestershire CCG according to its contract in exchange for services provided for patients.

The total income received from the NHS before expenses and the sum spent on drugs prescribed by the Underwood Surgery is available on application.

There may be circumstances where material 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 Practice's affairs.

4. Regular publications and information for the public

Guidance and information leaflets

Information leaflets relating to the clinical services and health services that we provide for patients and the public, and our range of regular publications are freely available at the surgeries, in the reception areas. Alternatively, please contact:

Reception
Underwood Surgery
139 St Georges Road
Cheltenham
Glos
GL50 3EQ
01242 580644

5. Complaints

Policies, procedures and contacts for complaints

If you wish to make a complaint about any aspect of our service, you should first contact:

Fred Whalley
Underwood Surgery
139 St Georges Road
Cheltenham
Glos
GL50 3EQ

01242 580644

The complaints policy for our practice can be obtained in hardcopy from:

Fred Whalley
Underwood Surgery
139 St Georges Road
Cheltenham
GL50 3EQ

6. Our policies and procedures

General policies and procedures in use within the practice. These include (but are not restricted to) data protection, prescribing and prescription, zero tolerance and health and safety.

We have policies available on the following:

- complaints
- confidentiality
- data protection
- health and safety
- removal of patients from the practice list

If you would like a copy, please contact:

Fred Whalley
Underwood Surgery
139 St Georges Road
Cheltenham
GL50 3EQ
01242 580644

7. This publication scheme

In this class we will publish any changes we make to this publication scheme, the criteria on which our information management policies are made and a referral point for all enquiries regarding information management generally in the practice. We will also publish any proposed changes or additions to publications already available.

Cost of Information

This is usually free, but there may be a charge.