

Information available from Coltishall Medical Practice 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 provide under contract to the National Health Service.

Information to be published	How the information can be obtained (eg hard copy, website)	Cost
<p>Class1 - Who we are and what we do</p> <p>This publication scheme is a complete guide to the information routinely made available to the public by Dr Chris Malpas, Dr Tim Mansfield and Dr Neil Taylor</p> <p>It is a description of the information about the Coltishall Medical Practice and the General Practitioners that work there that is available to the public.</p> <p>It will be reviewed at regular intervals and we will monitor its effectiveness.</p> <p>The Practice is part of NHS Norfolk and provides services for patients living within the boundaries of Coltishall, Spixworth and surrounding localities.</p> <p>The Coltishall Medical Practice has two surgeries located at:</p> <p>Coltishall Surgery, St Johns Close, Rectory Road, Coltishall, Norwich NR12 7HA</p> <p>and</p> <p>Spixworth Surgery, 20 St Peters Way, Spixworth, Norwich NR10 3NS</p>	<p>For further details about any of the information on this form please access the Practice website www.coltishallsurgery.co.uk</p> <p>OR</p> <p>Contact Nikki Crawford, Practice Manager.</p> <p>There may be a charge made to cover the costs of copying, printing, postage and the administrative costs involved in responding to requests under the Freedom of Information Act.</p>	<p>You will be notified of such charges at the time of request.</p>

<p>The Practice supplies services in accordance with a General Medical Services contract held with NHS Norfolk.</p> <p>A full list of local General Practices can be found on the PCT website www.norfolk.nhs.uk</p>		
<p>Doctors in the practice</p> <p>Partners</p> <p>Dr Chris Malpas Dr Tim Mansfield Dr Neil Taylor</p> <p>Salaried GP's</p> <p>Dr Nicola Allanson Dr Indu Vetrivel Dr Laxmi Badrinath</p>		
<p>Contact Details for the Practice</p> <p>The Practice can be contacted by telephone on 01603 737593.</p> <p>The Practice can be contacted by fax on 01603 737067.</p> <p>To write to the Practice please use the following address: Coltishall Medical Practice, St Johns Close, Rectory Road, Coltishall, Norwich NR12 7HA</p> <p>The Practice website is available at http://www.coltishallsurgery.co.uk</p>		
<p>Opening hours</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>Other staffing details</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> <ul style="list-style-type: none"> • Nurse Practitioner • Practice Nurses, Research Nurse, Health Care Assistant & Phlebotomist • Dispensers • Administration & Reception staff 		
<p>Class 2 – What we spend and how we spend it</p> <p>The Coltishall Medical Practice receives money from NHS Norfolk according to its contract for General Medical Services.</p> <p>The Value of the GMS Contract with NHS Norfolk for 10/11 was £726,715</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 maybe prejudicial to the conduct of the Practice’s affairs.</p>		
<p>Audit of NHS income</p> <p>NHS Income is audited in several ways using software such as QMAS, MiQuest.or other search based audits as requested by NHS Norfolk</p>		
<p>Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews)</p> <p>Our priority is to provide high quality services as commissioned by NHS Norfolk 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 Norfolk.</p>		

<p>The Practice provides Year 1 Clinical Placement experience for medical students from the MB/BS degree programme at the University of East Anglia 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 11 our priorities are to:</p> <ul style="list-style-type: none"> • Maintain our excellent level of care provided to our patients • Provide a variety of appointments to improve access for all our patients. • Enhance patient care through the introduction of new services at the practice formerly only available at the hospital. These include a 24 hour ambulatory ECG which is a diagnostic tool in the management of arrhythmias; it is undertaken in a variety of clinical situations when patients experience cardiac arrhythmias, palpitations, or if the patient complains of brief loss of consciousness (history of syncope). • Be fully involved in the North Norfolk Clinical Commissioning Group's transition towards authorisation under the national idea to give family doctors more say in how NHS resources are used. • Support our Patient Participation Group in surveying a sample of the practice patients to identify service problems or issues. Discuss and agree a plan for improvement. • Continue to enhance and improve efficiency within the practice using patient feedback and improved technology resulting in improved patient care. 		
<p>Class 4 – How we make decisions (Decision making processes and records of decisions)</p> <p>Practice Meetings with Partners and staff. Meetings with NHS Norfolk representatives. GP Forums</p>	<p>Available on request from Nikki Crawford, Practice Manager</p>	

Practice Based Commissioning Forums Practice Manager Forums Meeting with Patient Participation Group Records of decisions made in the practice affecting the provision of NHS services.		
Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities)		
Policies and procedures about the employment of staff	Available on request from Nikki Crawford, Practice Manager	
Internal instructions to staff and policies relating to the delivery of services		
Equality and diversity policy		
Health and safety policy		
Complaints procedures (including those covering requests for information and operating the publication scheme) and annual complaints report.		
Records management policies (records retention, destruction and archive)		
Data protection policies		
Policies and procedures for handling requests for information		
Patients' charter		
Class 6 – Lists and Registers		
Any publicly available register or list	None held	
Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public)		
The practice has an up to date booklet available in Reception and information is provided on the Practice website about the Doctors and staff who work at the surgery and the services we offer.	Available in the Practice or from the Practice website www.coltishallsurgery.co.uk	

Other information is available on the practice notice boards and display tables in the waiting areas.

The Practice publishes a regular newsletter for patients with information about events and campaigns running in the practice.

The services provided at the Practice are

- Baby clinic
- Cervical cytology
- Child health surveillance
- Contraceptive services
- Disease management clinics
- Health promotions clinics (e.g. well man and well woman clinics)
- Hypertension clinics
- Immunisations
- Maternity medical services
- Minor surgery services
- Minor Illness
- Occupational Health Medicals
- Psychiatrist
- Physiotherapy
- Rheumatology clinics
- Travel Clinics

Charges for any of these services

- The following may attract an additional fee
- Some travel vaccinations (such as yellow fever)
 - Some medicals and reports (such as HGV medicals and insurance reports)
 - Occupational health services

Information leaflets Information leaflets on a number of health matters are available on request or from either of our reception areas.		
Out of hours arrangements Out of Hours cover is contracted by NHS Norfolk to the East of England Ambulance NHS Foundation Trust		