

Information available from The Old Dispensary, 32 East Borough, Wimborne, Dorset BH21 1PL under the Freedom of Information Act model publication scheme 1 January 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 (eg hard copy, website)	Cost
Class 1 - Who we are and what we do (Organisational information, structures, locations and contacts) This will be current information only		
Doctors in the practice	Information available in hard copy eg practice booklet, advertising, website, practice notice	Free
Contact details for the practice (named contacts where possible with telephone number and email address (if used))	Email: olddispensary.reception@dorset.nhs.uk Information available in hard copy, advertising, website, practice notice	Free
Opening hours	Practice Booklet Practice Website: www.theolddispensary.co.uk Practice Notice board Practice Window Notice	Free
Other staffing details	Staff details available from Practice Booklet or Practice Website	Free
Class 2 – What we spend and how we spend it (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit) Current and previous financial year as a minimum		
Total cost to the PCT/LHB/HSSB of our contracted services.	Available in hard copy by application in writing to Practice Manager	Price on application
Audit of NHS income	Available in hard copy by application in writing to Practice Manager	Price on application

Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews) Current and previous year as a minimum		
Plans for the development and provision of NHS services	Available in hard copy by application in writing to Practice Manager	Price on application
Class 4 – How we make decisions (Decision making processes and records of decisions) Current and previous year as a minimum		
Records of decisions made in the practice affecting the provision of NHS services	Available in hard copy by application in writing to Practice Manager	Price on application
Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities) Current information only (mark “not held” against any policies not actually held)		
Policies and procedures about the employment of staff	Available in hard copy by application in writing to Practice Manager	Price on application
Internal instructions to staff and policies relating to the delivery of services	Available in hard copy by application in writing to Practice Manager	Price on application
Equality and diversity policy	Available in hard copy by application in writing to Practice Manager	Price on application
Health and safety policy	Available in hard copy by application in writing to Practice Manager	Price on application
Complaints procedures (including those covering requests for information and operating the publication scheme)	Complaints procedure details on Practice Notice board and on website. Other information available in hard copy by application in writing to Practice Manager	Price on application
Records management policies (records retention, destruction and archive)	Available in hard copy by application in writing to Practice Manager	Price on application

Data protection policies	Available in hard copy by application in writing to Practice Manager	Price on application
Policies and procedures for handling requests for information	Available in hard copy by application in writing to Practice Manager	Price on application
Patients' charter	None held – Patients' Charter abolished by government in 2000 under 10 year NHS plan	
Class 6 – Lists and Registers Currently maintained lists and registers only		
Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice)	None held	
Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public) Current information only		
The services provided under contract to the NHS	Practice Booklet, website, notice board	Free
Charges for any of these services	N/A	
Information leaflets	Practice website Hard copy from practice	Free
Out of hours arrangements	Practice booklet, website, noticeboard	Free