

**Danestone Medical Practice**

**Guide to information available through the Scottish Information  
Commissioner's Model Publication Scheme 2014**

**Index**

- Section 1 Introduction**
- Section 2 About Danestone Medical Practice**
- Section 3 Our functions and services**
- Section 4 How we take decisions and what we have decided**
- Section 5 What we spend and how we spend it**
- Section 6 Accessing information under the scheme**
- Section 7 Information that we may withhold**
- Section 8 Our charging policy**
- Section 9 Our copyright policy**
- Section 10 Our records management and disposal policy**
- Section 11 Feedback**
- Section 12 Complaints**
- Section 13 How to access information which is not available under this scheme**
- Section 14 Classes of information**

### **Section 1: Introduction**

The Freedom of Information (Scotland) Act 2002 requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- Publish the classes of information they make routinely available
- Tell the public how to access the information and what it might cost

**Danestone Medical Practice** has adopted the Model Publication Scheme 2014 produced by the Scottish Information Commissioner. The scheme has the Commissioner's approval until 31 May 2018.

You can see the model publication scheme on the Commissioner's website at [www.itspublicknowledge.info/mps](http://www.itspublicknowledge.info/mps) or by contacting us at the address provided below.

The purpose of this Guide to Information is to:

- allow you to see what information is available (and what is not available) in relation to each class
- state what charges may be applied
- explain how you can find the information easily.
- provide contact details for enquiries and to get help with accessing the information
- explain how to request information we hold that has not been published.

## Section 2: About Danestone Medical Practice

### General information

**Danestone Medical Practice, Fairview Street, Danestone, Aberdeen AB22 8ZP  
Tel: 01224 822866 Fax: 01224 661586**

### **Practice Staff – Partners and staff directly employed by the practice (part time unless specified):**

3 GP Partners  
3 Salaried GPs  
3 Nurses  
1 Phlebotomist/admin assistant  
1 Practice Manager  
1 Assistant Practice Manager  
1 Office Supervisor  
3 admin assistants  
2 admin assistants (full time)

### **Attached Staff (not employed directly by the practice but working out of our building)**

District Nurse  
2 Health Visitors  
Midwife  
Mental Health Counsellor  
Community Chaplaincy Listening Service Counsellor

The practice opening hours are Monday – Friday 8am – 6pm. Consulting hours are generally 830am to 12pm and 2pm – 530pm.

Extended Hours fortnightly until 730pm on Monday evenings. Out of Hours cover is provided by NHS 24 and GMEDS. Patients telephone 111 to access the Out of Hours service.

Concerns or complaints about the services we provide can be made directly to the practice: **Practice Manager, Danestone Medical Practice, Fairview Street, Danestone, Aberdeen AB22 8ZP**

### Constitution

This GP practice is constituted under the National Health Services (Scotland) Act 1978 and is contracted by NHS Grampian to provide primary medical services under GMS Regulations.

### How the practice is run

#### **Dr Peter Kiehlmann (Dundee 1981) MBChB, FRCGP, DCCH, DRCOG, FP Cert**

"Dr Peter" works part-time and has worked in the practice since 1991. As well as enjoying all aspects of being a family doctor, Dr Peter has special interests in caring for people with chronic disease, especially Diabetes, Cancer and Mental Health. He also teaches medical students and doctors in training. He has recently been

appointed Clinical Lead for Dementia for Aberdeen City CHP and is an Appraiser for NHS Grampian. .

**Dr Damian McGrory (Aberdeen 2001)**  
**MBChB, MRCP**

"Dr Damian" joined the practice in July 2010. Originally from Derry in Northern Ireland, he has spent the past 14 years training and working in the Grampian area. He especially enjoys the variety General Practice has to offer.

**Dr Rhona McKeown (Glasgow 1992)**  
**MBChB, MRCP, DRCOG, DCH**

"Dr Rhona" has worked in the practice since 2005 and has recently taken up partnership. Dr McKeown moved to Aberdeenshire in 2005 from Kirkintilloch where she had worked as a GP for nearly 10 years.

## **Planning Processes**

The practice is owned by the partners and practice employees are employed directly by the partnership of Danestone Medical Practice.

As well as clinical roles and Quality Outcomes Framework lead roles, the partners have responsibility for management areas relating to the running of the practice such as staff management, finance, premises and timetables. The roles are discussed and updated regularly and a list of their roles is made available to staff. The partners are supported in their roles by the Practice Manager and Assistant Practice Manager.

The partners and clinical staff (including attached staff) meet weekly at the Primary Health Care Team (PHCT) meeting to discuss patient care and to discuss and implement information items which may affect patient care. Chairing of the meeting rotates between the partners every 3 – 4 months and actions are documented in the patient notes or elsewhere as appropriate. Decisions are made by majority vote of the partners.

The Practice Manager prepares the schedule of meetings and these meetings include training events from speakers and presentation of audits. Significant Events can also be raised and actions are documented. There are quarterly reviews of Significant Events to check that actions have been completed and any changes implemented. There is regular pre-planned attendance by a Geriatrician and staff members of the local nursing home with which we are aligned. The MacMillan nurse also attends on a regular basis and palliative care patients are discussed.

There are fortnightly partners' meeting attended by the partners and the Practice Manager (or Assistant Practice Manager in her absence). The chairing of the meeting rotates between the partners every 3 – 4 months in accordance with the chairing of the PHCT. Staff are encouraged to discuss items regarding the running of the practice with the Practice Manager and the Practice Manager and the Chair prepare the agenda in advance. Minutes are prepared by the Practice Manager and staff are advised of decisions arising from the meeting which relate to them.

The administration team meet every 4 – 6 weeks with the Staff partner and the Practice Manager. Staff can add items to the agenda and Minutes are prepared and issued to all staff by the secretary. The Practice Manager will put any management issues raised on the Partners' Agenda or will feed back on decisions affecting staff from the partners' meeting.

We also have some strategic planning meetings involving all partners, staff, attached staff and representatives from our Patient Participation Group as appropriate.

### **Contract of Services**

Under our contract of services with the NHS Grampian we are obligated to meet the requirements of this contract and must provide information to support this to the NHS board. The practice is audited by Practitioners Services Division under Payment Verification processes which assess that payments made to practices are correct. PSD is responsible for providing assurance to NHS boards that the payments made on their behalf to GP practices are accurate and valid. The work conducted under Payment Verification includes patient registration checks, documentary checks, trend analysis, and practice visits.

General practitioners have a duty of care to their patients and are registered with the General Medical Council and follow the standards and good medical practice guidelines laid down by the GMC, including the requirements set out in the GMC guidance *Duties of a Doctor* ([http://www.gmc-uk.org/guidance/good\\_medical\\_practice/duties\\_of\\_a\\_doctor.asp](http://www.gmc-uk.org/guidance/good_medical_practice/duties_of_a_doctor.asp)).

### Section 3: Our functions and services

NHS Boards contract with GP practices to provide primary care services to patients. **Danestone Medical Practice** holds a General Medical Services contract with NHS Grampian. Under this contract we provide primary medical services to patients that reside within our practice area.

The practice boundary covers addresses within Aberdeen at the following postcode areas:

AB21 - some postcodes only please ask at reception

All AB22 postcodes

All AB23 postcodes

In order to register with the practice you must provide 2 forms of identification.

This can either be 2 from the following list:

Passport/National Insurance Card/ Photo Driving Licence/ National Health Card or Work Permit or you can bring one from the above list plus a recent utility bill with your home address listed.

Patients who move outwith our practice area will need to register with a new practice.

Registration forms can be downloaded from our practice website

[www.nhsgrampian.org/danestone](http://www.nhsgrampian.org/danestone)

**GP contractors** Dr Peter Kiehlmann, Dr Damian McGrory and Dr Rhona McKeown hold the contract for services with the NHS board and are responsible for fulfilling the obligations of the contract. The General Medical Services

(<http://www.legislation.gov.uk/ssi/2004/115/made>) Regulations outline our responsibilities under our contract. The payment arrangements under our contract are contained in the GMS: Statement of Financial Entitlements (the current year's SFE can be found on the NHS Scotland website

(<http://www.show.scot.nhs.uk/publications/publication.asp>)

This practice participates in the Quality and Outcomes Framework. Funding under the QOF is dependent on achievement against a variety of clinical and non-clinical indicators.]

This practice aims to take account of NHS Quality and Improvement Scotland standards and guidance, Scottish Intercollegiate Guidelines Network (SIGN) guidelines relevant to general practice, and Scottish Government Health Directorates service strategies and frameworks.

Under our contract with NHS Grampian we provide a range of services to our patients, including: General primary medical services, child health surveillance, contraceptive services, cervical cytology, maternity medical services, minor surgery services, immunisation services, baby clinic, counselling and listening services, disease management clinics such as Diabetes, Heart Disease, Asthma and COPD. The practice also provides enhanced services: neo natal checks, minor injury services, nursing home services, alcohol brief interventions, contraceptive implants, drugs misuse, palliative care services and extended hours services.

Patients can make an appointment for the services provided by the practice by telephoning 01224 822866

**It is important to note that this range of services may be subject to change and may not always be available.**

Some services may involve information sharing (e.g. child protection conferences) with other agencies. The practice, on behalf of the National Health Service, handles patient data for a variety of administrative, research and medical purposes. All such personal information will be dealt with properly and securely no matter how it is collected, recorded and used – whether on paper, in a computer or recorded under the Data Protection Act 1998. Please see the NHS Grampian leaflet on Protection and Use of Patient Information and the Danestone Medical Practice Data Protection Policy.

**Danestone Medical Practice** is a training practice for the training of General Practice Registrars (GPRs).

### **Interpreting**

NHS Grampian has a contract with Language Line to provide **telephone interpreting services**. Language Line is available for use at the practice during the working day..

All GP Practices, Hospitals and Community premises in Grampian are equipped with the Language Line telephone interpretation service. Language Line gives telephone access in 60 to 90 seconds to expert interpreters in 170 different languages.

**Please note that you can specify the gender of the interpreter for cultural, religious or medical reasons.**

To request assistance in arranging an interpreter or if you require a **British Sign Language interpreter** for Deaf/hearing impaired people, please contact Equality & Diversity at NHS Grampian Corporate Communications, Ashgrove House, Foresterhill, ARI

On 01224 551116 or 552245xt 51116 ([nigel.firth@nhs.net](mailto:nigel.firth@nhs.net) or [roda.bird@nhs.net](mailto:roda.bird@nhs.net))

Language interpreters can also be arranged by contacting GREC (Grampian Racial Equality Council) 41 Union Street Aberdeen AB11 5BN Tel: 01224 595505

## **Section 4: How we take decisions and what we have decided**

**Please also see Section 2 Planning Processes above.**

The partners own the business and practice staff are employed by them. The Practice Manager and Assistant Practice Manager are employed by the practice partnership and they support the partners in their responsibility roles as well as having management and administrative responsibility for staff, including clinical staff. The partners have clinical responsibility for clinical staff.

The practice has a Complaints Procedure and any complaints are investigated by the Practice Manager and a partner. Outcomes and actions from the complaint are shared with staff members as appropriate to ensure implementation of any changes.

We have a Patient Participation Group and meetings are attended by a partner and Minutes are shared with staff and patient representatives. Decisions from the practice meetings regarding administration and running of the practice can be shared as appropriate and patient representatives can raise issues for discussion at the partners' meeting.

The Patient Participation group have helped us organise some patient events and have raised money for medical equipment. Patient Participation Group representatives have also been invited to attend practice strategic planning meetings.

Please see *Section 14 – Classes of information* for further details.

## **Section 5: What we spend and how we spend it**

**Danestone Medical Practice** receives funding from NHS sources to provide NHS services to patients. We do not charge patients for NHS services. Details of our NHS funding can be requested from the practice, please see *Section 14 – Classes of information* for further details.

### **Section 6: Accessing information under this scheme**

Information available under our guide to information will normally be available through the routes described below. *Section 14 – Classes of Information* provides more details on the information available under the scheme, along with additional guidance on how the information falling with each “class” may be accessed.

#### **By email**

You can request the information you seek by email at [danestone.administrator@nhs.net](mailto:danestone.administrator@nhs.net)

Wherever possible, when requesting information from us, please provide a telephone number so we can telephone you to clarify details, if necessary.

#### **By phone**

Information can also be requested from us over the telephone. Please call 01224 822866 to request information available under this scheme.

#### **By post**

All information under the guide will normally be available in paper copy form, but please consider the impact on the environment. Please address your request to:

**Danestone Medical Practice, Fairview Street, Danestone, Aberdeen AB22 8ZP**

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee payable (see *Section 6: Our charging policy* for further information on fees). Please also include a telephone number so we can telephone you to clarify any details, if necessary.

#### **Advice and assistance**

If you have any difficulty identifying the information you want to access, then please contact the practice by one of the methods listed above.

### **Section 7: Information that we may withhold**

All information covered by our guide to information will be processed promptly and provided as soon as possible following our receipt of your request.

Our aim in maintaining this guide is to be as open as possible. You should note, however, that there may be circumstances where information will be withheld from one of the classes of information listed in *Section 14 – Classes of Information*. Information will only be withheld where permitted by The Freedom of Information (Scotland) Act 2002 (FOISA).

Information may be withheld, for example, where its disclosure would breach the law of confidentiality or harm an organisation's commercial interests. Information may also be withheld if it is another person's personal information, and its release would breach data protection legislation.

#### **Information would not be disclosed in the following examples:**

- Requests for information that is contained in patient medical records. However, you do have the right to request your own medical records, see *Section 13 - How to access information which is not available under this scheme*.
- Requests for information relating to private income of practice partners or practice staff
- Requests for financial information that would likely prejudice substantially the commercial interests of any person

Additionally, section 25 of FOISA provides an absolute exemption which allows our practice to refuse to deal with a request where the requested information is already reasonably obtainable elsewhere, even where a fee may be charged. Information provided in the publication scheme is considered reasonably obtainable.

Whenever information is withheld we will inform you of this, and will set out why it was not appropriate for that information to be disclosed. Even where information is withheld it may, in many cases, be possible to provide copies with the withheld information edited out.

If you wish to complain about any information which has been withheld from you, please refer to *Section 10 – Complaints*.

### **Section 8: Our charging policy**

Unless otherwise stated in Section 14 – *Classes of Information*, all information contained within our guide is available from us free of charge where it can be downloaded from our website or where it can be sent to you electronically by email.

We reserve the right to impose charges for providing information in paper copy or on computer disc. (Please note that restrictions are currently in place regarding the copying of encrypted information onto discs/USB drives). Charges will reflect the actual costs of reproduction and postage to the practice, as set out below.

In the event that a charge is to be levied, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

#### **Reproduction costs:**

Where charges are applied, photocopied information will be charged at a standard rate of 10p per A4 paper (black and white copy) and 30p per A4 paper (colour copy).

Computer discs will be charged at the rate of £1.00 per CD-Rom. (Please note that restrictions are currently in place regarding the copying of encrypted information onto discs/USB drives).

#### **Postage cost:**

We will pass on postage charges to the requester at the cost to the practice of sending the information by first class post.

## Section 9: Our copyright policy

**Danestone Medical Practice** holds the copyright for the vast majority of information in this guide to information. All of this information can be copied or reproduced without our formal permission, provided it is copied or reproduced accurately, is not used in a misleading context, and provided that the source of the material is identified.

The guide may, however, contain information where the copyright holder is not **Danestone Medical Practice**. In most cases the copyright holder will be obvious from the documents. In cases where the copyright is unclear, however, it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder. Wherever possible, this scheme will indicate where we do not own the copyright on documents within *Section 14 – Classes of Information*.

Information about Crown copyright material is available on the website of the Queens Printer for Scotland at [www.oqps.gov.uk](http://www.oqps.gov.uk). We can provide you with a copy of this information if you do not have internet access.

**Section 10: Our records management and disposal policy**

All information at the **Danestone Medical Practice** is held, retained and destroyed in accordance with *Scottish Government – Records Management: NHS Code of Practice (Scotland)*. Confidentiality of patient information is maintained in accordance with the *NHS (Scotland) Act 1978 Directions on the Confidentiality and Disclosure of Information: General Medical Services, Primary Medical Services Section 17C Agreements and Health Boards Primary Medical Services Contracts*. These documents are available on the NHS Scotland website (<http://www.show.scot.nhs.uk>).

**Section 11: Feedback**

**Danestone Medical Practice** is required to review our guide to information from time to time. As a result, we welcome feedback on how we can develop our guide further. If you would like to comment on any aspect of this guide to information, then please contact us. You may, for example wish to tell us about:

- other information that you would like to see included in the guide
- whether you found the guide easy to use
- whether you found the guide to information useful
- whether our staff were helpful
- other ways in which our guide to information can be improved

Please send any comments or suggestions to:

**The Practice Manager  
Danestone Medical Practice  
Fairview Street  
Danestone  
ABERDEEN  
AB22 8ZP**

## **Section 12: Complaints**

Our aim is to make our guide to information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the guide, however, then please contact us, and we will try and resolve your complaint as quickly as possible. You can contact:

**The Practice Manager, Danestone Medical Practice, Fairview Street, Danestone, Aberdeen AB22 8ZP**

Any complaint will be acknowledged within two working days of receipt and we will respond in full within twenty working days.

You have legal rights to access information under this guide and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response. These rights apply only to information requests made in writing\* or another recordable format. If you are unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

The Commissioner's website has a guide to this three step process, and she operates an enquiry service on Monday to Friday from 9:00am to 5:00pm. The Commissioner's office can be contacted as follows:

### **Scottish Information Commissioner**

Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS

**Telephone** 01334 464610  
**Email** enquiries@itspublicknowledge.info  
**Website** www.itspublicknowledge.info

\*verbal requests for environmental information carry similar rights.

### **Section 13: How to access information which is not available under this scheme**

If the information you are seeking is not available under this guide to information, then you may wish to request it from us. The Freedom of Information (Scotland) Act 2002 (FOISA) provides you with a right of access to the information we hold, subject to certain exemptions. The Environmental Information (Scotland) Regulations 2004 (EIRs) separately provide a right of access to the environmental information we hold, while the Data Protection Act 1998 (DPA) provides a right of access to any personal information about you that we hold. Again, these rights are subject to certain exceptions or exemptions.

Should you wish to request a copy of any information that we hold that is not available under this scheme, please write to

**Danestone Medical Practice, Fairview Street, Danestone, Aberdeen AB22 8ZP**

### **Charges for information which is not available under the guide**

The charges for information which is available under this guide are set out under Section 8 – Our Charging Policy. Fees for information that is not available under this guide are outlined in The Freedom of Information (Fees for Required Disclosure) (Scotland) Regulations 2004. If you submit a request to us for information which is not available under the Model Publication Scheme 2014 the charges will be based on the following calculations:

#### *General information requests*

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

#### *Charges for environmental information*

We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released.

In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated on the basis of the actual cost to the authority of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 30p per A4 sheet for colour copying.
- Postage is charged at actual rate for first class mail.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

#### **Requests for your own personal data**

While you cannot request personal data under the FOISA you are entitled to request your own personal data under the DPA. Under the DPA you can request your personal information from :

**Danestone Medical Practice, Fairview Street, Danestone, Aberdeen AB22 8ZP.**

We reserve the right to charge a maximum of £50 for requests for an individual's own personal information.

**Section 14 – Classes of information**

The Freedom of Information (Scotland) Act, 2002 requires a publication scheme to specify the classes of information the Public Authority already publishes or intends to publish. Our intention is to publish as much information as possible through our guide to information, where there is known to be public interest. However, exemptions under the Freedom of Information (Scotland) Act, 2002 may allow us to withhold some information, as indicated in *Section 7: Information that we may withhold*.

We publish information that we hold within the following classes:

- Class 1: About **Danestone Medical Practice**
- Class 2: How we deliver our function and services
- Class 3: How we take decisions and what we have decided
- Class 4: What we spend and how we spend it
- Class 5: How we manage our human, physical and information resources
- Class 6: How we procure goods and services from external providers
- Class 7: How we are performing
- Class 8: Our commercial publications

Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

<b>Class 1: About Danestone Medical Practice</b>	
<b>Class description:</b> Information about <b>Danestone Medical Practice</b> , who we are, where to find us, how to contact us, how we are managed and our external relations.	
<b>The information we publish under this class</b>	<b>How to access it</b>
Practice name, address and contact details	Information contained in section 2 of this document and our practice leaflet.  This information is available by email and post or on our practice website <a href="http://www.nhsgrampian.org/danestone">www.nhsgrampian.org/danestone</a> . It is also available from our GP practice.
Organisational structure, roles and responsibilities of partners	Information contained in section 2 of this document and our practice leaflet.  This information is available by email and post. It is also available from our GP practice.
Practice opening hours	Information contained in section 2 of this document and our practice leaflet.  This information is available by email and post or on

	our practice website <a href="http://www.nhsgrampian.org/danestone">www.nhsgrampian.org/danestone</a> .. It is also available from our GP practice.
Contact details for patients and complaints functions	Information contained in section 2 of this document and our practice leaflet.  This information is available by email and post or on our practice website <a href="http://www.nhsgrampian.org/danestone">www.nhsgrampian.org/danestone</a> .. It is also available from our GP practice.
Publication scheme and guide to information	This information is available by email and post. The Model Publication Scheme 2014 is available on the Information Commissioner’s website or on our practice website <a href="http://www.nhsgrampian.org/danestone">www.nhsgrampian.org/danestone</a> . It is also available from our GP practice.
Charging schedule for published information	Information contained in section 8 of this document.  This information is available by email and post. It is also available from our GP practice.
Contact details and advice about how to request information	Information contained in section 6 of this document.  This information is available by email and post It is also available from our GP practice.
Charging schedule for environmental information	Information contained in section 13 of this document.  This information is available by email and post. It is also available from our GP practice.
Legal/contractual framework for the authority	Information contained in section 2 of this document .  This information is available by email and post. It is also available from our GP practice.
Description of practice governance/decision making structures	Information contained in section 2 of this document.  This information is available by email and post. It is also available from our GP practice.
Names of, responsibilities of and (work-related) biographical details of the people who make strategic and operational decisions about the performance of function and/or delivery of services	Information contained in section 2 of this document and our practice leaflet.  This information is available by email and post or on our practice website <a href="http://www.nhsgrampian.org/danestone">www.nhsgrampian.org/danestone</a> . It is also available from our GP practice.
Governance policies	Information contained in section 2 of this document.  This information is available by email and post. It is also available from our GP practice.
Strategic planning processes	Information contained in section 4 of this document.

	This information is available by email and post. It is also available from our GP practice.
Accountability relationships, including reports to regulators	Information contained in section 2 of this document and our practice leaflet.  This information is available by email and post. It is also available from our GP practice.
<b>Class 2: How we deliver our functions and services</b>	
<b>Class description:</b> Information about our work, our strategy and policies for delivering functions and services and information for our services users.	
<b>The information we publish under this class</b>	<b>How to access it</b>
Description of practice functions, including statutory basis for them	Information contained in sections 2 and 3 of this document and our practice leaflet.  This information is available by email and post. It is also available from our GP practice.
Strategies, policies and internal staff procedure for performing statutory functions	Information contained in sections 2 and 3 of this document.  This information is available by email and post. It is also available from our GP practice.
How to report a concern to the practice	Information contained in section 2 of this document and our practice leaflet.  This information is available by email and post or on our practice website <a href="http://www.nhsgrampian.org/danestone">www.nhsgrampian.org/danestone</a> . It is also available from our GP practice.
Reports of the practice's exercise of its functions	The practice does not hold this information
List of services, including statutory basis for them	Information contained in sections 2 and 3 of this document and our practice leaflet.  This information is available by email and post. It is also available from our GP practice.
Service policies and internal staff policies	Information contained in sections 2 and 3 of this document.  This information is available by email and post. It is also available from our GP practice.
Service schedules and delivery plans	Information contained in sections 2 and 3 of this document.  This information is available by email and post. It is also available from our GP practice.
Information for patients, including how to access	Information contained in sections 2 and 3 of this document and our practice leaflet.

services	This information is available by email and post or on our practice website <a href="http://www.nhsgrampian.org/danestone">www.nhsgrampian.org/danestone</a> .. It is also available from our GP practice.
Service fees and charges	Information contained in sections 5 of this document and our practice leaflet.  This information is available by email and post. It is also available from our GP practice.
<b>Class 3: How the practice takes decisions and what it has decided</b>	
<b>Class description:</b> Information about the decisions we take, how we make decisions and how we involve others	
<b>The information we publish under this class</b>	<b>How to access it</b>
Decisions taken by the practice: agendas, reports, papers, and minutes of meetings (that do not contain confidential patient information)	<u>Note :</u>  Practices may make available minutes of meetings. If these contain any information that would be exempt under the Act then these sections will be redacted prior to publication.  Information contained in section 4 of this document.  This information is available by email and post. It is also available from our GP practice.
Public consultation and engagement strategies	Information contained in sections 4 of this document and our practice leaflet.  This information is available by email and post. It is also available from our GP practice.
<b>Class 4: What the practice spends and how it spends it</b>	
<b>Class description:</b> Information about our strategy, and management of, financial resources (in sufficient detail to explain how we spend public money and what has actually been spent.	
<b>The information we publish under this class</b>	<b>How to access it</b>
Details on NHS funding received by the practice and the cost of operating our NHS contract	This information is available by email and post. It is also available from our GP practice.
Cost of running the practice	This information is available by email and post. It is also available from our GP practice.

Purchaser equipment and supplies	We do not hold this information
Purchasing plans and capital funding	We do not hold this information
Expenses policies and procedures	This information is available by email and post. It is also available from our GP practice.
Staff pay and grading structure	We do not operate a pay/grading structure for our staff.
<b>Class 5: How the practice manages its human, physical and information resources</b>	
<b>Class description:</b> Information about how we manage the human, physical and information resources of the authority	
<b>The information we publish under this class</b>	<b>How to access it</b>
Strategy and management of human resources	This information is available by email and post. It is also available from our GP practice.
Staffing structure	Information contained in section 2 of this document.  This information is available by email and post. It is also available from our GP practice.
Human resources policies, procedures and guidelines (recruitment, performance, management, promotion, pensions, discipline, grievance, staff development)	This information is available by email and post. It is also available from our GP practice.
Management of the practice premises	This information is available by email and post. It is also available from our GP practice.
Premises maintenance arrangements	This information is available by email and post. It is also available from our GP practice.
Records management policy	Information contained in sections 10 of this document.  This information is available by email and post. It is also available from our GP practice.
Information governance	Information contained in sections 5 of this document.  This information is available by email and post. It is also available from our GP practice.
<b>Class 6: How the practice procures goods and services from external providers</b>	

<b>Class description:</b> Information about how we procure goods and services, and our contacts with external providers	
<b>The information we publish under this class</b>	<b>How to access it</b>
Procurement policies and procedures	We do not hold this information
Invitations to tender	We do not hold this information
List of contracts that have gone through formal tendering, including details	We do not hold this information
<b>Class 7: How our practice is performing</b>	
<b>Class description:</b> Information about how the authority performs as an organisation, and how well it delivers its functions and services	
<b>The information we publish under this class</b>	<b>How to access it</b>
External reports, reports for NHS boards, annual reports, and performance statements	This information is available by email and post. It is also available from our GP practice.
Quality and Outcomes Framework achievement	This information is available by email and post. It is also available from our GP practice.
<b>Class 8: Our commercial publications</b>	
Class description: Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet (e.g. research journal)	
<b>The information we publish under this class</b>	<b>How to access it</b>
List and details of any commercial publications	We do not hold this information