

THE WINDRUS PRACTICE

| Information published under the Freedom of Information Act. | How the information can be obtained | Cost |
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| <p>Class1 – GP Surgery with full multidisciplinary team. Attached staff include district nurses, health visitors, midwives and counsellors.</p> <p>The Windrush Practice The Windrush Health Centre Welch Way Witney Oxon OX29 7XB Tel 01993 702911 Fax 01993 700931</p> | <p>www.windrushhealthcentre.org and practice leaflet on request in person</p> | <p>SAE via post.</p> |
| <p>Doctors and staff</p> | <p>www.windrushhealthcentre.org and practice leaflet on request in person</p> | <p>SAE if posting.</p> |
| <p>Contact details for the practice Tel 01993 702911 Fax 01993 700931</p> | <p>www.windrushhealthcentre.org and practice leaflet on request in person</p> | <p>SAE if posting</p> |
| <p>Opening hours</p> | <p>www.windrushhealthcentre.org and practice leaflet on request in person Displayed in the practice</p> | <p>SAE if posting</p> |
| <p>Other staffing details</p> | <p>www.windrushhealthcentre.org and practice leaflet on request in person</p> | <p>SAE if posting</p> |
| <p>Class 2 – Financial information The Windrush practice receives money from Oxfordshire Primary Care Trust according to its General Medical Services Contract in exchange for providing services to patients.</p> | | |
| <p>Total NHS income received before any expenses for current and previous financial year.</p> | <p>On request.</p> | <p>Photocopying and postage and packing</p> |

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| Audit of NHS income | None | |
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| Class 3 – Priorities | | |
| Achievement of Quality and Outcomes Framework | The NHS Information Centre www.ic.nhs.uk/webfiles/QOF | |
| Plans to develop a new health centre | Oxfordshire PCT Board papers. March 2009 available at www.oxfordshirepct.nhs.uk | |
| Annual patient survey | On request | Photocopying and postage and packing |
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| Class 4 – How we make decisions | | |
| Records of decisions made in the practice affecting the provision of NHS services | Minutes of Primary health care team meetings. - On request. | Photocopying and postage and packing |
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| Class 5 – Our policies and procedures | | |
| Policies and procedures about the employment of staff – within staff handbook and contracts. | On request | Photocopying and postage and packing |
| Internal instructions to staff and policies relating to the delivery of services – within staff handbook | Staff Handbook - on request | Photocopying and postage and packing |
| Equality and diversity policy – within staff handbook | Staff Handbook - on request | Photocopying and postage and packing |
| Health and safety policy – within staff handbook | Staff Handbook - on request | Photocopying and postage and packing |
| Complaints procedure in place. Patient information leaflet | Practice leaflet, patient folders in waiting room, posters in the health centre and at www.windrushhealthcentre.org | |
| Records management policies (records retention, destruction and archive) | On request | Photocopying and postage and packing |
| Data protection policies | On request | Photocopying and |

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| | | postage and packing |
| Policies and procedures for handling requests for information | Practice leaflet, patient folders in waiting room, and at www.windrushhealthcentre.org | |
| Patients' charter | None | |
| Class 6 – Lists and Registers | | |
| Currently maintained lists and registers only – none available to the public | None | |
| Class 7 – The services we offer | | |
| Information about the services we offer. | Practice leaflet, patient folders in waiting room, posters in the health centre and at www.windrushhealthcentre.org | |
| Leaflets and guidance | Patient folders and posters in the waiting room and at www.windrushhealthcentre.org | |
| Quarterly newsletter for patients – 'Suture Selves'. Published by the patient group. | Free of charge from the stand in the waiting room. | F.O.C, |
| Services provided under contract to the NHS are detailed in our practice leaflet and on our website. | Practice leaflet on request and at www.windrushhealthcentre.org | SAE via post |
| Charges are not made for any services provided under our NHS contract. | | |
| Out of hours arrangements | Practice leaflet on request and at www.windrushhealthcentre.org Notice boards in waiting room | SAE via post |