

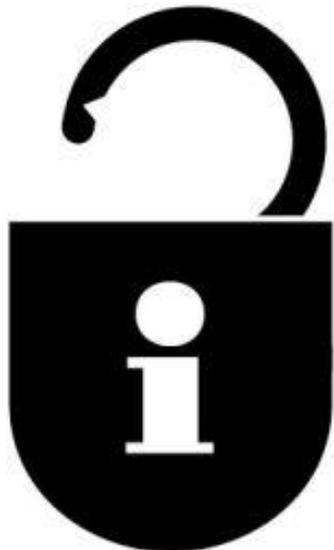
Responding to requests

All requests for information must be responded to within 20 working days.

First Contact Clinical are not obliged to comply with vexatious requests or repeated or substantially similar requests from the same person other than at reasonable intervals.

Exemptions

There is a range of exemptions covering personal data, security, formulation of government policy commercial and individual confidentiality. A further absolute exemption is where information is accessible by other means or if the information has been provided in confidence. Other exemptions include information relating to commercial interests and audit functions.



Request for information

Requests must be in writing (email and fax acceptable) and must include the name and address for the correspondence and a clear description of the information requested.

Requests for information should be made to:

Susan Gill

First Contact Clinical
Business Works South Shields
Henry Robson Way
Station Road
South Shields
NE33 1RF

Email:

susangill@firstcontactclinical.co.uk

Fax: 0191 4274702

The Information Commissioner

The information Commissioner is an independent public body and reports directly to Parliament. The Commissioner is responsible for implementing the Act. Further information available at:

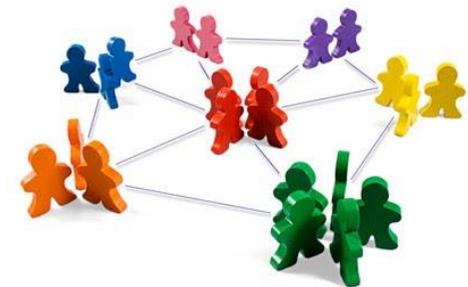
<http://www.ico.gov.uk/>

Other informative FOIA websites:

<http://www.foi.nhs.uk/>



First Contact Clinical



**Freedom of
Information
At First Contact Clinical**

Freedom of Information Act 2000

The Freedom of Information Act, gives the general right of access to all types of recorded information held by First Contact Clinical. The intention of the Act is to encourage a spirit of openness and transparency in the NHS and the whole public sector. Our organisation aims to fully support this.

The public have had full access rights from **January 2005**. This means that far more information will be routinely and freely made available. This is subject to some exemptions, which will be outlined later in this leaflet.

Any individual or organisation can make a request for information. The applicant does not have to explain why this information is requested. The Act gives the right to:

- ✓ Be told if information exists
- ✓ Receive information (ideally in the format requested, for example, as a copy or summary or the applicant may ask to inspect a record)

The Publication Scheme

First Contact Clinical has developed a publication scheme. It is a guide to information, routinely published and gives indication of information intended to be published. The publication scheme describes the form in which the information is published. A request can be made from information listed in this publication scheme.

The publication scheme can be accessed via the Director of Operations.

The main headings in the scheme are listed below:

Who we are

- ✓ Details of First Contact Clinical
- ✓ Organisational structures
- ✓ Key personnel

Our services

- ✓ The range of services we provide under contract
- ✓ Service leaflet

Financial and funding information

- ✓ Funding details
- ✓ Financial management
- ✓ Purchaser equipment and supplies

Regular publications and information for the public

- ✓ Guidance and information leaflets relating to the clinical services and health services we provide



Complaints

- ✓ How to make a complaint
- ✓ Who to contact to make a complaint

Policies and procedures

- ✓ General policies and procedures including:
 - Complaints policy
 - Confidentiality
 - Data protection
 - Health and safety

This publication scheme

- ✓ Changes to the scheme
- ✓ Criteria on which information management policies are made in the Organisation
- ✓ Proposed changes and additions to publications already available
- ✓ Referral point for all enquiries regarding information management generally in the Organisation

Cost of information

- ✓ Details of any charges for providing information

Useful Resources

- ✓ List of useful websites
- ✓ List of useful publications