

Last Updated 18/05/18

Riverview Medical Centre

**Guide to information available through the
Scottish Information Commissioner's Model Publication Scheme 2018**

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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

Riverview Medical Centre 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 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 Riverview Medical Centre

General information

Riverview Medical Centre
6 George Street
Johnstone
PA5 8SL

Telephone 01505 320208
Fax 01505 325395

www.riverviewmedicalcentre.co.uk

3 GP Partners
2 Practice Sisters
1 Practice Manager
1 Practice Secretary
1 Healthcare Assistant/Supervisor
6 Reception Staff

The practice opening hours are 8am til 6pm each day excluding 12.30pm til 1.30pm over lunch.

Also extended opening as follows

7.30am til 8.30am on a Tuesday, Wednesday, Thursday

Concerns or complaints about the services we provide can be made directly to the practice as follows

Ms Jill Gibson
Practice Manager
Riverview Medical Centre
6 George Street
Johnstone
PA5 8SL

Telephone 01505 320208
Fax 01505 325395

to the NHS Board at Greater Glasgow and Clyde via HSCP

Renfrewshire HSCP
3rd Floor
Renfrewshire House
1 Cotton Street
PAISLEY
PA1 1AL

Or at customerservices.contact@renfrewshire.gov.uk

Constitution

This GP practice is constituted under the National Health Services (Scotland) Act 1978 and is contracted by NHS Greater Glasgow and Clyde to provide primary medical services under [GMS](#) contract.

How the practice is run

Major decisions are decided at Weekly Practice Business Meeting attended by the following:

Dr Clare Cunning Lead GP
Dr Lynn Howie GP Partner
Dr Trudy Smith GP Partner
Sister Sheena Ferguson
Sister Karen Anderson (once a month)
Ms Jill Gibson, Practice Manager

Final decisions rests with GP partners

Practice Meetings are held every Friday 12.30pm til 1.30pm. All staff mentioned above attend and matters affecting the surgery are discussed and agreed. Short form minutes are taken and each person present receives copy.

Under our contract of services with the NHS board Greater Glasgow & Clyde 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).

Section 3: Our functions and services

NHS Boards contract with GP practices to provide primary care services to patients. Riverview Medical Centre holds a [General Medical Services](#) contract with [NHS Greater Glasgow and Clyde](#). Under this contract we provide primary medical services to patients that reside within our practice area in the following postcodes.

Johnstone	PA5
Brookfield	PA5
Linwood	PA3
Houston	PA6
Howwood	PA9
Kilbarchan	PA10
Bridge of Weir	PA11
Baronscourt Gardens	PA1
Fisher Drive/Gardens	PA1
Hillman Crescent	PA3

GP contractors Dr Clare Cunning, Dr Lynn Howie, Dr Trudy Smith 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>)).

In the past practice has participated 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 Greater Glasgow & Clyde we provide a range of services to our patients, including:

[General primary medical services](#), [child health surveillance](#), [contraceptive services](#), [maternity medical services](#), [minor surgery services](#), [immunisation services](#), [palliative care enhanced service](#), [extended hours services](#). 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 with other agencies. At all times we maintain confidentiality as appropriate.

Riverview Medical Centre is currently a training practice, however this may change in the future.

All doctors in the practice speak English. No other language is routinely spoken in the surgery.

The NHS Board Interpreting services can be contacted on

Free phone 0800 028 0073 or 0207 715 2630.

Doctor will call the interpreting services number when patient arrives at the surgery and use the speaker phone for the consultation.

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

All decision and policy changes are discussed at the weekly business meeting with all doctors, sister and practice manager. Major decisions are made in this way. Changes are communicated to staff at monthly staff meetings or by internal messaging system known as docman.

Smaller day to day decisions are made at Practice Manager level with support of supervisor and all other staff as appropriate.

Patients have a suggestions box in the waiting area and can make comments on our website.

www.riverviewmedicalcentre.co.uk.

All decision and policy changes are discussed at the weekly business meeting with all doctors, sister and practice manager.

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

Section 5: What we spend and how we spend it

Riverview Medical Centre 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.

Online

Some information listed in our guide to information is available or may be downloaded from our practice website

www.riverviewmedicalcentre.co.uk.

If you have any difficulty accessing information online please contact us by an alternative route.

By email

You can request the information you seek by email via our website www.riverviewmedicalcentre.co.uk, 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 01505 320208 avoiding early morning times if possible 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:

Ms Jill Gibson
Practice Manager
Riverview Medical Centre
6 George Street
Johnstone
PA5 8SL

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 previously.

Section 7: Information that we may withhold

All information covered by our guide to information [can either be accessed through our website, or](#) 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. Information can be downloaded from our website at <http://www.riverviewmedicalcentre.co.uk/page1.aspx?p=5&pr=S87339> or from the practice premises 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. 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 50p per A4 paper (black and white copy).

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

Riverview Medical Centre 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 Riverview Medical Centre. 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. 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 Riverview Medical Centre 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

Riverview Medical Centre 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

Riverview Medical Centre
Ms Jill Gibson
Practice Manager
6 George Street
Johnstone
PA5 8SL

As an alternative we have a suggestion box in the patient waiting area – please post your suggestion in the box.

You can send us a feedback email via our website

www.riverviewmedicalcentre.co.uk

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:

Ms Jill Gibson
Practice Manager
Riverview Medical Centre
6/8 George Street
Johnstone
PA5 8SL

Telephone: 01505 320208
Fax: 01505 325395

Any complaint will be acknowledged within three 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 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

Ms Jill Gibson
Practice Manager
Riverview Medical Centre
6/8 George Street
Johnstone
PA5 8SL

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 50p per A4 sheet for black and white 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 Riverview Medical Centre. We reserve the right to charge a maximum of £50 for requests for an individual's own personal

information. This £50 fee will no longer be payable after the 25th May 2018 following introduction of the GDPR, General Data Protection Regulation.

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 Riverview Medical Centre
- 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.

Class 1: About Riverview Medical Centre	
Class description: Information about Riverview Medical Centre, who we are, where to find us, how to contact us, how we are managed and our external relations.	
The information we publish under this class	How to access it
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 and on our website http://www.riverviewmedicalcentre.co.uk/contact1.aspx 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 and on our website http://www.riverviewmedicalcentre.co.uk/staff1.aspx It is also available from our GP practice.
Practice opening	Information contained in section 2 of this document and our

hours	<p>practice leaflet.</p> <p>This information is available by email and post and on our website http://www.riverviewmedicalcentre.co.uk/opening-times.aspx It is also available from our GP practice.</p>
Contact details for patients and complaints functions	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post and on our website It is also available from our GP practice.</p>
Publication scheme and guide to information	<p>This information is available by email and post. The Model Publication Scheme 2014 is available on the Information Commissioner's website¹. Link to our Model Publication Scheme is on our website at http://www.riverviewmedicalcentre.co.uk/page1.aspx?p=5&pr=S87339 It is also available from our GP practice.</p>
Charging schedule for published information	<p>Information contained in section 8 of this document and our practice leaflet.</p> <p>This information is available by email and post and on our website. http://www.riverviewmedicalcentre.co.uk/page1.aspx?p=5&pr=S87339 It is also available from our GP practice.</p>
Contact details and advice about how to request information	<p>Information contained in section 6 of this document and our practice leaflet.</p> <p>This information is available by email and post and on our website http://www.riverviewmedicalcentre.co.uk/page1.aspx?p=5&pr=S87339 It is also available from our GP practice.</p>
Charging schedule for environmental information	<p>Information contained in section 13 of this document and our practice leaflet.</p> <p>This information is available by email and post and on our website http://www.riverviewmedicalcentre.co.uk/page1.aspx?p=5&pr=S87339 It is also available from our GP practice.</p>
Legal/contractual framework for the authority	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post and on our website. http://www.riverviewmedicalcentre.co.uk/staff1.aspx It is also available from our GP practice.</p>
Description of	Information contained in section 2 of this document and our

¹ <http://www.itspublicknowledge.info/MPS>

practice governance/decision making structures	<p>practice leaflet.</p> <p>This information is available by email and post and is contained earlier on in this guide. It is also available from our GP practice.</p>
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	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post and on our website. http://www.riverviewmedicalcentre.co.uk/staff1.aspx It is also available from our GP practice.</p>
Governance policies	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Strategic planning processes	<p>Information contained in section 4 of this document and our practice leaflet.</p> <p>This information is available by email and post and is detailed earlier in this document. It is also available from our GP practice.</p>
Accountability relationships, including reports to regulators	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post as detailed in section 2. It is also available from our GP practice.</p>
Class 2: How we deliver our functions and services	
Class description: Information about our work, our strategy and policies for delivering functions and services and information for our services users.	
The information we publish under this class	How to access it
Description of practice functions, including statutory basis for them	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post as detailed in this document. It is also available from our GP practice.</p>
Strategies, policies and internal staff procedure for	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post.</p>

performing statutory functions	It is also available from our GP practice.
How to report a concern to the practice	<p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post and on our website. http://www.riverviewmedicalcentre.co.uk/contact_dlg1.aspx?p=S87339 It is also available from our GP practice.</p>
Reports of the practice's exercise of its functions	The practice does not hold this information.
List of services, including statutory basis for them	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post and on our website. http://www.riverviewmedicalcentre.co.uk/clinics-and-services.aspx?t=1 It is also available from our GP practice.</p>
Service policies and internal staff policies	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Service schedules and delivery plans	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Information for patients, including how to access services	<p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post it is also available on our website. http://www.riverviewmedicalcentre.co.uk/making-appointments.aspx It is also available from our GP practice.</p>
Service fees and charges	<p>Information contained in sections 5 of this document and our practice leaflet.</p> <p>This information is available by email and post and on our website. http://www.riverviewmedicalcentre.co.uk/page1.aspx?p=5&pr=S87339 It is also available from our GP practice.</p>
Class 3: How the practice takes decisions and what it has decided	
Class description: Information about the decisions we take, how we make	

decisions and how we involve others	
The information we publish under this class	How to access it
Decisions taken by the practice: agendas, reports, papers, and minutes of meetings (that do not contain confidential patient information)	<p>Note for practices: Practices should make available minutes of meetings. If these contain any information that would be exempt under the Act then these sections should be redacted prior to publication.</p> <p>Information contained in section 4 of this document.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Public consultation and engagement strategies	<p>Information contained in sections 4 of this document and our practice leaflet.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Class 4: What the practice spends and how it spends it	
Class description: 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.	
The information we publish under this class	How to access it
Details on NHS funding received by the practice and the cost of operating our NHS contract	<p>The Model Publication Scheme does not require individual salaries or income (including information from which this can easily be deducted) to be proactively published.</p> <p>You have the right to request information under the Act. GPs will be free to apply exemptions and any requester has the right to appeal to the Information Commissioner.</p> <p>This information is available by email and post. It is also available from our GP practice.</p>
Cost of running the practice	<p>This information is available by email and post. It is also available from our GP practice.</p>
Purchaser equipment and supplies	<p>This information is available it can be provided by email and post. It is also available from our GP practice</p>
Purchasing plans and capital funding	<p>We do not hold this information.</p>
Expenses policies and procedures	<p>This information is available by email and post. It is also available from our GP practice.</p>

Staff pay and grading structure	The practice follows Agenda for Change regarding staff pay increases. We do not have a staff grading structure.
Class 5: How the practice manages its human, physical and information resources	
Class description: Information about how we manage the human, physical and information resources of the authority	
The information we publish under this class	How to access it
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. http://www.riverviewmedicalcentre.co.uk/staff1.aspx 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.
Class 6: How the practice procures goods and services from external providers	
Class description: Information about how we procure goods and services, and our contacts with external providers	
The information we	How to access it

publish under this class	
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.
Class 7: How our practice is performing	
Class description: Information about how the authority performs as an organisation, and how well it delivers its functions and services	
The information we publish under this class	How to access it
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	While this information is held by other bodies it is available from the practice. This information is available by email and post. It is also available from our GP practice.
Class 8: Our commercial publications	
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)	
The information we publish under this class	How to access it
List and details of any commercial publications	We do not hold this information.