

Information available from The Cannon Hill Lane Medical Practice under the Freedom of Information Act

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	How the information can be obtained	Costs
Class 1 Who we are and what we do - Location & Contact details - Opening hours - Organisational structure	Details in the practice booklet available at reception & via the practice website	Free of charge
Class 2 What we spend & how we spend it	Not available	N/A
Class 3 What our priorities are & how we are doing - Performance Indicators / Quality & Outcomes Framework - Audits - Access via extended hours, results line & co-ordinating Dr system / Patient survey	Hard copies of selected information available on request	£10.00 - £450.00
Class 4 – How we make decisions (re NHS services) - Practice Meetings - Clinical Meetings - Patient feedback / surveys	Copies available on request Not available Copies available on request	£10.00 - £ 450.00 N/A £10.00 - £ 450.00
Class 5 – Our policies & procedures		

<ul style="list-style-type: none"> - Policies & procedures about the employment of staff - Health & safety - Records management - Relating to the delivery of medical services - Relating to records management - Relating to complaints 	Copies of each are available on request	£10.00 - £450.00
Class 6 – Lists & Registers	Not available	N/A
Class 7 – The services we offer	Website & practice booklet available at the practice	Free of charge

Please note that information will not be released until payment has been received in full and in the case of payment by cheque until the time that such funds have cleared into our bank account.