

THE ATRIUM HEALTH CENTRE
FREEDOM OF INFORMATION

This document covers information available from The Atrium Health Centre under the Freedom of Information Act model publication scheme

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 to be published	How the information can be obtained <small>(e.g. hard copy, website)</small>	Cost
<p>Class 1 - Who we are and what we do</p> <p>If you have any comments about the operation of the Publication Scheme, or how we have dealt with your request for information from the Scheme, please write to:</p> <p style="padding-left: 40px;">Mrs Lisa Fall; Area Practice Manager The Atrium Health Centre 7 Weymouth Avenue Dorchester DT1 1QR Tel: 01305 251545 email: atrium.reception@nhs.net</p> <p>The Atrium Health Centre is an independent contractor to NHS England. The full address of the Local Area Team is:</p> <p>NHS England (Wessex) Oakley Road Southampton Hampshire SO16 4GX Tel: 023 8029 6914</p> <p>The Atrium Health Centre provides General Medical Services for patients within our Practice boundary which covers Dorchester and a surrounding area; a copy of our Practice boundary is available on our website or for viewing at each of our surgeries and is included in our Practice Leaflet.</p>	<p>Practice Leaflet or downloadable from the practice website www.atriumhealth.nhs.uk or available in hard copy from the Patient Services Manager.</p>	No

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This practice aims to follow National Institute for Health and Clinical Excellence (NICE) and National Service Framework Guidelines. Copies of these can also be found on the NICE Website or the Department of Health Website.

This practice adheres to the National General Medical Services contract. Some information will be withheld, including personal, confidential information about individuals, which is protected by the Data Protection Act 1998.

Doctors in the practice

Dr L Morgan; Dr J Hopkins, Dr Neel Trivadi

Contact details for the practice

www.atriumhealth.nhs.uk or email: atrium.reception@nhs.net

The Atrium Health Centre: Telephone: 01305 251545

Crossways Surgery: Telephone: 01305 854355

Area Practice Manager: Lisa Fall

Patient Services Manager: Natalie McCafferty

Operations Manager; Anne Armstrong

The Practice also employs;

- . Clinicians including; Nurse Practitioner and Paramedic
- . Nursing staff including; Practice Nurses, Nursing Associate and HCA.
- . Administration staff; Patient Services Administrators.

Email:

lisa.fall@dorsetgp.nhs.uk

natalie.mccafferty@dorsetgp.nhs.uk

anne.armstrong@dorsetgp.nhs.uk

Opening hours

The Practice opening times are as follows:

The Atrium Health Centre: Monday – Friday 8:00am – 6:30pm

Extended Opening; Saturday (monthly) 8:30am – 12:00pm

Crossways Surgery: Monday – Friday 8:30am – 5:30pm

Extended Opening; Saturday (monthly) 8:30am – 12:00pm

Practice Leaflet or on the practice website

www.atriumhealth.nhs.uk

or available in hard copy from the Patient Services Manager.

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<p>Other staffing details</p> <p>Individuals can request an interpreter by contacting Reception who will arrange via NHS Dorset.</p> <p>The following GPs have special clinical interests:</p> <p>Dr L Morgan Safeguarding</p>		
<p>Class 2 – What we spend and how we spend it</p> <p>The Practice will provide details of the total income received from NHS England for the main categories of income on request.</p>		
<p>Total cost to NHS England of our contracted services.</p> <p>Please note that there may be circumstances where material cannot be released because it is confidential or commercial information or the appropriate officer designated for these purposes under the Act has taken the view that it may be prejudicial to the conduct of the Practice’s affairs.</p> <p>The Atrium Health Centre receives money from NHS England according to its contract in exchange for services provided for patients.</p> <p>The total amount of income received from the NHS before expenses in calendar year 2024 was £2,247,597; 2023 was £2,462,450; 2022 was £2,055,136; 2021 was £1,950,919; 2020 was £1,816,933</p>	<p>In hard copy from the Area Practice Manager</p>	<p>No</p>
<p>Class 3 – What our priorities are and how we are doing</p> <ul style="list-style-type: none"> • To continue to provide services to our patients to the very best of our ability • To optimise the health of all of our patients within defined financial parameters. • To promote self-care and patient education. • There is a new 10 year NHS Plan that explains how the NHS is changing and sets out how the different parts function and work together. A copy is available on the Department of Health Website. 		

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<p>Class 4 – How we make decisions</p> <p>The practice makes decisions in accordance with the partnership. The Practice holds monthly Practice & Surgery Meetings, Clinical Meetings and regular staff meetings.</p>		No
<p>Class 5 – Our policies and procedures</p> <ul style="list-style-type: none"> • Cervical Screening • Safeguarding Protocols • IT Contingency Plan • Complaints Protocol & Leaflet * • Business Continuity • Information Governance • Infection Control • Health and Safety • Identification of Carers • Patient’s Charter * • Pre Conception Advice • NHS Zero Tolerance * • Access to Medical Records * • Removal of Patients from the Practice List 	<p>Hard Copies available from the Patient Services Manager</p> <p>Marked (*) patient policies are available via our website</p>	At cost
<p>Policies and procedures about the employment of staff;</p> <ul style="list-style-type: none"> • Adoption Policy • Age Discrimination Policy • Annual Leave Policy • Bullying & Harassment Policy • Chaperone Policy • Disciplinary & Grievance Policy 	<p>Hard Copy available from the Patient Services Manager</p>	At cost

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- Drugs Misuse
- Dependants Leave Policy
- Equal Opportunities Policy
- Paternity Policy
- Recruitment Policy
- Sickness Absence Policy
- Uniform Policy
- Whistleblowing & Freedom to Speak Up Policy

Policies and procedures for handling requests for information

This publication scheme will be reviewed and updated regularly.

In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about The Atrium Health Centre under the NHS Openness Code 1995.

The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.

From 1st January 2005 it obliges the Atrium Health Centre to respond to requests about information that it holds and is recorded in any format and it will create a right of access to that information. These rights are subject to some exemptions, which have to be taken into consideration before deciding what information it can release. Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you and you can contact the Patient Services Manager to do this. (A statutory fee may be payable). A patient policy on how this can be done is also available via our website.

All information at The Atrium Health Centre is held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information, which can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000. Where individual Classes are subject to exemptions, the main reasons are, e.g. the protection of commercial interests and personal information under the Data Protection Act 1998.

Available in hard copy from the Area Practice Manager

No

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<p>Patients' charter</p> <p>Patients' rights and responsibilities included in the practice leaflet and patients charter</p>	<p>Available in hard copy from the Patient Services Manager or via the Practice website.</p>	<p>No</p>																								
<p>Class 6 – Lists and Registers</p> <p>Currently maintained lists and registers only</p> <p>Any publicly available register or list; Not held</p>																										
<p>Class 7 – The services we offer</p> <table border="1" data-bbox="147 651 1491 1139"> <thead> <tr> <th data-bbox="147 651 678 691">Service</th> <th data-bbox="678 651 1491 691">In partnership with...</th> </tr> </thead> <tbody> <tr> <td data-bbox="147 691 678 730">Baby Imms clinic</td> <td data-bbox="678 691 1491 730">Nurses</td> </tr> <tr> <td data-bbox="147 730 678 770">Cervical cytology</td> <td data-bbox="678 730 1491 770">Nurses</td> </tr> <tr> <td data-bbox="147 770 678 810">Child health surveillance</td> <td data-bbox="678 770 1491 810">Doctors and Nurses</td> </tr> <tr> <td data-bbox="147 810 678 850">Contraceptive services</td> <td data-bbox="678 810 1491 850">Doctors, Nurse Practitioner and Nurses</td> </tr> <tr> <td data-bbox="147 850 678 890">Counsellor</td> <td data-bbox="678 850 1491 890">In-house Counsellor</td> </tr> <tr> <td data-bbox="147 890 678 930">District Nurse services</td> <td data-bbox="678 890 1491 930">District Nurses employed by Dorset Healthcare</td> </tr> <tr> <td data-bbox="147 930 678 970">Flu vaccination clinics</td> <td data-bbox="678 930 1491 970">Doctors, Nurses and NAs</td> </tr> <tr> <td data-bbox="147 970 678 1010">Health promotion clinics</td> <td data-bbox="678 970 1491 1010">Doctors, Nurses and HCAs</td> </tr> <tr> <td data-bbox="147 1010 678 1050">Immunisations</td> <td data-bbox="678 1010 1491 1050">Doctors and Nurses</td> </tr> <tr> <td data-bbox="147 1050 678 1090">Maternity medical services</td> <td data-bbox="678 1050 1491 1090">Midwives employed by Dorset Healthcare</td> </tr> <tr> <td data-bbox="147 1090 678 1139">Minor surgery services</td> <td data-bbox="678 1090 1491 1139">Doctors</td> </tr> </tbody> </table>	Service	In partnership with...	Baby Imms clinic	Nurses	Cervical cytology	Nurses	Child health surveillance	Doctors and Nurses	Contraceptive services	Doctors, Nurse Practitioner and Nurses	Counsellor	In-house Counsellor	District Nurse services	District Nurses employed by Dorset Healthcare	Flu vaccination clinics	Doctors, Nurses and NAs	Health promotion clinics	Doctors, Nurses and HCAs	Immunisations	Doctors and Nurses	Maternity medical services	Midwives employed by Dorset Healthcare	Minor surgery services	Doctors		
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<p>The services provided under contract to the NHS; as per the GMS contract</p>	<p>Available from the Department of Health website</p>																									
<p>Charges for any of these services</p> <p>For the most part, we may only charge you only for hard copies or copying onto media (e.g. USB). Some information is available free, but for others there may be a charge. The Atrium Health Centre will make a reasonable charge for providing information. The charges will vary according to how the information is</p>																										

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made available but will include staff time; administration costs; printing or photocopying costs; postage and any other out of pocket expenses incurred by the Practice in the provision of this information. Charges will be advised upon receipt of the request and must be agreed before the information is provided.

As a general guide, charges are as follows:

1. Via the *General Practice/NHS England Web Site*; Free of charge, although any charges for Internet Service provider and personal printing costs would have to be met by the individual.

For those without Internet access, a single printout as on the Website would be available by post from the Patient Services Manager, or by personal application at The Atrium Health Centre. However, requests for *multiple printouts*, or for archived copies of documents that are no longer accessible or available on the web, may attract a charge for the retrieval.

We will not provide printouts of other organisation's websites.

2. *Leaflets and brochures*; Free of charge for leaflets or booklets on, for example, services we offer to the public.
3. *"Glossy" or other bound paper copies, CD Rom, video or other mediums*, might incur a 'hire' charge, which will be passed on.
4. E-mail will be free of charge unless it says otherwise.

The charges will be reviewed regularly.

Information leaflets

The following information is published that relates to the clinical services provided by the Practice for patients and the public:

- Practice Leaflet
- Practice Website

The Practice also holds information leaflets provided by outside agencies. Contact Reception for details of these. (If a specific leaflet is not held, we will refer you to the publisher).

Available in hard copy from the Patient Services Manager

No

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Out of hours arrangements

Outside practice normal working hours phone SWAST for Dorset Out of Hours service.
Tel: 111