

Publication Scheme

Freedom of Information Act 2000

Introduction

This publication scheme outlines the information routinely made available by Mosslands Medical Practice, in accordance with the Freedom of Information Act 2000.

We are committed to openness and transparency. This scheme sets out:

- What information we publish or intend to publish
 - How the information can be accessed
 - Whether a charge applies
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1. Who We Are and What We Do

We are a GP practice based in Irlam, serving patients across Irlam, Cadishead, Eccles, and Rixton. Our clinical and support teams include:

- **GP Partners** providing general medical services and patient care
- **Prescribing paramedics** handling minor illnesses and long-term condition management
- **Practice Nurses (PNs)** delivering routine nursing care, immunisations, and health checks
- **First Contact Physiotherapists (FCPs)** for musculoskeletal assessments and referrals
- **Counsellors** providing mental health support
- **Reception and Administration teams** supporting patient access and smooth running of services
- **Practice Manager (PM)** overseeing the supporting the running and operations of the practice

Our practice operates Monday to Friday, 8:00am to 6:30pm, from:

Mosslands Medical Practice

Irlam Health Centre

Tel: 0161 776 0737

Email: m.mp@nhs.net

Website: www.mosslandsmedicalpractice.co.uk

Access: Website / Reception / Practice leaflet

Charge: No

2. What We Spend and How We Spend It

We are funded by the NHS to deliver core and enhanced services to our patient population.

We manage our budget to cover:

- Staffing and clinical resources
- Maintenance and running costs of the practice
- IT systems and digital services
- Clinical equipment and consumables
- Outsourced services and contracts where required

Access: On request

Charge: Possible for printed copies

3. What Our Priorities Are and How We Are Doing

We prioritise delivering safe, high-quality care and continuously improving patient experience. Current priorities include:

- Reducing waiting times and improving access to routine appointments
- Expanding mental health and physiotherapy support within the practice
- Supporting patients with long-term conditions through regular reviews
- Responding to feedback from patient surveys and NHS Friends & Family Test
- Complying with Care Quality Commission (CQC) standards

Access: Website / On request

Charge: No

4. How We Make Decisions

Our leadership team, including GP Partners and senior management, meets regularly to make key operational decisions. These include:

- Service development and resource planning
- Reviewing patient access and appointment systems
- Staffing, recruitment, and training decisions
- Policy updates in line with NHS and regulatory guidance

Access: On request

Charge: Possible for printed copies

5. Our Policies and Procedures

We follow written policies to ensure consistent service delivery and compliance. These include:

- Data protection and confidentiality policies to safeguard patient information
- Complaints policy outlining how we handle concerns
- Clinical governance and health & safety procedures
- Equality and diversity policy promoting inclusive care
- Non-confidential HR policies relating to staff conduct and employment

Access: Website / On request

Charge: No

6. Lists and Registers

We maintain internal registers as required by law or good governance. These may include:

- Summary of fixed assets used in patient care
- Disclosure log of any published Freedom of Information requests
- Register of interests, if applicable to key decision-makers

Access: On request

Charge: Possible

7. The Services We Offer

We provide a full range of NHS general medical services and enhanced services, including:

- Routine GP and nurse appointments
- Same-day access for urgent issues
- Chronic disease management (e.g. diabetes, asthma, hypertension)
- Health checks, vaccinations, and screening
- Mental health support and counselling
- On-site physiotherapy via FCPs
- Travel health advice
- Repeat prescription service
- Private medicals and non-NHS reports (fees apply)

Access: Website / Leaflets / Reception

Charge: No (charges may apply for non-NHS services)

Accessing Information

Most information is available on our website or from reception. To request anything not listed, contact:

Clare Richardson (Freedom of Information Lead) Practice Manager, MIGPM

Chapel Group Medical Centre

220 Liverpool Road, Irlam, Manchester, M44 6FE

Tel: 0161 775 7373

Email: chapelmedical.centre@nhs.net

We aim to respond within **20 working days**.

Charges and Fees

Most information is provided **free of charge**. However, charges may apply for:

- Paper copies
- Postage
- Staff time for complex or large-volume requests

We will inform you of any fees in advance.

Feedback and Complaints

If you have feedback about this scheme or our information provision, please contact the **Practice Manager**.

You may also contact the **Information Commissioner's Office** at www.ico.org.uk.