



## Freedom of Information Act (England) Publication Scheme

Welcome to the Publication Scheme for Eyecare-at-home.uk "the Company." The Publication Scheme is required by the Freedom of Information Act 2000.

### **Introduction**

This Publication Scheme is a complete guide to the information routinely made available to the public by the Company. It is a description of the information about our NHS services, which we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

### **How much does it cost?**

The publications are all free unless otherwise indicated. Where information is provided at a cost, the charges will be calculated as set out in Class 7.

### **How the information is made available?**

The information within each Class is available in hard copy by writing to or emailing (preferred) to:

Company name: Eyecare-at-home

Registered address: 4 Sovereign Crescent Lexden Colchester CO3 3UZ

Email address: frances@eyecare-at-home.uk

### **Your rights to information**

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about our NHS services 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 1 January 2005 it obliged provider organisations 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.
- The Environmental Information Regulations 2004 enable similar access to environmental information as under the Freedom of Information Act 2000.
- 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 above practice where your records are held.

## **Feedback**

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 or email (preferred) to:

Company name: Eyecare at home

Registered address: 4 Sovereign Crescent Lexden Colchester CO3 3UZ

Email address: frances@eyecare-at-home.uk

## **Classes of Information**

All NHS information at the Company 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. This applies to all Classes within the Publication Scheme. The information on this Scheme is grouped into the following broad categories:

### **1. Who we are**

The Company provides services via local optometric practices in East Anglia.

Details of all opticians and optometrists registered in the UK are available from the General Optical Council: Tel: 0207 580 3898.

### **2. Our Services**

The company provides a free at the point of service ophthalmic service in East Anglia for those who are eligible. To find out if you are eligible for assistance please ask for details in the practice and/or see further information at frances@eyecare-at-home.uk

### **3. Financial and funding information**

For every assessment performed on behalf of the NHS the optical practice receives a set fee from the local NHS commissioner.

### **4. Regular publications and information for the public**

Information about optical and ocular conditions, eye examinations, spectacles and contact lenses can be found at each practice. Some of this information is available as patient leaflets. To request a set of leaflets by post, please write to the address above enclosing a stamped self-addressed envelope.

### **5. Complaints**

If you have a complaint about any of our products or services, we recommend that you first discuss any problems with the manager at the practice.

If the matter cannot be resolved in this way or you are not satisfied with the response you receive please contact Frances Walker via email frances@eyecare-at-home.uk. A full copy of our complaints procedure is available on request.

## **6. Our policies and procedures**

- Complaints & Critical Incident
- Information Governance
- Health and Safety
- & Others

Relevant information on these procedures is available from the above address.

## **7. This Publication Scheme**

In this class, we will publish any changes we make to this Publication Scheme, the criteria on which our information management policies are made and a referral point for all enquiries regarding information management generally in the practice. We will also publish any proposed changes or additions to publications already available.

### **Cost of Information**

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD ROM). Some information is available free, but for others there may be a charge. Charges are as follows:

- a) Multiple printouts may attract a charge for the retrieval, photocopy, postage etc. We will let you know the cost and charges that will have to be paid in advance. We will not provide printouts of other organisation's websites.
- b) Leaflets and brochures-free of charge for leaflets or booklets on, for example, services we offer to the public are available at the practices providing the services
- c) "Glossy" or other bound paper copies, or in some cases a CD Rom, video or other mediums, are for charge.
- d) E-mail-will be free of charge unless it says otherwise

The charges will be reviewed regularly.

### **Useful Resources**

#### **Websites**

- Information Commissioner's website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)
- The Lord Chancellor's Department website: [www.lcd.gov.uk](http://www.lcd.gov.uk)
- NHS Freedom of Information website: [www.foi.nhs.uk](http://www.foi.nhs.uk)

#### **Publications**

- NHS Openness Code [www.doh.gov.uk/nhsexec/codemain.htm](http://www.doh.gov.uk/nhsexec/codemain.htm)
- FOI Act 2000 [www.legislation.hmso.gov.uk/acts2000/2000036.htm](http://www.legislation.hmso.gov.uk/acts2000/2000036.htm)
- Code of Practice under Section 45 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)
- Code of Practice under Section 46 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)

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