**Publication Scheme**

**Freedom of Information Act 2000**

**Introduction**

This publication scheme outlines the information routinely made available by **The Willows 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

**1. Who We Are and What We Do**

We are a GP practice based in Salford, serving patients across Salford. Our clinical and support teams include:

* **GP Partners** providing general medical services and patient care
* **Advanced Nurse Practitioners (ANPs)** 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
* **Pharmacists** supporting medication queries and reviews
* **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:  
**Lords Avenue, Salford, M5 5JR**

**Tel:** 0161 736 2356  
**Email:** willowssurgery.prescriptions@nhs.net

**Website**: https://www.thewillowssurgery.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
* 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:

**Shaun Jeffers (Freedom of Information Lead) Practice Manager**   
The Willows Medical Practice  
Lords Avenue, Salford, M5 5JR  
**Tel:** 0161 736 2356  
**Email:** [willowssurgery.prescriptions@nhs.net](mailto: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](https://www.ico.org.uk/).