

FREEDOM OF INFORMATION POLICY

Publication Scheme

Welcome to the Publication Scheme for Noakes Habermehl & Kerr Opticians as required by the Freedom of Information Act 2000.

Introduction

The Publication scheme is a complete guide to the information routinely made available to the public by Noakes Habermehl & Kerr Opticians. It is a description of the information about our NHS Services that we make publicly available. It will be reviewed at regular intervals, and we will monitor its effectiveness.

How much does it cost?

For the most part, we only charge for multiple hard copies, or copies onto media. Charges are as follow and will be reviewed regularly.

- Accessed from our website – free of charge
- Single hard copies – free of charge
- As the Freedom of Information Act (FOI) applies to the provision of information, a request for multiple hard copies does not fall within the provisions of the Act and will attract a charge for retrieval, photocopying and postage. We will inform you of these charges that will have to be paid in advance.
- Email will be free of charge.

How is the information made available?

The information within each Class is available in hard copy from:

Noakes Habermehl & Kerr Opticians

62 Ridgeway

Plympton

PL7 2AL

Your Rights to Information

- The Freedom of Information Act 2000 is designed to promote openness and accountability amongst all organisations that receive public money.
- Like all NHS contractors, since 1 January 2005 there has been a FOI obligation on optical practices to respond to requests about the NHS related information that they hold, and a right of access to that information has been established in law.
- These rights are subject to exemptions (see below) that have to be taken into consideration before releasing information.
- In addition to accessing the information identified in this guide, you are entitled to request information about our NHS services under the NHS Openness Code 1995.
- Under the Data Protection Act 2018, you are also entitled to access your clinical records or any other personal information held about you and you can contact any practice where your records are held to do this.

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 to:

General Manager
Noakes Habermehl & Kerr Opticians
62 Ridgeway
Plympton
PL7 2AL

Classes of Information

All NHS information at Noakes Habermehl & Kerr Opticians is held, retained and destroyed within NHS guidelines. Our commitment to publish information excludes any information that can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000, the main reasons being the protection of commercial interests and personal information under the Data Protection Act 2018. This scheme has been written in accordance with those exemptions. The information on this Scheme is grouped into the following categories:

Who we are and what we do

Noakes Habermehl & Kerr Opticians are a local independent optician, trading in Plymouth, South West Devon & Cornwall since 1979. All our practices provide free NHS Eye Tests for those who are eligible.

The addresses and phone numbers of our stores are:

2 Meavy Way, Crownhill, Plymouth, PL5 3BW
62 Ridgway, Plympton, PL7 2AL
6 Fore Street, Ivybridge, PL21 9AB
101 Fore Street, Saltash, PL12 6AE
49 Fore Street, Callington, PL17 7AQ

Tel 01752 772116
Tel 01752 345269
Tel 01752 892185
Tel 01752 847477
Tel 01579 382345

Detail of the opticians and optometrists employed in our practices can be obtained by contacting that practice directly. Alternatively details of all opticians and optometrists registered in the UK are available from the General Optical Council <https://optical.org/> Tel: 0207 580 3898.

Company Registration Number - 08983176

Financial and funding information: what we spend and how we spend it

For every sight test performed on behalf of the NHS the practice receives a set fee, which is fixed nationally. This practice also carries out the following enhanced services on behalf of the NHS: Minor Eye Conditions Scheme, Post Cataract Scheme and Glaucoma monitoring scheme. The fees paid by the NHS for each service are available from the practice on request. They include a contribution towards optometrists' and staff salaries, equipment costs and other practice overheads. Information in this class will be published only where it is unlikely adversely to affect the commercial position of the firm or practice

Our Priorities

To provide our patients with high quality eye care

Decision Making

Any decisions made about the provision of NHS-funded services will be reflected in the services we provide and in the contract(s) held with the NHS England.

Our policies and procedures

- Complaints
- Complaints Policy
- Chaperone Policy
- Privacy Policy (Handling patient data)

They are available on request from our website.

Complaints

If you have a complaint about any of our products or services, please discuss any problems with the manager at the practice concerned in the first instance. We find that most issues can be put right at this stage. If the matter cannot be resolved in this way or you are unsatisfied with the response you receive, please refer to the Complaints procedure.

Lists and Registers

We don't keep lists and registers. Our patient records are confidential.

The Services We Offer

All Noakes Habermehl & Kerr practices provide NHS-funded sight tests for those who are eligible. Patients may also be entitled to NHS vouchers that can be used against the purchase of spectacles or contact lenses as required. To find out if you are eligible for this assistance please follow this link <http://www.nhs.uk/NHSEngland/Healthcosts/Pages/nhs-voucher-values.aspx>

Appointments for sight tests can be booked over the phone, or by dropping into one of our practices. Opening times are 9am to 5.30 pm Monday to Friday and 9am to 12.30pm on Saturdays.

Regular publications and information for the public

Information about optical and ocular conditions, sight tests, spectacles, and contact lenses, can be found on www.college-optometrists.org

Some of this information is also available in patient leaflets. These are freely available from all our practices.