

## **FREEDOM OF INFORMATION ACT (FOI) STATEMENT**

**This document complies with the requirement of the Information Commissioner`s Model Publication Scheme for Portobello Eyecare in accordance with the Freedom of Information Act 2000 and fulfils the obligations on opticians` practices under the Act.**

### **Introduction**

This is a complete guide to the information routinely made available to the public by Portobello Eyecare. It is a description of the information about our NHS services that we make publicly available. It will be reviewed at regular intervals.

The information within each Class is available in hard copy from: Portobello Eyecare, 3 Portobello Parade, Fawkham Road, West Kingsdown, Sevenoaks Kent TN15 6JP

### **This guide information**

We will publish any changes we make to this guide or relevant information. We will also publish any proposed changes or additions to publications already available.

### **Cost of Information**

For the most part, we will only charge for hard copies, or copies onto media.

- Single hard copies – Free of Charge
- As the Freedom of Information Act 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. You will be notified of these charges, and these must be paid for in advance.
- E-mail will be free of charge.

### **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 requests about NHS related information that they hold, and a right to 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.
- Entitled to request information about our NHS services under the NHS

Openness Code 1995.

- Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you.

## **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:

Portobello Eyecare  
3 Portobello Parade  
Fawkham Road  
West Kingsdown  
Kent  
TN15 6JP

## **Classes of Information**

All NHS information at Portobello Eyecare is held, retained and destroyed within NHS guidelines. Our commitment to publish information that can be legitimately withheld under exemptions set out in the NHS Openness Code of Freedom 2000, the main reasons being the protection of commercial interests and personal information under the Data Protection Act 1998. 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

- Rudi McCarthy is the owner/director of an independent opticians, trading as Portobello Eyecare Limited
- Details of opticians and optometrists employed directly, or by way of Locum, can be obtained by contacting the practice directly.
- Alternatively, details of all opticians and optometrists registered in the UK are available from the GENERAL OPTICAL COUNCIL [www.optical.org](http://www.optical.org)

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.

Our Priorities

- To provide our patients with Comprehensive Clinical Eyecare

## Decision Making

Any decision made about the provisions of NHS-funded services will be reflected in the services we provide and in the contract held with NHS England – South East

## Our policies and procedures

- Complaints
- Data protection
- Health & Safety

These are available on request from:

Portobello Eyecare  
3 Portobello Parade  
Fawkham Road  
West Kingsdown  
Kent  
TN15 6JP

## Complaints

If you have a complaint about any of our products or services, please discuss any complaints with Mr Rudi Mccarthy at the practice in the first instance. Most issues can usually be put right at this stage. If the matter cannot be resolved in this way or you are unsatisfied with the responses you receive please email us on [info@portobelloeyecare.co.uk](mailto:info@portobelloeyecare.co.uk) A full copy of our COMPLAINTS POLICY is available on request.

## Lists and Registers

We do not keep lists and registers. Our patient records are confidential.

## The Services We Offer

We provide NHS-funded sight tests for those 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 ask a practice member of staff for further details. We can also provide privately funded sight test as well as Contact Lens Trials and Aftercare.

Appointments for sight test can be booked over the phone, email or by calling into the practice.

Opening hours are: Tuesday to Friday 09.00 – 17.30 Saturday 09.00 – 13.00