

Bell Brothers OPTICIANS

Freedom of Information Act (FOI) Publication Scheme

This document complies with the requirements of the Information Commissioner's Model Publication Scheme for Bell Brothers Opticians Limited 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 Bell Brothers Opticians Limited. It is a description of the information about our NHS services that we make publicly available. It will be reviewed at regular intervals.

How is the information made available?

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

Bell Brothers Opticians Limited, 27 St. Sepulchre Gate, Doncaster DN1 1TD

or can be printed from www.bellbrothersopticians.com

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. Charges are as follows and will be reviewed regularly.

- Accessed from our website – free of charge
- 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. We will inform you of the cost of these charges that will have to be paid 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 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 1998, 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:

FOI, Bell Brothers Opticians Limited, 27 St. Sepulchre Gate, Doncaster DN1 1TD

Classes of Information

All NHS information at Bell Brothers Opticians Limited 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 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

Bell Brothers Opticians Limited was set up in 1931 by Mr. Bell, one of two brothers whose family owned Bell Brothers Jewellers. Prior to this eye tests were performed in a back room of the jewellers. The brothers split the business with one getting the jewellers and the other had the opticians. It is still independent.

Bell Brothers Opticians Limited has three branches:

Bell Brothers Opticians Limited, 27 St. Sepulchre Gate, Doncaster DN1 1TD	Tel:01302 323619
Bell Brothers Opticians Limited, 9 Nelson Road, Rossington DN11 0PQ	Tel: 01302 868638
Bell Brothers Opticians Limited, 23 Finkle Street, Thorne DN8 9DE	Tel 01405 812209

Details 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, Tel: 0207 580 3898.

Company Registration number 1307991

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:

Direct Cataract Referral
Ocular Hypertension Referral Refinement
Stable Glaucoma Monitoring

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 contracts held with NHS England.

Our policies and procedures

- Complaints
- Data protection

A copy of these is available on request from our Doncaster practice or from our website.

Complaints

If you have a complaint about any of our products or services, please do 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 contact our general manager at head office on 01302 323619.

Lists and Registers

We don't keep lists. We keep a register of gifts with a monetary value in excess of £100. Our patient records are confidential.

The Services We Offer

All our 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 ask for details in any of our practices.

The practice also provides the following NHS-funded enhanced services:

Direct Cataract Referral
Ocular Hypertension Referral Refinement
Stable Glaucoma Monitoring

Appointments for sight tests can be booked over the phone, or by dropping into one of our practices. The addresses and phone numbers of our practices are:

Bell Brothers Opticians Limited, 27 St. Sepulchre Gate, Doncaster DN1 1TD	Tel: 01302 323619
Bell Brothers Opticians Limited, 9 Nelson Road, Rossington DN11 0PQ	Tel: 01302 868638
Bell Brothers Opticians Limited, 23 Finkle Street, Thorne DN8 9DE	Tel 01405 812209

Opening times can vary between locations, so please call to confirm.

Regular publications and information for the public

Information about optical and ocular conditions, sight tests, spectacles, and contact lenses, can be found on www.bellbrothersopticians.com and a number of websites including:

www.college-optometrists.org

www.aop.org

www.macularsociety.org

Some of this information is also available in patient leaflets. These are available from all our practices. To request a set of leaflets by post, please write to any of:

Bell Brothers Opticians Limited, 27 St. Sepulchre Gate, Doncaster DN1 1TD
Bell Brothers Opticians Limited, 9 Nelson Road, Rossington DN11 0PQ
Bell Brothers Opticians Limited, 23 Finkle Street, Thorne DN8 9DE

Cost of postage will be payable before the leaflets will be sent out.

Useful Resources

Websites:

- Information Commissioner
www.ico.gov.uk
- Ministry of Justice
<http://www.justice.gov.uk/whatwedo/freedomofinformation.htm>

Publications:

- NHS Openness Code
www.doh.gov.uk/nhsexec/codemain.htm
- Freedom of Information Act 2000
www.hmso.gov.uk/acts/acts2000/20000036.htm

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For HMSO Guidance notes on FOI publication schemes see www.hmso.gov.uk/guides.htm.