

FREEDOM OF INFORMATION PUBLICATION SCHEME Stafford Skincare

This Publication Scheme provides a guide to the services and staff of Stafford Skincare as required by the Freedom of Information Act 2000.

The document is based on the model publication scheme approved by the Information Commissioner's Office (ICO). The publication scheme commits an authority to make information available to the public as part of its normal business activities. The scheme contains 7 classes of information – some of which classes are published on our website www.stafford-skincare.co.uk All information published on the website is free of charge.

Information held by Dr Anne Ward that is not published under this scheme can be requested in writing to the Stafford Skincare, when its provision will be considered in accordance with the provisions of the Freedom of Information Act. Some information will be withheld, including personal, confidential information about individuals which is protected by the Data Protection Act 1998.

1. Who we are and what we do

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Stafford Skincare is a private dermatology service run by Dr Anne Ward, a Consultant Dermatologist since 1996. Clinics are held in Cannock, Lichfield, Stafford and Sutton Coldfield. The private dermatology service sees both adults and children with all hair, skin, nail and vulval problems. In addition it offers the full range of non-surgical cosmetic procedures.

2. Financial Information

The main source of income is from seeing private patients referred by their General Practitioner, or self-referred, to Stafford Skincare.

All financial details are held by Dr Anne Ward. Applications for this information should be directed to Dr Ward at Stafford Skincare. There may be circumstances where material cannot be released because it is confidential or commercial information or it may be prejudicial to the conduct of Stafford Skincare's affairs.

3. What are our priorities are and how we are doing

Stafford Skincare strives to maintain a high standard of patient care and clinical expertise. There is close integration with secondary care NHS dermatology services within the West Midlands Region.

Stafford Skincare seeks to comply fully with the requirements of the Care Quality Commission, Quality Standards in the NHS contract, The National Institute for Health and Care Excellence, National Services Framework guidelines, ISCAS and NHS complaints procedure, Clinical Governance, British Association of Dermatologists guidance, and other relevant quality standards.

You can review our latest Patient Experience Surveys on the website. All information published on the website is free of charge.

4. How we make decisions

Dr Anne Ward is ultimately responsible for decisions made regarding Stafford Skincare and its services. Decisions made often have input from local secondary care NHS dermatologists especially around decisions for shared working and referral protocols. Dr Anne Ward works closely with local Consultant Plastic Surgeons linking in to their Skin Cancer MDT (Multidisciplinary Team). Clinical decisions made by Dr Anne Ward are done in keeping with her professional training.

The views of patients are welcomed and Stafford Skincare is always pleased to receive feedback on its services regarding how services might be developed and improved.

5. Our policies and procedures

General policies and procedures in use within Stafford Skincare include, but are not restricted to: data protection, records management, medicine management, infection control, complaints, equality and diversity, and health & safety. All policies and procedures are available for viewing, upon request to Stafford Skincare.

6. Lists and registers

We hold a database of procedures undertaken for each patient attending the NHS dermatology clinic (2012 – 2015) at the request of Stafford and Surrounds Clinical Commissioning Group (SaS CCG), and provided this to SaS CCG.

The medical records of patients attending Stafford Skincare are held on a secure encrypted computer folder. A copy of the clinical record is filed in the patient's medical notes. Dr. Anne Ward is registered with the Information Commissioner's Office (ICO).

7. Services

We offer a range of dermatological services including all skin, hair, vulval and nail problems in both adults and children. We offer non-surgical cosmetic procedures. More detailed information about our services can be found on our website: www.stafford-skincare.co.uk