



# MARTIN REYNOLDS

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## OPTICIANS

## Freedom of Information Act (FOI):

This document complies with the requirements of the Information Commissioner's Model Publication Scheme for *Martin Reynolds Opticians* 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 *Martin Reynolds Opticians*. 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:

*Martin Reynolds Opticians, 24 North Street, Bishops Stortford, Herts. CM23 2LW*

### 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:

*Martin Reynolds Opticians, 24 North Street, Bishops Stortford, Herts. CM23 2LW*

### **Classes of Information**

All NHS information at *Martin Reynolds 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 1998. This scheme has been written in accordance with those exemptions. The information on this Scheme is grouped into the following categories:

#### **1) Who we are and what we do**

- *Martin Reynolds Opticians*
- *Martin Reynolds Opticians, 24 North Street, Bishops Stortford, Herts. CM23 2LW. 01279 757767*
- Details of the opticians and optometrists employed in our practices (stores) 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 06282895

#### **2) 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. 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

#### **3) Our Priorities**

To provide our patients with high quality eye care

#### **4) 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 *PCT*.

## 5) Our policies and procedures

- Complaints

### **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 Jay Patel on 01279 757767. A full copy of our complaints policy is available *on our website* and can be found in Class 6.

## 6) Lists and Registers

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

## 7) The Services We Offer

Martin Reynolds Opticians 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 call us on 01279 757767 or visit our website.

Appointments for sight tests can be booked over the phone, or by dropping into the practice.

Opening times are Monday to Saturday 09.00 to 17.30, 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.martinreynoldsopticians.co.uk](http://www.martinreynoldsopticians.co.uk)

## **Useful Resources**

### Websites:

- Information Commissioner  
[www.ico.gov.uk](http://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](http://www.doh.gov.uk/nhsexec/codemain.htm)
- Freedom of Information Act 2000  
[www.hmsa.gov.uk/acts/acts2000/20000036.htm](http://www.hmsa.gov.uk/acts/acts2000/20000036.htm)

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