

Freedom of Information Act: England model publication scheme

This document complies with the requirements of the Information Commissioner's Model Publication Scheme for **Edgbaston Private Eye Clinic Ltd** in accordance with the Freedom of Information Act 2000 and fulfils the obligations on opticians' practices under the Act.

This is a complete guide to the information routinely made available to the public by **Edgbaston Private Eye Clinic Ltd**. 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 available?

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

The Consulting Rooms, Edgbaston Private Eye Clinic Ltd, 38 Harborne Road, Edgbaston, B15 3EB

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.

■ Single hard copies – £10

■ 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 charges that need to be paid in advance

■ Email 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.

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: **The Consulting Rooms, Edgbaston Private Eye Clinic Ltd, 38 Harborne Road, Edgbaston, B15 3EB**

Classes of Information All NHS information at **The Consulting Rooms, Edgbaston Private Eye Clinic Ltd, 38 Harborne Road, Edgbaston, B15 3EB** 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.

Details of the optometrist (s) 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's register](#).

Company registration number **10894264**

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.

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 NHS England local health boards

Our policies and procedures

📄 Complaints

📄 Data protection

📄 Health and safety

They are available on request from info@edgbastoneyeclinic.com

Complaints

If you have a complaint about any of our products or services, please do discuss any problems with the Director of **Edgbaston Private Eye Clinic Ltd** 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 the Optical Consumer Complaint Service.

Lists and registers

We don't keep lists and registers.

Our patient records are confidential.

The services we offer

Edgbaston Private Eye Clinic Ltd 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, visit the Department of Health website or you ask for details in our practice.

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

Opening times: Visit our Website **www.edgbastoneyeclinic.com**

Regular publications and information for the public

Information about optical and ocular conditions, sight tests, spectacles, and contact lenses, can be found on www.edgbastoneyeclinic.com

Some of this information is also available in patient leaflets. These are freely available from the practice.

[Freedom of Information Act 2000](#)

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