

Freedom of Information Act (FOI): Model Publication Scheme

This document complies with the requirements of the Information Commissioner's Model Publication Scheme for Chase Meadow 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 Chase Meadow 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:

3 Chase Meadow Square, Narrow Hall Meadow, Warwick, CV34 6BT

www.chasemeadowopticians.co.uk

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:

3 Chase Meadow Square, Narrow Hall Meadow, Warwick, CV34 6BT

Classes of Information

All NHS information at Chase Meadow 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

Background;

Chase Meadow Opticians (CMO) is a community-based independent optician which provides the residents of the estate and surrounding areas. Set up by a husband and wife duo that provide a high-quality service tailored to each patients' personal needs. With extended appointment times allows the senior optometrist to offer expert advice and guidance throughout the eye examination.

CMO caters for all, from children to adults therefore you will find an extensive range of frames to choose from, starting with our budget NHS, mid-range, to high end designer spectacles and sunglasses. Each patient will get to choose the perfect frame and choose from a range of high-quality lens options.

We look after our customers that is why you are entitled to a free adjustments and servicing of your glasses.

Along with the physical store that we have situated in the heart of the bustling Chase Meadow estate we also offer an online store where you can select and purchase from our selected range of frames.

- List of *stores/practices* including contact phone numbers

We are currently located at; 3 Chase Meadow Square, Narrow Hall Meadow, Warwick CV34 6BT and can be contacted via phone on; 01926 494 400 or email; info@chasemeadowopticians.co.uk

- 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](#) the Practice GOC Number is; CO6011 Tel: 0207 580 3898.
- Company Registration number 12450292

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. *This practice also carries out the following enhanced services on behalf of the NHS:* . 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

Full details of the company accounts can be found [here](#) (link to accounts) Only applicable for companies that publish their accounts

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 NHS England and Warwickshire North CCG.

5) Our policies and procedures

- [Complaints](#)
- [Data protection](#)
- [Health and safety](#)

They are available on request from 3 Chase Meadow Square, Narrow Hall Meadow, Warwick, CV34 6BT

Complaints

If you have a complaint about any of our products or services, please do discuss any problems with the manager at the Chase Meadow Opticians 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 *Customer Services/us* on 01926 494400. A full copy of our [complaints policy](#) is available on request or 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

All Chase Meadow Opticians practice(s)) 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 follow this link <http://www.nhs.uk/NHSEngland/Healthcosts/Pages/nhs-voucher-values.aspx>

The practice also provides the following NHS-funded enhanced services Warwickshire North CCG

Appointments for sight tests can be booked over the phone, www.chasemeadowopticians.co.uk or by dropping into the practice/one of our practices. *To find the address or phone number of your local practice, please www.chasemeadowopticians.co.uk.*

Opening times are Monday - closed, Tuesday - 10am - 6pm, Wednesday - 11am - 7pm, Thursday 10am - 6pm, Friday 10am - 6pm, Saturday 9.30am - 3.30pm, Sunday 10am - 2pm but 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.chasemeadowopticians.co.uk www.college-optometrists.org

Some of this information is also available in patient leaflets. These are freely available from all our *practice(s)*. To request a set of leaflets by post, please write to:

3 Chase Meadow Square, Narrow Hall Meadow, Warwick, CV34 6BT

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

20 January 2021

Copyright:

Material available through this publication scheme is copyright unless otherwise indicated. Unless expressly indicated to the contrary, it may be reproduced free of charge in any format or medium, provided it is done so accurately in a manner that will not mislead. Where items are re-published or copied to others, you must identify the source and acknowledge copyright status. This permit does not extend to third party material, accessed through the scheme.

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