



Freedom of Information Act

Publication Scheme

Welcome to the publication scheme for GR Hardwick Optometrists as required by the Freedom of Information Act 2000.

Introduction

This Publication scheme is a complete guide to the information routinely made available to the public by GR Hardwick Optometrists. It is a description of the information about our NHS services that we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

How much does it cost?

The publications are free unless otherwise indicated. Where information is provided at cost, the charges will be calculated as set out in Class 7.

How is the information made available?

The information within each Class is available on request by e-mail or in hardcopy form:

GR Hardwick Optometrists
16 Rossall Road
Cleveleys
Lancashire
FY5 1AP

Or can be printed from this website.

Your rights to information

- The Freedom of Information Act 2000 is designed to promote openness and accountability amongst all organisations that receive public money.
- From January 1st 2005 it will oblige opticians' and optometrists' practices to respond to requests about the NHS related information that it holds, and it will create a right of access to that information. These rights are subject to some exemptions that have to be taken into consideration before releasing information.
- In addition to accessing the information identified in the publication scheme, you are entitled to request information about our NHS services under the NHS openness code 1995.
- New environmental information regulations may be introduced as early as 2003. These will enable similar access to environmental information as under the Freedom of Information Act 2000.
- 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 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:

GR Hardwick Optometrists
16 Rossall Road
Cleveleys
Lancashire
FY5 1AP

Classes of Information

All NHS information at GR Hardwick Optometrists 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 in the NHS Openness Code or Freedom of Information Act 2000. From 2005, individual Classes are subject to exemptions, the main reasons being the protection of commercial interests and personal information under the Data Protection Act 1998. This Scheme had been written in accordance with those exemptions. The information on this Scheme is grouped into the following categories:

1) Who we are

- Small independent group practice.

• GR Hardwick Optometrists 16 Rossall Road Cleveleys Lancashire FY5 1AP Tel: 01253 853030	&	GR Hardwick Optometrists 7a Dicconson Terrace Lytham Lancashire FY8 5JY Tel: 01253 794522
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- Details of all the opticians and the Optometrists employed in one of our stores can be obtained by contacting that store directly.
- Alternatively, details of all opticians and optometrists registered in the UK are available from the General Optical Council Tel: 0207 580 3898
- Company GOC registration No: CO-2288

2) Our Services

Both GR Hardwick Optometrists provide free NHS eye examinations for those who are eligible. You may also be entitled to vouchers that can be used against the purchase of glasses or contact lenses if you require them. To find out if you are eligible for assistance please [click here](#) or alternatively ask for details in either of our practices.

Other services we currently provide are as follows:

- Free NHS Low visual aid assessments.
- Free NHS shared care glaucoma management.
- Free NHS post cataract assessments.
- Diabetic eye screening.
- Contact lens fitting and aftercare services.
- Laser surgery eligibility assessment.
- Safety glasses.

Appointments for eye examinations can be made over the phone, or by dropping into one of our practices. The address and telephone numbers of our practices are outlined above.

Opening times are:

Monday to Wednesday	--	9.00am	to	5.00pm
Thursday	--	9.00am	to	7.00pm
Friday	--	9.00am	to	5.00pm
Saturday	--	9.00am	to	4.00pm

3) Financial and information

For every eye examination performed on behalf of the NHS the opticians practice receives a set fee of £18.39 (under review). This partly covers expenses such as optometrist and staff salaries, equipment costs and other store overheads.

If you are not eligible for the NHS eye examination, please contact your local practice for details of our current charges.

4) Regular publications and information for the public

A complete set of information about optical and ocular conditions, eye examinations, glasses, and contact lenses can be found on <http://www.grhardwick.co.uk/> or at <http://www.college-optometrists.org/>.

Some of this information is also available in patient leaflets. These are freely available from both of our practices.

Complaints

If you have a complaint about any of our products or services, we recommend that you first discuss this with the manager at the practice concerned.

If the matter cannot be resolved in this way or you are unsatisfied with the response you receive please contact the managing director in writing at 16 Rossall Road, Cleveleys, FY5 1AP. A full copy of our complaints policy is available on request and can be found in Class 6.

5) Our policies and procedures

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

These details are available on request from either of our practices.

6) This Publication Scheme

In this class we will publish any changes we make to this publication scheme, the criteria on which are information management policies are made and a referral point for all enquiries regarding information management generally in practice. We will also publish any proposed changes or addition to publications already available.

Cost of Information

For the most part, we will only charge for hard copies, or copies onto media. The charges are as follows and will be reviewed regularly;

- Accessed from the website – free of charge
- Single hard copies – free of charge
- Multiple hard copies or archived copies will attract a charge for photocopying, retrieval and postage. We will inform you these charges that will have to be paid in advance.
- E-mail – free of charge.

Part 3. Useful Resources

Websites:

- Information Commissioner
<http://www.informationcommissioner.gov.uk/>
- Lord Chancellors Department
<http://www.lcd.gov.uk/>
- NHS Freedom of Information
<http://www.foi.nhs.uk/>

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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[Back](#)