



## FOIA Publication Scheme

Welcome to the Publication Scheme for H&H Partners (Longridge) Ltd T/A Stephen Taylor Opticians, 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 H&H Partners (Longridge) Ltd T/A Stephen Taylor Opticians. 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 (see below).

### How is the information made available?

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

Stephen Taylor Opticians  
13 Berry Lane, Longridge, Preston, PR3 3JA

### Your Rights to Information

The Freedom of Information Act (2000) is designed to promote openness and accountability amongst all organisations that receive public money. In England, providers of Primary Ophthalmic services like ourselves, are considered a Public Authority, and therefore we have a requirement to fulfil obligations pertaining to the FOIA.

From January 1st 2005, the FOIA 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). The new Environmental Information Regulations (2004) also provides a right of access to information relating to the environment, which is held by public authorities, including the NHS.

Under the Data Protection Act (1998), and the GDPR (2018) 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 request 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:

Stephen Taylor Opticians  
13 Berry Lane, Longridge, Preston, PR3 3JA

### **Classes of Information**

All patient information at H&H Partners (Longridge) Ltd T/A Stephen Taylor 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 (1995) 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 has been written in accordance with those exemptions. The information within this Scheme is grouped into the following categories:

#### **1) Who we are:**

Our practice premises are located at:

Stephen Taylor Opticians  
13 Berry Lane, Longridge, Preston, PR3 3JA  
Tel: 01772 782220

Details of all the Opticians and Optometrists employed in any one of our practices 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 websites "Search the Register" function: <https://str.optical.org/>

Our Company Registration number is: 10520271 (England & Wales)

#### **2) Our services**

H&H Partners (Longridge) Ltd T/A Stephen Taylor Opticians provide free NHS eye tests 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 ask for details in any of our practices.

Appointments for eye tests can be booked over the phone, or by dropping into one of our practices. The addresses and phone numbers of our practice are:

Stephen Taylor Opticians  
13 Berry Lane, Longridge, Preston, PR3 3JA  
Tel: 01772 782220

Our opening hours are listed on our website; [www.stayloropticians.co.uk](http://www.stayloropticians.co.uk)

### **3) Financial and funding information**

For every eye test performed on behalf of the NHS the opticians practice receives a set fee, which increases incrementally each year. This covers a small part of expenses such as optometrist and staff salaries, equipment costs and other store overheads, the balance is subsidized by the sale of spectacles.

If you are not eligible for the NHS eye test, please contact the practice, or refer to our website [www.stayloropticians.co.uk](http://www.stayloropticians.co.uk) for details of our current private examination fees.

### **4) Regular publications and information for the public**

A wealth of information relating to NHS eligibility, and the voucher values can be found using the following link:

<https://www.nhs.uk/nhs-services/opticians/free-nhs-eye-tests-and-optical-vouchers/>

A complete set of information about optical and ocular conditions, eye tests, glasses, and contact lenses, can also be found at: [www.college-optometrists.org](http://www.college-optometrists.org)

Some of this information is also available in the form of patient leaflets. These are freely available in our practice, and some factsheets for common conditions are available to download from our website, in the FAQ section: <https://www.stayloropticians.co.uk/faqs/>

### **Complaints**

If you have a complaint about any of our products or services, we recommended that you first discuss any problems 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 write to:

Stephen Taylor Opticians  
13 Berry Lane, Longridge, Preston, PR3 3JA  
A full copy of our complaints policy is available on request.

### **5) Our policies and procedures**

Complaints  
Data protection  
Health and safety

The above are available on request from:  
Stephen Taylor Opticians  
13 Berry Lane, Longridge, Preston, PR3 3JA

### **6) This publication scheme**

In this class we will publish any changes we make to this publication scheme, the criteria on which our 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 additions to publications already available.

## **7) Cost of Information**

For the most part, you will only be charged for printed copies of information required. Some information is available free, but for others there may be a charge. The charges will vary according to how the information is made available. The charges are as follows:

Information provided by e-mail is free of charge except for charges made by your internet service provider.

Requests for single printed copies are free of charge.

Requests for multiple printed copies or archived copies will attract a charge to cover incidental costs such as photocopying and postage.

These charges will be reviewed regularly.

### **Useful Resources**

Websites and Publications:

Information Commissioner [www.ico.org.uk](http://www.ico.org.uk)

NHS Freedom of Information [www.england.nhs.uk/contact-us/foi/](http://www.england.nhs.uk/contact-us/foi/)

Freedom of Information Act (2000) [www.hmso.gov.uk/acts/acts2000/20000036.html](http://www.hmso.gov.uk/acts/acts2000/20000036.html)

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