

### Appendix 3: Contractual and statutory requirements

CONTRACTUAL and STATUTORY REQUIREMENTS		GMS contract clause number
1	<p>The practice provides patients with a leaflet which is available to patients and includes:</p> <ul style="list-style-type: none"> <li>• practice opening hours</li> <li>• whether an appointments system is operated by the practice for doctor and nurse appointments</li> <li>• how to access a doctor or nurse</li> <li>• a description of the services provided by all members of the team and how patients can obtain them</li> <li>• how to obtain repeat prescriptions</li> <li>• how to make a complaint or comment on the provision of service</li> <li>• a description of patients' rights and responsibilities</li> <li>• how the practice uses personal health information</li> </ul>	Schedule 3
2	The practice has an agreed procedure for handling patients' complaints which complies with the NHS complaints procedure and is advertised to the patients.	500
3	<p>Where patients are requesting to join the practice list, the practice does not discriminate on the grounds of:</p> <ol style="list-style-type: none"> <li>1. race, gender, social class, age, religion, sexual orientation or appearance</li> <li>2. disability or medical condition</li> </ol>	181
4	The practice adheres to the requirements of the Medicines Act for the storage, prescribing, dispensing, recording and disposal of drugs including controlled drugs.	499
5	Batch numbers are recorded for all vaccines administered.	72.4.2
6	The practice has a policy for consent to the treatment of children that conforms to the current Children's Act or equivalent legislation.	499
7	The premises, equipment and arrangements for infection control and decontamination meet the minimum national standards.	41
8	The practice ensures that all healthcare professionals who are employed by the practice are currently registered with the relevant professional body on the appropriate part(s) of its Register(s) and that any employed general practitioner is a member of a recognised medical defence organisation and registered on a primary care performers list (or equivalent).	340.1, 342
9	All professionals working in the practice are covered by appropriate indemnity insurance.	489
10	All doctors have an annual appraisal.	368.1
11	The practice has a system to allow patients access to their records on request in accordance with current legislation.	499
12	There is a designated individual (data controller) responsible for confidentiality.	437
13	If the records are computerised there are mechanisms to ensure that the data are transferred when patients leave the practice.	499
14	If the team uses a computer, it is registered under, and conforms to the provisions of the Data Protection Act.	499

15	The practice has a written procedure for the electronic transmission of patient data which is in line with national policy.	499
16	The practice complies with current legislation on employment rights and discrimination.	499
17	All staff have written terms and conditions of employment conforming to or exceeding the statutory minimum.	499
18	The practice meets the statutory requirements of the Health & Safety at Work Act and complies with the current Approved Code of Practice in Management of Health and Safety at Work Regulations.	499
19	Vaccines are stored in accordance with manufacturers' instructions.	40.1
20	Individual healthcare professionals should be able to demonstrate that they comply with the national child protection guidance, and should provide at least one critical event analysis regarding concerns about a child's welfare if appropriate.	499
21	All practices have in place systems of clinical governance which enable quality assurance of its services and promote quality improvement and enhanced patient safety.  The underpinning structures within the practice, which will assure embedding of clinical governance through a nominated clinical governance lead.	488
22	For minor surgery, patients consent to any surgical procedures including wart cautery and joint injections is recorded.	82
23	For vaccination and immunisation, consent to immunisation, or contraindications if they exist, are recorded in the records.	72.4.1
24	For vaccination and immunisation, fridges in which vaccines are stored have a maximum thermometer daily readings take place on working days.	40.2
25	For vaccination and immunisation, staff involved in administering vaccines are trained in the recognition of anaphylaxis and able to administer appropriate first-line treatment when it occurs.	73