

NHS WALES PUBLICATION SCHEME FOR GENERAL PRACTICES

Welcome to the Publication Scheme for Dr Nicola K Brown, Dr Damian J G Pathy and Dr Patricia Hunter.

This is a guide to the General Practitioners (who practice together) within the partnership practice Publication Scheme 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 Cathays Surgery. It is a description of the information about each of the General Practitioners and the Practice itself which 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 all free unless otherwise indicated within each class (with£).

Where information is provided at a 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 in hard copy from:

Practice Manager, Cathays Surgery, 137 Cathays Terrace, Cathays, Cardiff, CF24 4HU.

Telephone Number: 08444 778 608

Some information may be downloadable from the practice web site.

Rights of Access to Information

At the present time, in addition to accessing information identified in the Publication Scheme, you are entitled to request information about Cathays Surgery General Practice on Openness in the NHS issued by the Welsh Office in 1995. Hard copies of the Code of Practice are available free of charge from the NHS Wales Department of the Welsh Assembly Government. The information is also available on the Department of Health website www.doh.gov.uk Sometimes some, or all of the information cannot be provided and we will explain the reasons why when this happens.

The Freedom of Information Act 2000 recognises that everyone has the right to know how public services, such as NHS Wales, are organized and run, how much they cost and how you can make complaints if you need to. You have the right to know which services are being provided, the targets that are being set, the standards of service that are expected, the results achieved and how decisions are made.

From January 1st 2005 the Freedom of Information Act will require all General Practices to respond to requests about information they hold, and it will create a right of access to that information. The rights to request and access this information are subject to some exemptions which a General Practice have to take into consideration before deciding what information can be released.

The Environmental Information Regulations which came into force in 1993 set the standard for the release of information about the environment in which we live and work. These are likely to be strengthened within the next eighteen months under a European Union Directive. Until the new Regulations come into force, information relating to the Environment can be requested using the existing Regulations and the Code of Practice on Openness.

Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you. All enquiries should be made to:

Miss Debbie Lovering
Practice Manager
Cathays Surgery 137 Cathays Terrace, Cathays, Cardiff, CF24 4HU.

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:

Miss Debbie Lovering
Practice Manager
Cathays Surgery
137 Cathays Terrace
Cathays
Cardiff
CF24 4HU

CLASSES OF INFORMATION

All information at the Cathays Surgery is held, retained and destroyed in accordance with NHS Wales guidelines. Our commitment to publish information excludes any information which can be legitimately withheld under the exemptions set out in the Welsh Code of Practice on Openness in the NHS or The Freedom of Information Act 2000. Where individual Classes are subject to exemptions, the main reasons relate to the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all Classes within the Publication Scheme.

The information on this Scheme is grouped into the following broad categories:

1. Who we are

Details of the Practice and Practitioners, organisational structure, key personnel and how we fit into the NHS Wales structure.

This practice adheres to the national General Medical Services contract. The contract is with:

Cardiff Local Health Board Primary Care Trust, Trenewydd, Fairwater Road, Llandaff, Cardiff, CF5 2LD. (www.cardiffhb.wales.nhs.uk)

Cathays Surgery provided general medical services under the national General Medical Services contract at our surgery located in Cathays Cardiff. The practice area covers Cathays, Heath, Cyncoed, Lakeside, Roath, Maindy and Mynachdy.

All of the names of the GP partners in the practice can be found in the introduction of this publication scheme. The practice also employs the following categories of staff:

- Practice Manager
- Practice nurses
- Administration staff
- Reception staff
- Cleaning staff

2. Our Services

The range of services we provide under contract to NHS Wales.

Cathays Surgery provides the following range of services:

- Child health surveillance
- Baby Clinic
- Maternity medical services
- Cervical cytology
- Contraceptive services
- Disease management clinics
- Immunisations
- Phlebotomy
- Minor surgery
- Health visiting
- District nurses
- Counsellor

Further information on services provided by Cathays Surgery can be found in the practice leaflet, which is available free of charge from the surgery.

Cathays Surgery has access to language and translation information. We have access to Language line, which provides interpretation services in a range of spoken languages. This can be carried out either in person or via the telephone.

3. Financial and funding information

Funding details and charging policies.

Cathays Surgery receives money from Cardiff Local Health Board, according to its contract (as per Class 1 above) in exchange for services provided for patients.

Under certain circumstances, information cannot be released because it is confidential or commercial information or the appropriate officer designated for these purposes under the Act has taken the view that it may be prejudicial to the conduct of the Practice's affairs.

4. Regular publications and information for the public

Guidance and information leaflets.

Information, including information leaflets relating to clinical services that we provide for patients and the public, and a range of regular publications are available at the surgery, in reception on request.

5. Complaints

Policies, procedures and contacts for complaints.

If you wish to make a complaint about any aspect of our service, you should in the first instance contact:

Miss Debbie Lovering, Practice Manager, Cathays Surgery, 137
Cathays Terrace, Cathays, Cardiff, CF24 4HU.

Telephone: 08444 778 608

The complaints policy for our practice can be obtained at a cost of £0 from our website, or in hard copy from:

Miss Debbie Lovering, Practice Manager, Cathays Surgery, 137
Cathays Terrace, Cathays, Cardiff, CF24 4HU.

6. Our policies and procedures

General policies and procedures in use within the Practice.

These include, but are not restricted to, data protection, prescribing and prescription, Management of Violent Patients and health and safety.

Cathays Surgery has policies on the following:

- Data Protection (£0)
- Confidentiality (£0)
- Complaints (£0)
- Health & Safety (£10)

The above are available in hardcopy and some are available on our website. If you would like a copy, please contact:

Miss Debbie Lovering, Practice Manager, Cathays Surgery, 137 Cathays Terrace, Cathays, Cardiff, CF24 4HU.
Telephone: 08444 778 608

7. 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 in the General Practice. We will also publish any proposed changes or additions to publications already available and information relating to the cost of any information supplied through this publication scheme.

Cost of Information

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

a) Via the General Practice/Local Health Board /Trust Web Site – Free of charge, although any charges for Internet Service provider and personal printing costs would have to be met by the individual.

For those without Internet access, a single print-out as on the website would be available by post from Miss Debbie Lovering, Practice Manager or by personal application at the Cathays Surgery General Practice.

However, requests for multiple printouts, or for archived copies of documents which are no longer accessible or available on the web, may attract a charge for the retrieval, photocopy, postage etc. We will let you know the cost and charges that will have to be paid in advance. We will not provide printouts of other organisation's websites.

b) Leaflets and brochures - free of charge on, for example, services we offer to the public. A list is available on request at the Reception Desk, here at Cathays Surgery.

c) "Glossy" or other bound paper copies, or in some cases a CD Rom, video or other mediums, are available for a charge as stated in our publication list(s) available on request at the Reception Desk, here at Cathays Surgery.

d) E-mail will be free of charge unless it says otherwise.

All charges will be reviewed on a regular basis, and will be subject to change.

Useful Resources

Web sites:

www.cardiffhwb.wales.nhs.uk

This is the web site for Cardiff Local Health Board Primary Care Trust.

www.informationcommissioner.gov.uk

This is the web site of the Information Commissioner.

www.lcd.gov.uk

This is the web site of the Lord Chancellor's Department.

www.wales.nhs.uk/foi

This is the web site for NHS Wales Freedom of Information.

www.nhs.foi.uk

This is the web site for NHS Freedom of Information

www.wales.gov.uk

This is the web site for The National Assembly for Wales.

Publications

- Welsh Code of Practice on Openness in the NHS
www.wales.nhs.uk
- FOI Act 2000
www.legislation.hmso.gov.uk/acts2000/2000036.htm
- Code of Practice under Section 45 FOI Act 2000
www.lcd.gov.uk
- Code of Practice under Section 46 FOI Act 2000
www.lcd.gov.uk
- Statement of Fees and Allowances payable for General Medical Practitioners in England and Wales.
www.doh.gov.uk/pricare/fees.htm

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