

## **FREEDOM OF INFORMATION**

### **NHS WALES PUBLICATION SCHEME FOR GENERAL PRACTITIONERS**

#### **This is a guide to the Publication Scheme for Roath House Surgery**

**in which each of the following practice as a partnership;  
Dr John Westlake, Dr Philip Lloyd, Dr Andrew Proctor, Dr Simon Lawson  
and Dr Meinir Hughes**

The Publication Scheme is a legal requirement of the Freedom of Information Act 2000 and is compiled in three parts namely:

Part A - Introduction

Part B - The Classes of information that we hold

Part C - Useful resources

#### **PART A - INTRODUCTION**

This Publication Scheme is a complete guide to the information routinely made available to the public by Roath House 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 Where information is provided at a cost the charges will be calculated as set out in Class 7.

##### **How the information is made available?**

The information within each Class is available in hard copy or from the Practice Manager.

##### **Welsh Language**

Currently all publications offered by the Practice are in English however we do offer a Welsh Language Scheme.

### **Your Rights Information**

In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Roath House Surgery under the Code of Practice on Openness in the NHS issued by the Welsh Office in 1995.

The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services, are organised and run, how much they cost and how decisions are made.

From January 1<sup>st</sup> 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. These rights are subject to some exemptions which have to be take into consideration before deciding what information can be released.

New Environmental Information Regulations which may be introduced as early as 2003 will enable similar access to environmental information as under the Freedom of Information Act 2000.

Under GDPR, you are also entitled to access your medical records or any other personal information held about you and you can contact the Practice Manager to do this.

The Freedom of Information Act 2000 does not change the right of patients to protection of their patient confidentiality in accordance with Article 8 of the Human Rights Convention, GDPR, and at common law. Maintaining the legal right to patient confidentiality continues to be an important commitment on our part.

### **Feedback**

If you have any comments or if you have a complaint about the operation of the Publication Scheme, or how we have dealt with your request for information from the Scheme, please write to:

Mrs Jane Corp  
Practice Manager  
Roath House Surgery  
100 Penylan Road  
Roath  
Cardiff  
CF23 5RH  
Telephone No. 02920461100

## **PART B - CLASSES OF INFORMATION**

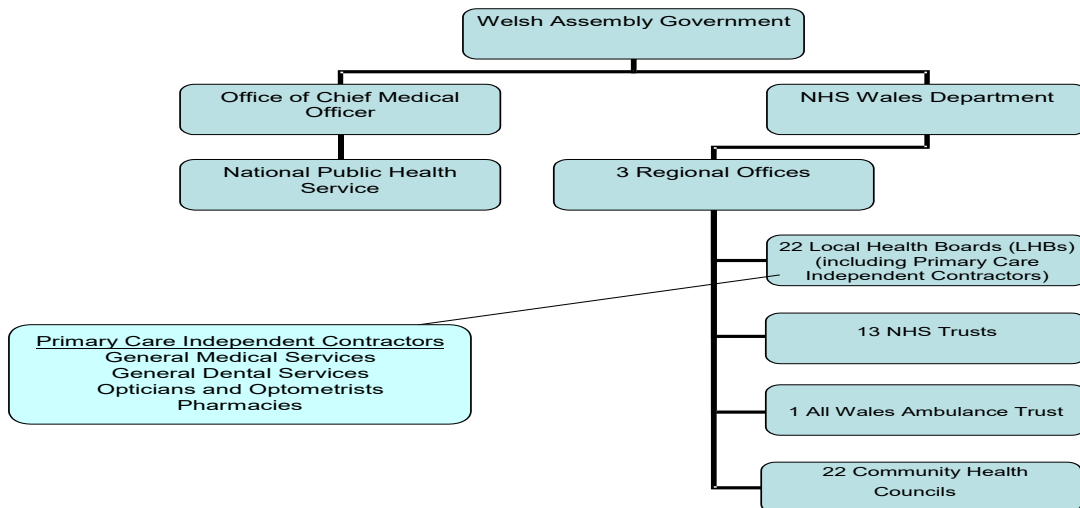
All information at the Roath House Surgery is held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information which can be legitimately withheld under the exemptions set out in the Welsh Code of Practice on Openness in the NHS or The Freedom 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 GDPR. This applies to all Classes within the Publication Scheme.

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

### **Class 1 - Who we are**

**Class Description: details of the practice, organizational structure, key personnel and how we fit into the NHS Wales Structure.**

Figure 1 below depicts the legislative and operating structure of the NHS in Wales and shows how independent contractors like ours fit within the context of University Health Boards (UHB's)



The NHS is a very large part of the public sector. A full list of Local General Practices in Wales can be found on the Cardiff Local Health Board web site.

The Roath House Surgery provides general medical services for the geographical area of the practice.

The Practice list size is approximately 13,000. It directly employs 23 staff. The Practice is responsible for the health care of its patients and providing efficient and effective NHS services.

## **Organisational Structure**

The Practice is able to provide the public with details of our organisational structure, contact details for the key personnel are listed below:

- **The Partners**

Dr John Westlake (Senior Partner)  
Dr Philip Lloyd  
Dr Andrew Proctor  
Dr Simon Lawson  
Dr Meinir Hughes

- **The Supporting Team**

Practice Nurses	Sister Nicola Cronick Sister Nicola Jones Sister Hayley Matthew
Practice Manager	Mrs Jane Corp
Operational Support Manager	Mrs Julia Williams

The practice is a training practice for post/undergraduate doctors and medical students.

## **Class 2 - Our Services**

**Class Description: The range of services we provide under contract to NHS Wales.**

The range of services we provided to patients and public under contract to NHS Wales are as follows.

Minor Operation  
General Medical Services  
Childhood Immunisations  
Child Health Surveillance  
Influenza Immunisations for those over 65 and in “at risk” groups  
Maternity Medical Services

Contraceptive Services

Cervical Cytology

Vaccinations and Immunisations

Chronic Disease Management, including:

- Coronary Heart Disease
- Stroke and Transient Ischaemic Attacks
- Hypertension
- Diabetes
- Chronic Obstructive Pulmonary disease
- Asthma

Health Promotion including

- Smoking Cessation
- Weight loss/exercise
- Sex education
- Travel vaccination

The Practice supports the above services with patient information leaflets on each topic.

#### **Data Protection**

Information such as child protection shared with outside agencies is protected by our data protection policy, which adheres to GDPR, for information regarding our data protection policy please contact the Practice Manager

#### **Exemptions**

Patient information is personal information obtained about you during the course of your care and treatment and is therefore exempt from the Freedom of Information Act. For Further information please contact the Practice Manager.

#### **Practice Premises and opening times**

Monday – Friday 8.00 – 6.30pm

#### **Clinics**

Tuesday pm - Baby Clinic

Thursday pm - Antenatal Clinic from 1.30pm

Chronic Disease Management is monitored by the practice nurse in conjunction with the GP's. Daily appointments can be made with the nurse for Chronic Disease Management

Further information is provided by means of a Practice Information Leaflet

### **Emergency care/cover**

Patients needing a doctor urgently at any time can phone the practice on the usual number and a healthcare professional will deal with the request. If the practice is closed, all calls are automatically diverted to the out of hour provider.

### **Disabled access**

The practice has disabled access via the front door.

### **Class 3 - Financial and Funding information**

Roath House Surgery receives money from the Cardiff and Vale University Health Board according to its contract in exchange for services provided to patients. The total funding received from the N.H.S. before expenses in 2008/9 was £683.665.

The above total does not constitute a salary, business overheads are paid out of this total.

The above income is based on the "Statement of Fees and Allowances payable for General Practitioners in Wales". Please refer to the Department of Health for information and costs and the formats this is available in.

There may be circumstances where material 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.

Our Practice adheres to the National General Medical Services Contract. A copy of the GMS contract is available on request from the Practice Manager at a nominal cost. Alternatively, a copy can be obtained by contacting the Welsh Assembly Government telephone 029 2089 8200.

The Practice can apply to the Local Health Board for General Medical Services Cash Limited Funding (GMSCL). The criteria for use of GMSCL funds are established within the Statement of Fees and Allowances, generally they can be used for the following:

- Locum cover for maternity leave/sickness
- Surgery Improvements

The Practice also obtains income from non GMS services such as Insurances Medicals and Reports, Private Sick notes etc.

Please contact the Practice Manager for further details.

Roath House Surgery makes available as much information as possible about the source and state of our finances. In certain circumstances information intended for future publications, audit material, personal information, commercial or confidential information and criminal and regulatory investigative or law enforcement material will be exempt from publication.

#### **Class 4 - Regular publications and information for the public**

##### **Class description: Guidance and Information Leaflets**

- Practice information leaflets
- Health and Safety Policy
- Internet Access Policy
- Email Policy
- IT Security Policy

#### **Class 5 - Complaints**

##### **Class description: Policy and procedures for handling complaints**

The Practice is committed to providing a quality service to its patients. As with any organisation that provides services, our Complaints Procedure is an essential part of the quality improvement process. The way we handle complaints about the provision of services gives an important message to our patients and their relatives/friends. If handled positively, complaints can be used to demonstrate that we welcome constructive comment about our services and are determined to strive for continued improvement. Complaints allow us to:

- See ourselves as patients see us.
- Identify issues that are of concern to patients.
- Rectify mistakes or problems.
- Increase or restore patients' trust in our Doctors and staff.

In the first instance all complaints must be addressed to the Practice Manager, Roath House Surgery, 100 Penylan Road, Roath, Cardiff, CF23 5RH  
Email [practice.manager.jane.corp@wales.nhs.uk](mailto:practice.manager.jane.corp@wales.nhs.uk)

Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if that patient in person does not make a complaint.

## **Class 6 - Our policies and procedures**

### **Class description; 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.

- Practice leaflet
- Health and safety policy
- Internet access policy
- Email policy
- IT security policy

## **Class 7 This Publication Scheme**

Class description; 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 Local Health Board's Web Site - Free of charge, although any charges for Internet Service provider and personal printing costs would have to be met by the individual.

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 for leaflets or booklets on, for example, services we offer the public.



c) e-mail will be free of charge when available unless otherwise indicated.

The charges will be reviewed regularly.

## **PART C - USEFUL RESOURCES**

### **Web sites:**

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

This is the web site of the Information Commissioner

[www.lcd.gov.uk](http://www.lcd.gov.uk)

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

### **Publications**

- Code of Practice on Openness in the NHS
- FOI Act 2000 [www.legislation.hms.gov.uk/acts2000/2000036.htm](http://www.legislation.hms.gov.uk/acts2000/2000036.htm)
- Code of Practice under Section 45 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)
- Code of Practice under Section 46 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)

### **Copyright**

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[www.hms.gov.uk/guides.htm](http://www.hms.gov.uk/guides.htm)

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