

Welcome to the Publication Scheme for Bodowen Surgery

This is a guide to the Publication Scheme for Bodowen Surgery General Practice in which each of the following practice as a partnership

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Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by this Practice. 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 is made available?

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

Practice Manager
Bodowen Surgery
Halkyn Road
Holywell
Flintshire
CH8 7GA

Rights of Access to Information

At the present time, in addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Bodowen Surgery General Practice under the

Code of 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 organised 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. To do this, please contact:

Practice Manager
Bodowen Surgery
Halkyn Road
Holywell
Flintshire
CH8 7GA

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:

Practice Manager
Bodowen Surgery
Halkyn Road
Holywell
Flintshire
CH8 7GA

CLASSES OF INFORMATION

All information at Bodowen Surgery General Practice 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.
2. **Our Services**
The range of services we provide under contract to NHS Wales.
3. **Financial and funding information**
Funding details and charging policies.
4. **Regular publications and information for the public**
Guidance and information leaflets.
5. **Complaints**
Policies, procedures and contacts for complaints.
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.

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 regarding our policy in relation to charging for information.

Cost of Information

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD ROM). 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.

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.

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

The charges will be reviewed regularly and be in line with other NHS organisations.

Useful Resources

Web sites:

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.

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.

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