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## NHS Model Publication Scheme for General Practices



### Welcome to the Publication Scheme for The Penylan Surgery

The Penylan Surgery

74 Penylan Rd

Penylan

Cardiff

CF23 5SY

Tel. 029 2049 8181

The Penylan Surgery is not a limited partnership.

**Introduction**

This Publication Scheme is a complete guide to the information routinely made available to the public by Dr's Triggs and Williams. It is a description of the information about doctors and the practice itself which we make publicly available.

**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 on an individual basis.

**How is the information made available?**

The information available from the practice website.

**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 General Practice under the Code of Practice on Openness 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](http://www.doh.gov.uk)

Sometimes some, or all, of the information cannot be provided and we will explain the reasons 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 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 has 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. 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 and you can contact the practice to do 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 the Practice Manager at the surgery.

 Classes of Information

All information at The Penylan 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 exemption 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 and what we do**

The Penylan Surgery is an NHS General Practice within the Cardiff & Vale University Local Health Board area.

A full list of the other primary care providers in the area is available via the Cardiff & Vale University Local Health Board website.

The Penylan Surgery is a partnership of four principals, supported by a full complement of clinical and administrative staff.

All partners and staff are listed under 'Practice Team'. The practice manager is Mrs SJ Wootton.

Address and contact details are:

The Penylan Surgery

74 Penylan Road

Cardiff

CF23 5SY

Telephone: 029 2049 8181

Our opening hours are as detailed on our website and in our practice leaflet.

**2. What we spend and how we spend it**

Financial information is available on request from the practice manager

Total cost to the Cardiff & Vale University Local Health Board of our contracted services - this information is available on request from the practice manager.

**3. What our priorities are and how we are doing**

Plans for the development and provision of NHS services are available from the practice manager.

**4. How we make decisions**

Details of decisions made in the practice affecting the provision of NHS services are available from the practice manager.

**5. Our policies and procedures**

Policies and procedures about the employment of staff are available from the practice manager.

Internal instructions to staff and policies relating to staff and policies relating to the delivery of services are available from the practice manager.

Equality and diversity policy is available from the practice manager.

Health and Safety policy is available from the practice manager.

Concerns procedures are given on the website and in a leaflet available from the practice.

Records management policies are available from the practice manager.

Data protection policies are available from the practice manager.

Policies and procedures for handling requests for information are available from the practice manager.

**6. Lists and Registers**

No publicly available register or list is held.

**7. Our Services**

The practice provides general medical services under the following categories:

**Essential Services**

(i) management of patients who are ill or believe themselves to be ill, with conditions from which their recovery is generally expected, for the duration of that condition, including relevant health promotion advice and referral as appropriate, reflecting patient choice wherever practicable.

(ii) general management of patients who are terminally ill

(iii) management of chronic disease in the manner determined by the practice, in discussion with the patient.

**Additional Services**

(i)  cervical screening

(ii) contraceptive services

(iii) vaccinations and immunisations

(iv) child health surveillance

(v)  maternity services

**Enhanced Services**

These are NHS services not provided through Essential or Additional Services. They include more specialised services undertaken by GPs or nurses with special interests and allied health professionals and other services at the primary-secondary care interface. They may also include other services addressing specific local health needs or requirements, and innovative services that are being piloted and evaluated.

Further details of Enhanced Services are available at the practice.

**Out of Hours Service**

The emergency out of hours service is provided by Cardiff & Vale University Local Health Board.

**Quality Standards**

This practice seeks to comply fully with the requirements of the GMS Contract Quality & Outcomes Framework, National Institute for Clinical Excellence, National Service Framework Guidelines, NHS Concerns Procedure, Clinical Governance and other relevant quality standards.

**Languages Spoken**

English, Welsh.

Further information on services provided under contract to the NHS and charges for any of our services are given on our website.

**This Publication Scheme**

In this class we will publish any changes we make to this Publication Scheme, the criteria on which 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.

For the most part, we will only charge you for hard copies or copying on to media . Some information is free, for some information there will be an access charge. The charges will vary according to how information is made available.

1. Via the practice web site - free of charge, although costs for Internet Service Provider and personal printing costs would have to be met by the individual.

2. Leaflets and brochures - free of charge on, for example, services we offer to the public.

3. 'Glossy' or other bound paper copies, or CD ROM, video or other medium are available for a charge from the practice.

4. E-mail will be free of charge unless otherwise stated (currently not available).

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

Useful Resources

**Web Sites**

Link to the Information Commissioner  [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Link to the website for NHS WalesFreedom of Information [www.wales.nhs.uk/foi](http://www.wales.nhs.uk/foi)

**Publications**

Link to the Welsh Code of Practice on Openness in the NHS [www.wales.nhs.uk](http://www.wales.nhs.uk)

Link to the FOI Act 2000 [www.hmso.gov.uk/acts/acts2000/20000036.htm](http://www.hmso.gov.uk/acts/acts2000/20000036.htm)

General Medical Services Contract Documentation

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