Freedom of Information Act

The Freedom of Information Act 2000 aims to promote greater openness and accountability across the public sector, including the NHS and Independent Contractors, i.e. General Practitioners.

General Practitioners are legally obliged to adopt and maintain a Publication Scheme. Llansamlet Surgery's Publication Scheme shown below is based on the model suggested by the Welsh Assembly Government.

Welcome to the Publication Scheme for Llansamlet Surgery

This is a guide to the Publication Scheme for Llansamlet Surgery in which the following practice together as a non limited partnership:

Dr Matthew James Stevens
Dr Katherine Ann Berry
Dr Hannah Jones
Dr Jessica Pope
Dr Christopher Jones
Dr Stuart Kyle

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. 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 on this website, and is also available in hard copy from the Practice Manager.

Rights of Access to Information

Rights of Access to Information identified in the Publication Scheme, you are entitled to request information about Llansamlet Surgery under the Code of Practice on Openness in the NHS issued by the Welsh Office in 1995. Hard copies of the Code of Practice on Openness 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.dh.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 recognizes 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 1 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 requests 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 in the NHS issued by the Welsh Office.

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 any member of staff to do this. There is a Practice procedure in place.

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:-

Branwen Bratton, Practice Manager, Llansamlet Surgery, 3 Frederick Place, Llansamlet, Swansea SA7 9RY

Classes of Information
All information about Llansamlet 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:

Class 1 – Information
Who we are:- Llansamlet Surgery
3 Frederick Place
Llansamlet
Swansea
SA7 9RY

The NHS Practice provides General Medical Services for patients living within the practice boundary. The Practice adheres to the National General Medical Service Contract.

The Health of Wales Information Service is a useful resource of information about NHS Wales. This site can be accessed at www.wales.nhs.uk. Alternatively you can contact the Welsh Assembly Government Public Information Service on (029) 2089 8200 (or via their website at www.wales.gov.uk.)

A full list of the services provided will be found at Class 2 below.

Details of key personnel are published in our Practice leaflet (available free of charge on request) and also on our website.

Some information will be withheld including personal, confidential information about individuals that is protected by the Data Protection Act 1998.

Class 2 – Our Service
Details of all the services that we provide are published in our Practice leaflet and on our Practice website.

Class 3 – Financial and funding information
Llwyn Brwydrau Surgery received funding from Swansea LHB according to its contact (as per Class 1) in exchange for services provided for patients.

Class 4 – Regular publications and information for the public
- Practice leaflet
- Practice website

There are also Patient Information Leaflets which covers various health subjects with details of self-help groups for patients and carers in the UK.

Class 5 – Complaints
This Practice follows the NHS Complaints Procedure and follows a strict protocol when dealing with all complaints.

A copy of the Practice Complaints Procedure is available from reception or by writing to:

Branwen Bratton, Practice Manager, Llansamlet Surgery, 3 Frederick Place, Llansamlet, Swansea. SA7 9RY

Class 6 – Our Policies and Procedures
- Access to Medical Records Policy and Procedure
- Cervical Screening Policy
- Removal of Patients from the Practice List
- Practice Prescribing Policy
- Health & Safety Policy

Class 7 – This Publication Scheme
In this Class we will publish any changes we make to the 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. 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 single print-out would be available by post from the Practice Manager by personal application at Llansamlet Surgery. The Practice charges 10p per sheet + the cost of postage if required.

However, requests for multiple printouts, 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. The charges will be reviewed regularly and be in line with other NHS organisations.

Useful Resources

Websites:

- www.informationcommissioner.gov.uk This is the website of the Information Commissioner
- www.lcd.gov.uk This is the website of the Lord Chancellor's Department
- www.wales.nhs.uk/foi This is the website for the NHS Wales Freedom of Information
- www.foi.nhs.uk This is the website for NHS Freedom of Information
- www.nice.org.uk This is the website for the National Institute for Clinical Excellence
- www.doh.gov.uk/nsf This is the website for the National Service Frameworks (Department of Health)
- www.swansealhb.co.uk This is the website for Swansea Local Health Board

Publications

- Welsh Code of Practice on Openness in the NHS
- FOI Act 2000 www.opsi.gov.uk
- 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

- The Data Protection Act 1998 www.hmso.gov.uk/acts/acts1998
- The Human Rights Act 1998 www.hmso.gov.uk/acts/acts1998

Copyright

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INFORMATION AVAILABLE FROM LLANSAMLET SURGERY UNDER THE FREEDOM OF INFORMATION ACT MODEL PUBLICATION SCHEME

Information covered by this scheme is only about the primary, general or personal services we provide under contract to the National Health Service

Information to be published	How the information can be obtained	Cost
CLASS – 1 **Who we are and what we do** *(This will be current information only)*		
Doctors in the practice	Practice leaflet or Practice website: www.wales.nhs.uk/llansamletsurgery	Nil
Contact details for the practice	Practice leaflet or Practice website: www.wales.nhs.uk/llansamletsurgery	Nil
Opening Hours	Practice leaflet or Practice website: www.wales.nhs.uk/llansamletsurgery	Nil
Other staffing details	Practice leaflet or Practice website: www.wales.nhs.uk/llansamletsurgery	Nil
CLASS – 2 **What we spend and how we spend it** *(Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit – current and previous financial year as a minimum)*		

Total cost to the LHB of our contracted services	Available on request from the Practice Manager	Charges are by personal application
Audit of NHS income	Available on request from the Practice Manager	Charges are by personal application
CLASS – 3 **What our priorities are and how we are doing** (Strategies and plans, performance indicators, audits inspections and reviews – current and previous year as a minimum)		
Information to be published	**How the information can be obtained**	**Cost**
Plans for the development and provision of NHS services	Practice leaflet or Practice website: www.wales.nhs.uk/llansamletsurgery	Nil
CLASS – 4 **How we make decisions** (Decision making processes and records of decisions – current and previous year as a minimum)		
Records of decisions made in the practice affecting the provision of NHS services	Available on request from the Practice Manager	Charges are by personal application
CLASS – 5 **Our Policies and Procedures** (current written protocols, policies and procedures for delivering our services and responsibilities)		
Policies and procedures about the employment of staff	Available on request from the Practice Manager	Charges are by personal application
Internal instructions to staff and policies relating to the delivery of services	Available on request from the Practice Manager	Charges are by personal application
Equality and diversity	Available on request from the Practice Manager	Charges are by personal application

Health & Safety Policy	Available on request from the Practice Manager	Charges are by personal application
Complaints procedures (including those covering requests for information and operating the publication scheme)	Available at the Reception Desk or Practice website: www.wales.nhs.uk/llansamletsurgery	Nil
Records management policies (records retention, destruction and archive)	Available on request from the Practice Manager	Charges are by personal application
Data Protection Policy	Available on request from the Practice Manager	Charges are by personal application
Information to be published	**How the information can be obtained**	**Cost**
Policies and procedures for handling requests for information	Available at the Reception Desk or Practice website: www.wales.nhs.uk/llansamletsurgery	Nil
Patients Charter	Available on request from the Practice Manager	Charges are by personal application
CLASS – 6 **Lists and Registers** (Currently maintained lists and registers only)		
Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice)	None Held	Not Applicable
CLASS – 7 **The services we offer** (Information about the services we offer, including leaflets, guidance and newsletters produced for the public – current information only)		
The services provided under contract to the NHS	Practice leaflet or Practice website: www.wales.nhs.uk/llansamletsurgery	Nil
Charges for any of these services	None	Not Applicable

Information leaflets	General leaflets on various health topics are available from the practice	Nil
Out of Hours arrangements	Practice leaflet or Practice website: www.wales.nhs.uk/llansamletsurgery	Nil

Please note: If you are unable to access information through the website, paper copies are available, although charges may apply, please contact the Practice Manager for further details