

**NHS FREEDOM OF INFORMATION PROJECT BOARD/BRITISH MEDICAL
ASSOCIATION MODEL PUBLICATION SCHEME FOR GENERAL PRACTICES**

**Mount Surgery
Freedom of Information
Publication Scheme**

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Margam Road
Margam
Port Talbot
West Glamorgan
SA13 2BN

FREEDOM OF INFORMATION MODLE PUBLICATION SCHEME FOR MOUNT SURGERY MEDICAL PRACTICE

This Publication Scheme provides a guide to the services and General Practitioners who practice together within the Mount Surgery Medical Practice as required by the Freedom of Information Act 2000.

The document is based on the model publication scheme for general practices produced by the NHS Freedom of Information (FOI) project board and the British Medical Association (BMA).

1. Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by Drs Burridge, Magdon, Ryell, Jambulingam, Chisholme & Packwood. It is a description of the information about our General Practitioners (GPs) and Practice, which we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

2. How much does it cost?

The publications are all free unless otherwise indicated. Where there is a charge for providing information the cost will be calculated as set out in each class (please refer to section 7, Cost of Information).

3. How is the information made available?

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

**Julie Tobin
Practice Manager
Mount Surgery
Margam Rd
Margam
Port Talbot, West Glamorgan SA13 2BN**

A practice website is currently under development, which when completed will contain the information also.

Your rights to information

In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Mount Surgery Practice under the NHS Openness Code 1995. A link to this is available in Part 3 of the scheme and hard copies are available free of charge from the Department of Health (DoH) at:

**Department of Health Publications
P.O. Box 777
London SE1 0XH**

Sometimes some or all of the information cannot be provided and we will explain the reasons why not when this happens.

- 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 the decisions are made.
- From January 1st 2005 it will oblige the General Practice to respond to requests about information that it holds, and it is recorded in any format and it will create a right of access to that information. Those rights are subject to some exemptions which have to be taken into consideration before deciding what information it can release.
- New environmental information regulations may be introduced as early as 2003. These will enable similar access to environmental information as under the Freedom of Information Act 2000.
- 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 your General Practitioner at the Mount Surgery Practice.

4. 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:

**Julie Tobin
Practice Manager
Mount Surgery
Margam Rd
Margam
Port Talbot, West Glamorgan, SA13 2BN**

CLASSES OF INFORMATION

All information at the Mount Surgery Practice 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 NHS Openness Code or Freedom of Information Act 2000.

Where individual Classes are subject to exemptions, the main reasons are e.g. 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 : Mount Surgery
Margam Road
Margam
Port Talbot, West Glamorgan, SA13 2BN

Key Personnel:

- **General Practitioners:** Dr J.W. Burridge, Dr V.M. Magdon, Dr R.C. Ryell, Dr S. Jambulingam, Dr B. J. Chisholme & Dr K. L. Packwood
- **Practice Manager:** Julie
- **Business Manager:** Paul
- **Receptionists:** Lesa (Senior Receptionist), Emma, Angela, Cathy, Hayley, Hollie, Emma, Shari, Nadine
- **Practice Nurses:** Angela, Gemma
- **Healthcare Assistant:** Carolann
- **Health Visitors** (employed by SBU Local Health Board): Debbie, Jan

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

The Mount Surgery Practice is part of the ABMU Local Health Board and provides General Medical Services to patients living in the geographical the areas of Port Talbot, Margam, Margam Village, Taibach, Goytre, & Lakeside. It provides services in accordance with a GMS contract held with ABMU Local Health Board

A full list of local General Practices can be found on the ABMU LHB Website www.wales.nhs.uk/sitesplus/863/home.

Class 2 Information: Our Services

The range of services we provide under contract to the NHS are as follows:

- A full range of general medical services
- Cervical Cytology
- Contraceptive services
- Wound care

- Disease management clinics such as asthma, diabetes, chronic obstructive airways disease and coronary heart disease
- Maternity medical services
- Child health surveillance, sexual health advice
- Immunisations – including child vaccinations
- A full range of minor surgery including joint injection
- Community services (District nursing, health visiting, home visits, phlebotomy)
- Travel Advice
- Smoking cessation

Class 3 Information: Financial and funding information

The Mount Surgery Practice receives money from Neath Port Talbot LHB according to its contract with Neath Port Talbot LHB in exchange for services provided for patients.

Class 4 Information: Regular publications and information for the public The following guidance and information leaflets are available:

- Practice Leaflet
- The practice has access to a whole host of advice and information leaflets, please ask Doctor, Nurse or receptionist for a copy to take away
- A Practice Website.*
- We can also provide Patient Information leaflets which cover health subjects with details of self-help groups.

All these publications are free of charge.

*Personal internet charges may apply – contact your ISP for details.

Class 5 Information: Complaints

The Mount Surgery Practice follows the NHS complaints procedure and follows a strict protocol when dealing with all complaints. A copy of the practice complaints procedures is available from:

**Julie Tobin
Practice Manager
Mount Surgery
Margam Road
Margam
Port Talbot, West Glamorgan, SA13 2BN**

Class 6 Information: Our policies and procedures

The following general policies and procedures are used within the practice. These include, but are not restricted to:

Practice Development Plan Policies

- IT Security Policy
- Policy for the use of the internet and email
- GDPR
- Complaints policy and procedure
- Zero Tolerance Policy
- Health and Safety Policy and Procedure
- Records Management
- Access to Medical Records
- Safe Haven procedures
- Corporate Governance (previously known as Caldicott: Protecting patients identifiable information)
- Removal of patients from GP list
- Cancer Referral policy and procedure
- Risk Assessment Policy and of the Storing of Vaccines
- Confidentiality Code of Conduct
- Prescribing Formulary
- Infection Control Policy
- Chaperone Policy for GPs
- Equal Opportunities policy

Guidelines and Patient Group Directives

- **Guidelines:** hypertension, cytology, new patient check, wound management, ear irrigation, immunisation of children against infectious disease, chaperone, aspirin in patients with proven ischemic heart disease, sublingual GTN patients with Ischaemic heart disease, chest pain, travel consultation, venepuncture, ECG, CPR, combined oral contraceptive pill, smoking cessation
- **Patient Group Directives:** influenza, tetanus and low dose diphtheria, depoprovera, Hepatitis A, Hepatitis B, Hepatitis A Paediatric, Hepatyrix, oral polio, typhoid, hiberix, pneumococcal.

Human Resources

- Practice Learning Strategy
- Training and Development Strategy
- Staff handbook
- Disciplinary and Grievance procedure
- Confidential Code of Conduct
- Staff induction procedures

Class 7 Information: 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 enquires regarding information management generally in the Practice. We will also publish any proposed changes or additions to publications already available.

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) Practice Website / LHB Website – 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 the Practice Manager by personal application at the Mount Surgery. 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 to the public. A list is available from the reception.
- c) "Glossy" or other bound paper copies, or in some cases a CD Rom, video or other mediums, are for charge as in our publication lists available from the Practice Manager at the Mount Surgery
- d) e-mail will be free of charge unless it says otherwise

The charges will be reviewed regularly

Useful Resources Websites:

- www.mountsurgery.co.uk Practice website
- www.ico.org.uk
This is the website of the Information Commissioner
- www.lcd.gov.uk
This is the website of the Lord Chancellor's Department
- www.foi.nhs.uk
This is the NHS Freedom of Information website
- www.wales.nhs.uk/sitesplus/863/home
Neath Port Talbot Local Health Board website

Publications

- NHS Openness Code - www.doh.gov.uk/nhsexec/codemain.htm
- 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/Wales

Copyright

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For HMSO Guidance Notes see <http://www.hmso.gov.uk/guides.htm>