

BISHOPS ROAD MEDICAL CENTRE PUBLICATION SCHEME

Welcome to Dr David Lewis Jones, Dr G Mared Rhys And Dr Jassim M Ali General Practitioner Scheme. This is a guide to the General Practitioners (who practice together) within the partnership practice Publication Scheme as required by the Freedom of Information Act 2000.

Part 1. Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by Dr D L Jones, Dr G M Rhys and D J M Ali General Practitioners. It is a description of the information about our General Practitioners and Practice 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 from:

Bishops Road Medical Centre
1 Bishops Road
Whitchurch
Cardiff
CF14 1LT
Tel: 029 20522355 / 029 20522455
Fax: 029 20522686

Your rights to information

- a. In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Bishops Road Medical Centre under the NHS Openness Code 1995.
- b. 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.
- c. From 1st January 2005 it will oblige the General Practice to respond to requests about information that it holds, and is recorded in any format and it will create a right of access to that information. These rights are subject to some exemptions which have to be taken into consideration before deciding what information it can release.
- d. 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.

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- e. Under the Data Protection Act 1998, you are also entitled to access your Clinical records or any other personal information held about you. For this, please contact:

Practice Manager
Bishops Road Medical Centre
1 Bishops Road
Whitchurch
Cardiff
CF14 1LT
Tel: 029 20522355 / 029 20522455

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
Bishops Road Medical Centre
1 Bishops Road
Whitchurch
Cardiff
CF14 1LT
Tel: 029 20522355 / 029 20522455

Part 2 Classes of Information

All information at the Bishops Road Medical Centre 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 eg the protection of commercial interests and personal information under the Date Protection Act 1998. This applies to all Classes within the Publication Scheme. The information on this Scheme is grouped into the following broad categories:

Details of the practice, organisational structures, key personnel and how we fit into the NHS.

The practice adheres to the national General Medical Services contract. The contract is with: Cardiff and Vale University Health Board Primary Care Trust, Trewenydd, Fairwater Road, Llandaff, Cardiff, CF5 2LB, (www.cardiffhwb.wales.nhs.uk)

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The practice aims to follow National Institute for Clinical Excellence (NICE) and National Service Framework guidelines. Copies of these can also be found on the NICE website (www.nice.org.uk) or the Department of Health website (www.doh.gov.uk).

The full names of GPs at our practice are listed in the introduction to this publication scheme.

The practice also employs:

- Practice manager(s)
- Administrative staff
- Practice nurse(s)
- Salaried GP (s)

A full list of the services we provide is detailed in Class 2 below.

There is a national NHS Plan that explains how the NHS is changing and sets out how all the different parts function and work together. A copy is available on the Department of Health website (www.doh.gov.uk/nhsplan).

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

2. Our Services

The range of services we provide under contract to the NHS

This is the range of services we provide:

Baby Clinic
Cervical cytology
Child health surveillance
Contraceptive services
Counsellor
Chronic Disease management clinics
District nurse
Immunisations
Maternity medical services
Minor surgery services

Some of these services are provided in partnership with other agencies, namely:

Cardiff and Vale NHS Trust

For any policies relating to our services, please refer to point 6.

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See also our practice leaflet which is available free of charge from:

Practice Manager
Bishops Road Medical Centre
1 Bishops Road
Whitchurch
Cardiff
CF14 1LT
Tel: 029 20522355 / 029 20522455
Fax: 029 20522686

Included in our practice leaflet is information of the following:

- Our practice address(es)
- Our opening and closing times
- The arrangements we have for out of hours cover
- The clinical interests of our doctors

Language and translation information: We have access to Language line which provides interpreters in spoken languages either in person or via telephone. Sign Language can also be arranged.

3. Financial and Funding Information

Funding details and charging policies

The Bishops Road Medical Centre receives money from Cardiff and Vale University Local Health Board according to its contract (as per Class 1 above) in exchange for services provided for patients.

The total income received from the NHS before expenses in 2001/2002 was £459,646.

The sum spent on drugs prescribed by the Bishops Road Medical Centre in 2001/2002 was £645,119.

Please see Part III for a link to the document titled "Statement of Fees and Allowances payable for General Medical Practitioners in England". Please apply to the Department of Health for information on 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.

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4. Regular publications and information for the public

Guidance and information leaflets

Information leaflets relating to the clinical services and health services that we provide for patients and the public, are our range of regular publications are freely available at the surgeries, in the reception areas. Alternatively, please contact:

Practice Manager
Bishops Road Medical Centre
1 Bishops Road
Whitchurch
Cardiff
CF14 1LT
Tel: 029 20522355 / 029 20522455

5. Complaints

Policies, procedures and contacts for complaints

If you wish to make a complaint about any aspect of our service, you should first contact:

Practice Manager
Bishops Road Medical Centre
1 Bishops Road
Whitchurch
Cardiff
CF14 1LT
Tel: 029 20522355 / 029 20522455

The complaints policy for our practice can be obtained from the Practice Manager.

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, zero tolerance and health and safety.

We have policies available on the following:

Complaints
Confidentiality

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Data protection
Health and safety

Each of the above are available in hardcopy and if you would like a copy please contact the Practice Manager at the Bishops Road Medical Centre.

7. This publication scheme

In this case 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 generally in this practice. We will also publish any proposed changes to publications already available.

Cost of Information

For the most part, we will charge you only for hard copies or copying onto media (eg 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. Requests for multiple printouts, or for archived copies of documents which are no longer accessible 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 in Class 4.
- 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 Practice Manager, Bishops Road Medical Centre, 1 Bishops Road, Whitchurch, Cardiff, Tel: 029 20522355 / 029 20522455.

The charges will be reviewed regularly.

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Part III: Useful Resources

Websites:

Cardiff & Vales University Health Board – <https://cavuhb.nhs.wales/>

Information Commissioner – www.informationcommissioner.gov.uk

Lord Chancellors Department – www.lcd.gov.uk

NHS Freedom of Information – www.foi.nhs.uk

General Medical Council – www.gmc-uk.org

Publications:

NHS Openness Code – www.doh.gov.uk/nhsecex/codemain.htm

FOI Act 2000 – www.hmso.gov.uk/acts/acts2000/20000036.htm

Code of Practice under Section 45 FOI Act 2000 –
www.lcd.gov.uk/foi/codepafunc.htm

Code of Practice under Section 46 FOI Act 2000 –
www.lcd.gov.uk/foi/codemanrec.htm

Statement of Fees and Allowances payable for General Medical Practitioners in
England – www.doh.gov.uk/pricare/fees.htm

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