**Woodlands Surgery**

**Publication Scheme**

**Your Rights to Information**

The Freedom of Information Act (FOI) 2000 provides members of the public with the right access information held by public authorities.

Public authorities are required to routinely publish certain information to the public as part of its normal business activities. This is known as a publication scheme.

Woodlands Surgery Publication Scheme is designed to signpost individuals to information we proactively release as and when it becomes available. The aim of this is to explain what information the practice makes available to the public and where possible to provide an easy method of accessing it.

The Publication Scheme contains seven classes of information, as follows, and information falling into each of these classes is published on our practice website:

* [Who we are and what we do](https://www.england.nhs.uk/contact-us/pub-scheme/what-we-do/)
* [What we spend and how we spend it](https://www.england.nhs.uk/contact-us/pub-scheme/spend/)
* [What are our priorities and how we are doing](https://www.england.nhs.uk/contact-us/pub-scheme/priorities/)
* [How we make decisions](https://www.england.nhs.uk/contact-us/pub-scheme/decisions/)
* [Our policies and procedures](https://www.england.nhs.uk/contact-us/pub-scheme/pol-proc/)
* [Register of members’ interests](https://www.england.nhs.uk/publication/our-board-members-register-of-interests/)
* [Services we offer](https://www.england.nhs.uk/contact-us/pub-scheme/services/)

All the information we proactively release is available free of charge on our website. Our publication scheme is a useful place to start if you’re looking for information about Woodlands Surgery, before making a Freedom of Information request.

Information that is not published under the FOI Publication Scheme can be requested in writing and the release of such information will be considered in accordance with the provisions of the FOI Act 2000.

To make a Freedom of Information request, please email contact the practice practice.manager.W95012@wales.nhs.uk or write to:

Woodlands Surgery

Woodlands Terrace

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MAESTEG

CF34 0SR

**Who we are and what we do**

Practice details, information about our practice team both clinical and administrative members and our opening times are all published on our website – [www.woodlandssurgerymaesteg.co.uk](http://www.woodlandssurgerymaesteg.co.uk).

**What we spend and how we spend it**

Woodlands Surgery receives money from NHS Wales according to its contract for national General Medical Services in exchange for services provided for patients.

Financial information relating to projected and actual income and expenditure, procurement contracts and financial audit, current and previous financial year as a minimum is available by request in writing to the Practice Manager.

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.

If this is the case, we will respond to your FOI request with a formal letter acknowledging the reasons why we are unable to give you this information.

We do not wish to publish our annual salaries, but they are available on request.

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

We are currently working closely with our colleagues in the Bridgend North Cluster to develop and improve services for patients in the local area. Information regarding the Bridgend North Cluster can be found at: [Bridgend North - Primary Care One (nhs.wales)](https://primarycareone.nhs.wales/cluster-area/cwm-taf-morgannwg-uhb/bridgend-north/)

**How we make decisions**

The practice holds regular partnership meetings with the partners and practice management in attendance.

**Our Policies and Procedures**

General policies and procedures in use within the practice include, but are not limited to:

* Data Protection
* Prescribing
* Zero Tolerance
* DNA Policy
* Social Media Policy
* Home Visit Policy

All policies and procedures are available for viewing, upon request in writing, please contact the Practice Manager – practice.manager.W95012@wales.nhs.uk

If you have a complaint or concerns about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a complaints procedure as part of the NHS system. Our complaints system meets national criteria. A copy of our practice complaints procedure is available here [woodlandssurgerymaesteg.co.uk](https://www.woodlandssurgerymaesteg.co.uk/) . This will give you all the information and contact details needed to lodge a complaint.

Lists and Registers

None held.

**The services we offer**

A full list of services offered by the practice are available on our website.

Charges for our private services (including medical reports and travel vaccinations) are also published on our website.

Website: [woodlandssurgerymaesteg.co.uk](https://www.woodlandssurgerymaesteg.co.uk/)