

## FEMC Publication Scheme

### Introduction

This publication scheme has been created to outline the types of information that Four Elms Medical Centre is expected to publish. The scheme commits to make information available to the public as part of its normal business activities. It allows the practice to be open and transparent, making information under Freedom of Information Act 2000 and environmental information easily and routinely available.

### 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.

The Four Elms Medical Centre 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
- What we spend and how we spend it
- What are our priorities and how we are doing
- How we make decisions
- Our policies and procedures
- Register of members' interests
- Services we offer

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 Four Elms Medical Centre 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 contact the practice via our website form or write to:

The Practice Manager  
Pengam Green Surgery  
Sterling Close  
Ffordd Pengam  
Pengam Green  
Cardiff  
CF24 2HB

## **Who we are and what we do**

- 1) Four Elms Medical Centre has 15000 patients in the South East Cluster Area. We are also a member of the South East Cluster which is made up of 6 separate Practices covering approximately 100,000 patients.
- 2) Practice details and our opening times are published on our website, this information be accessed via the [Home](#) page
- 3) For a list of the who work in the Practice please follow this [LINK](#)
- 4) Other information is available on the practice notice boards and display tables in the waiting areas.

## **How we earn money**

- 1) Four Elms Medical Centre receives money from NHS Wales according to its contract for national General Medical Services in exchange for services provided for patients.
- 2) 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.

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

- 1) Currently our top priority is helping our patients access more pre-bookable appointments whilst still providing a high level of service for urgent, on the day appointment requests. We have implemented the NHS Wales App which allows people to book future appointments without the need to phone the surgery
- 2) For further updates on our appointment system please see our [website](#)
- 3) We are currently working closely with our colleagues in the South East Cluster to develop and improve services for patients in the local area.

## How we make decisions

- 1) Four Elms Medical Centre has a committee that is made up of the partners and management.
- 2) The MDT meets every week to address issues at the practice and future plans.

## Our Policies and Procedures

This section provides information about current written protocols for delivering the practice's functions and responsibilities.

- 1) *All policies and procedures are available for viewing, upon request in writing, please contact the Practice Manager via our website. However, many policies are available to view directly on our website [here](#).*
- 2) *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.*
- 3) *A copy of our practice complaints procedure is available [here](#). This will give you all the information and contact details needed to lodge a complaint.*

## Lists and Registers

- 1) Our Senior Partner is also the secretary of the Local Medical Council.  
<https://www.brotaflmc.org.uk/whoswho>

## The services we offer

All the services we offer are listed on our [website](#). If you require a private service, please ask the reception team or medical secretary at the time of your appointment for an accurate fee.

In addition to routine and emergency services, we offer the following range of services under contract to the NHS:

- Pneumococcal
- Child Immunisations
- Mental Health
- Flu
- Oral Anticoagulation with Warfarin
- Diabetes
- Antivirals for Prophylaxis of seasonal flu in residential care home outbreaks
- Diabetes - Insulin Monitoring
- Shingles
- Childhood Seasonal Influenza (2,3 & 4 yrs if not in school)
- Non Routine Immunisations of Adults & Children At Risk
- Men ACWY
- Depo provera contraceptive injections

Gonadorelins  
Influenza (At Risk Groups)  
Learning Disabilities  
Minor Surgery  
MMR (Proactive)  
MMR (Post Natal)  
Non UK Citizen Registration  
NOACs  
Pertussis  
Students  
Wound Care/ Minor Injuries  
IUD Fitting & Removal (Part A)  
IUD Post Insertion Check (Part B)  
Nexplanon  
Administration of Enoxaparin

## **The method by which information published under this scheme will be made available**

The practice will indicate clearly to the public what information is covered by this scheme and how it can be obtained.

Where it is within the capability of the practice, information will be provided on the website. Where it is impracticable to make information available on a website or when an individual does not wish to access the information by the website, the practice will assist to provide the information in the format it has been requested or offer an alternative method for it to be obtained.

## **Charges which may be made for information published under this scheme**

The purpose of this scheme is to make the maximum amount of information readily available at minimum inconvenience and cost to the public. Charges made by the practice for routinely published material will be justified and transparent and kept to a minimum. Material which is published and accessed on a website will be provided free of charge.

Generally, only the following charges can be made:

- the costs directly incurred as a result of viewing information, photocopying, postage and packaging
- fees permitted by other legislation; and
- for information produced commercially, for example, a book, map or similar publication that you intend to sell and would not otherwise have produced.