

## Publication Scheme for The Medical Centre

### 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.

### How is the information made available?

The information within each class is available in hard copy on request from reception, or more readily on our website, [www.pencoedmedical.com](http://www.pencoedmedical.com)

### 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:

Mr Graeme Hunter  
[enquiries.w95018@wales.nhs.uk](mailto:enquiries.w95018@wales.nhs.uk)  
01656 867900

Business Manager  
The Medical Centre  
Heol-yr-Onnen  
Pencoed  
CF35 5PF

### Class 1 - Who We Are and What we Do

Our organisation consists of:-

#### *GP Partners*

Dr J Anthony Crane  
Dr Geraint Preest  
Dr Owain Thomas  
Dr Eleanor Garfield

#### *Salaried GPs*

Dr Nia Williams  
Dr Callum Priest

#### *Business Manager*

Mr Graeme Hunter

*Practice Nurses*

Lynne Jones  
Eleanor Wilson  
Tina Morgan

*Practice Pharmacist*

Sarah Bush

*Healthcare Assistants*

Lindsay Davis  
Karen Williams  
Ceri Williams

*Administration*

A team of 14 administrators complete the practice team.

As a practice, we are very keen on training the next generation of clinicians. As such we regularly have GP registrars (fully qualified doctors training to be a GP) and pre-registration pharmacists working alongside our team.

Our Practice area covers Pencoed and Llanharan. A map of Practice boundaries available on our website.

Our opening hours are Monday-Friday, 8am-6.30pm. We do not open on Saturday or Sunday, unless there is a special clinic arranged (e.g. flu clinic).

## **Class 2 – What we Spend and How we Spend It**

### **Private income**

Income for the practice is generated from non-NHS work performed by the GPs.

This includes insurance medicals and claim forms, HGV/PCV/Taxi renewals, and completion of insurance forms for patients. All NHS work will take priority, and requests for private paperwork will be completed as soon as is possible.

Prices for private work are available upon request.

### **Financial and funding information**

The Medical Centre receives monies from Cwm Taf Health Board, according to its contract, in exchange for services to patients. The money is used to fund practice premises, practice staff and all relevant and appropriate associated costs, such as purchasing medical equipment and improving our IT infrastructure (such as the patient check-in screen and new website). Further information is available on request to the Business Manager.

## **Class 3- What our Priorities Are and How We Are Doing**

The Medical Centre is one of five GP practices in the Bridgend East GP collaborative. Together we work to improve services to patients across the Pencoed and Llanharan areas. One of our biggest priorities at present is the development of a new primary care facility. Our current premises are

not fit for purposes, and with our patient list increasing due to a substantial housing development locally, a new, purpose-built facility would enable us to deliver a wider range of services. The pandemic and other challenges have slowed much of our progress to date.

We are working hard to improve access to GPs and other clinicians by recruiting new GPs to our team. We are also seeking to improve our digital set-up with our website being regularly updated, the introduction of SurgeryApp, MyHealthText and MyHealthOnline, and links to other local primary care and third sector agencies.

Equally, we want to make all our patients aware that sometimes the best person to see may not be the GP. Working with third sector support and other primary care agencies (pharmacies, dentists, optometrists, district nurses, etc.) we want to give patients the best choice to get the best support they need.

### **Class 4 – How We Make Decisions**

Decisions affecting the practice are taken by the senior leadership team (a combination of partners, GPs and business manager), sometimes in conjunction with the wider group of local GP practices and Cwm Taf University Health Board primary care support.

### **Class 5 – Our policies and procedures**

The following is a list of several of the key policies this practice has in place:

- Policies and procedures about customer service
- Internal instructions to staff and policies relating to the delivery of services
- Policies and procedures about the recruitment and employment of staff
- Equality and diversity policy
- Health and safety policy
- Complaints procedures (including those covering requests for information and operating the publication scheme)
- Records management policies (records retention, destruction and archive)
- Data protection policies
- Policies and procedures for handling requests for information

In terms of health and safety, if you notice anything untoward during your visit to the practice please inform the reception staff immediately.

All staff at the practice maintain the highest level of confidentiality, and are governed by the General Data Protection Regulation and Data Protection Act 2018. This governs both patient and staff confidentiality. All patient identifiable data is shredded prior to disposal to ensure confidentiality is maintained.

Further information can be requested of the Business Manager.

### **Class 6 - Lists and Registers**

We do not have registers or lists that are available for public inspection.

### **Cost of Information**

For the most part information in this publication is available free, but for others there may be a charge. The charges will vary according to how information is made available and the way it will be recorded. Charges are as follows:

a) Via the General Practice/Local Health Board Web Site – 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 Business Manager by personal application to The Medical Centre.

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 on, for example, services we offer to the public.

c) E-mail will be free of charge unless it says otherwise.

The charges will be reviewed regularly and be in line with other NHS organisations.

### **Class 7 – The Services we Offer**

Our services are provided in accordance with the National General Medical Services contract. As a Practice we aim to provide the best possible care and services for our patients in line with guidelines issued by the National Institute for Clinical Excellence and the National Service Framework for Wales.

The range of services we provide under the new GMS contract are:-

- Baby clinic – no appointment necessary
- Cervical cytology – smear appointments available with the Practice nurse.
- Child Health surveillance – patients under 5 years of age, to provide development medicals and meet their immunisation requirements
- Contraceptive services – By appointment
- Counselling service provided – By appointment
- Diabetic/Asthma/COPD/CHD clinic – By appointment
- HRT clinic – By appointment
- Maternity Services – ante-natal care provided by the midwife attached to the Practice, post-natal care by GP
- Minor surgery – minor procedures undertaken at surgery including cryotherapy, incision and excisions of lesions, joint injections - by arrangement with Dr Gray.
- Ultrasound scanning – referral by GP required
- District nursing service – attached to the practice to provide support for housebound and terminally ill patients in their own home.
- Out-of-hours cover is provided for emergencies by Cwm Taf Morgannwg Health Board between 6.30pm and 8am

- Language interpreter – an interpretation service can be made available if required.
- Interpreters can be provided for the profoundly deaf by prior arrangement

Our appointments for Doctor can be booked four weeks in advance. If you have an urgent problem, please contact the surgery when your information will be taken by the receptionists and passed to Doctor to be triaged to ascertain the urgency of the problem.

Further details of the Practice can be found on our web site [www.pencoedmedical.com](http://www.pencoedmedical.com)

### **Concerns**

If you feel that you are not happy with the service provided at the surgery, a copy of the in-house complaints procedure is available from reception. When completed this will be forwarded to the Practice Manager who will acknowledge receipt of the complaint and investigate accordingly. If the complaint cannot be handled within the Practice, you can ask the Local Health Board to investigate instead. You can contact the concerns team on 01443 443039, email them at [CTHB\\_Concerns@wales.nhs.uk](mailto:CTHB_Concerns@wales.nhs.uk), or write to:

**Mr Paul Mears**  
Chief Executive  
Cwm Taf Health Board  
Ynysmeurig House  
Navigation Park  
Abercynon  
CF45 4SN

### **This Publication Scheme**

We aim to keep this publication up to date, and if any changes occur, they will be corrected in this part of the publication.

We will also publish any proposed changes regarding our policies or any decisions we are about to make regarding procedures within the practice.

### **Regular publications and information for the public**

Our practice leaflet, patient's charter and minor ailments publications are available at reception.

All of the above can be seen at our website at [www.pencoedmedical.com](http://www.pencoedmedical.com)

### **Useful Resources**

Web sites:

<https://ico.org.uk/>

This is the web site of the Information Commissioner.

<https://www.wales.nhs.uk/nhswalesaboutus/freedomofinformation/makingfreedomofinformationrequests>

This is the web site for NHS Wales Freedom of Information.

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