

## Information available from Ely Bridge Surgery under the Freedom of Information Act model publication scheme

Information covered by this scheme is only about the primary, general or personal medical services we provide under contract to the National Health Service.

Information to be published	How the information can be obtained (e.g. hard copy or website)	Cost
<b>Class 1 - Who we are and what we do</b> (Organisational information, structures, locations and contacts)		
Doctors in the practice	<i>Dr H C Lindsey            Dr J Evans            Dr J A Wakeling            Dr M E Ellis            Dr C S Wilson            Dr G R Williams            Dr D F Harris            Dr J L Edwards            Dr E Watkin (GP Registrar)            Dr S Jones (GP Registrar)</i>	N/A
Contact details for the practice (named contacts where possible with telephone number and email address (if used))	<i>Tel: 029 2056 1808            Fax: 029 2057 8871  <a href="http://www.elybridge.co.uk">www.elybridge.co.uk</a></i>	N/A
Opening hours	<i>Monday to Friday            8.30 – 18:30 (please note phone lines open from 8am)            except closed Wednesdays 12:45 – 13:45             For Out of Hours service            please call 029 20 444 500</i>	N/A
Other staffing details	<i>Practice Manager – Mrs Nicola Gardner            Further staff details are available on request</i>	N/A

	<i>from the Practice Manager or our website</i>	
<b>Class 2 - What we spend and how we spend it</b> (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit)		
Total cost to the LHB of our contracted services.	<i>Available on request from the Practice Manager</i>	<i>N/A</i>
Audit of NHS income	<i>Available on request from the Practice Manager</i>	<i>N/A</i>
<b>Class 3 – What our priorities are and how we are doing</b> (Strategies and plans, performance indicators, audits, inspections and reviews)		
Plans for the development and provision of NHS services	<i>Available on request from the Practice Manager</i>	<i>N/A</i>
<b>Class 4 – How we make decisions</b> (Decision making processes and records of decisions)		
Records of decisions made in the practice affecting the provision of NHS services	<i>Available on request from the Practice Manager</i>	<i>N/A</i>
<b>Class 5 – Our policies and procedures</b> (Current written protocols, policies and procedures for delivering our services and responsibilities)		
Policies and procedures about the employment of staff	<i>Available on request from the Practice Manager</i>	<i>N/A</i>
Internal instructions to staff and policies relating to the delivery of services	<i>Available on request from the Practice Manager</i>	<i>N/A</i>
Equality and diversity policy (Anti-Discrimination/Equal Opportunities Policy)	<i>Available on request from the Practice Manager</i>	<i>N/A</i>

Health and safety policy	<i>Available on request from the Practice Manager</i>	<i>N/A</i>
Complaints procedure	<i>Please see our website</i>	<i>N/A</i>
Complaints procedures (including those covering requests for information and operating the publication scheme)	<i>Please see our website</i>	<i>N/A</i>
Records management policies (records retention, destruction and archive)	<i>Available on request from the Practice Manager</i>	<i>N/A</i>
Data protection policies	<i>Please see our website</i>	<i>N/A</i>
Policies and procedures for handling requests for information	<i>Please see our website</i>	<i>N/A</i>
Patients' charter	<i>Available on request from the Practice Manager</i>	<i>N/A</i>
<b>Class 6 – Lists and Registers</b>		
Any publicly available register or list	<i>None Held</i>	<i>N/A</i>
<b>Class 7 – The services we offer</b> (Information about the services we offer, including leaflets, guidance and newsletters produced for the public)		
The services provided under contract to the NHS	<i>Available on request from the Practice Manager</i>	<i>N/A</i>
Charges for any of these services	<i>Available on request from the Practice Manager</i>	<i>N/A</i>
Information leaflets	<i>Available on request from the Practice Manager</i>	<i>N/A</i>
Out of hours arrangements	<i>Please see Cardiff &amp; Vale University Health Board website <a href="http://www.cardiffandvaleulhb.wales.nhs.uk">http://www.cardiffandvaleulhb.wales.nhs.uk</a></i>	<i>N/A</i>

*Please note: If you are unable to access information through the website paper copies are available, although charges may apply, please contact the Practice Manager for further details.*

*15DEC2017 NCG*