



# The Vale Of Neath Practice Publication Scheme

Gwasanaeth Cefnogi  
Swyddog Diogelu Data

Data Protection Officer  
Support Service



## Introduction

This example publication scheme has been created to outline the types of information that the Practice is expected to publish. The example is based upon the ICO model publication scheme and is broken down into the classes of information required under the Freedom of Information Act 2000. It is recommended that this is laid out in its own section of your Practice's website, with the below headings listed.

## 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 Vale Of Neath Practice 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 The Vale Of Neath Practice, 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.w98046@wales.nhs.uk](mailto:practice.manager.w98046@wales.nhs.uk) or write to:

The Vale Of Neath Practice  
Vale Of Neath Medical Centre  
Glynneath Road  
Glynneath  
Neath  
SA11 5AT

## Who we are and what we do

- 1) *The Vale Of Neath Practice has approximately 9,500 patients in the Upper Neath Valley Area. We are also a member of the Upper Valleys Cluster which is made up of 3 other separate Practices. The cluster Practices can be found on these websites:*

[Upper Valleys Cluster - Swansea Bay University Health Board \(nhs.wales\)](#)

[Upper Valleys Cluster | Facebook](#)

- 2) *The practice was formed before the NHS, and we relocated to The Vale Of Neath Medical Centre in August 2019.*
- 3) *Practice details and our opening times are published on our website, this information be accessed via:*

[Contact Us - Vale of Neath Practice](#)

- 4) *The list of Doctors and staff working at The Vale Of Neath Practice is available via the following link:*

[Staff - Vale of Neath Practice](#)

*Other information is available on the practice notice boards and display tables in the waiting areas.*

## What we spend and how we spend it

- 1) *The Vale Of Neath Practice receives money from NHS Wales according to its contract for national General Medical Services in exchange for services provided for patients.*
- 2) *The total income received from the NHS **before expenses** was £1,425,000 for the year ending 31/03/2024.*
- 3) *Staff expenses are one of our largest area of costs, and staff salaries accounted for 50% of the Global Sum payments the practice received in the last financial year.*
- 4) *Some other sizeable expenses which the practice incurs on a regular basis, is for:*
  - a. *Telecoms: Midas Communications - £7K per annum.*
  - b. *Ask My GP: £8K per annum*
  - c. *Medical Centre Maintenance: £10K per annum*
  - d. *Gas & Electricity: £31K per annum*
  - e. *Cleaning: £17K per annum*
  - f. *Printing, Postage & Stationery Costs: £12K per annum*
  - g. *Computer & IT Costs: £12K per annum*
  - h. *Accountancy Fees: £12K per annum*
- 5) *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.*

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

## What our priorities are and how we are doing

- 1) *Currently our top priorities are improving our call handling response times, and increasing the number of face to face appointments with a GP. We have taken on board the patient feedback from the most recent patient survey undertaken by the practice, and looking to improve our service provision by:*
  - a. *aiming to increase our number of call handling staff at peak times, to reduce the time patients have to wait in the call queue before their call is answered.*
  - b. *Increasing the availability of face to face appointments, by offering patients the option of having a face to face appointment without the need to receive a telephone call back first.*
- 2) *For further updates, policies and Practice news please see our website: [Practice Policies - Vale of Neath Practice](#)*
- 3) *We are currently working closely with our colleagues in the Upper Valleys Cluster to develop and improve services for patients in the local area. The Health Board Upper Valleys Cluster Information page can be found here: [Upper Valleys Cluster - Swansea Bay University Health Board \(nhs.wales\)](#)*
- 4) *We were last inspected by Care Inspectorate Wales June 2017 a copy of the inspection report is available here: [Vale of Neath Practice | Healthcare Inspectorate Wales \(hiw.org.uk\)](#)*

## How we make decisions

- 1) *The Vale Of Neath Practice has a decision making management team that is made up of the senior partners, nursing and management staff. Please find more information about our Doctors and Staff on our website:*

[Staff - Vale of Neath Practice](#)

- 2) *The Vale Of Neath Practice Management team meets every Monday, to discuss clinical, operational and financial business. Redacted minutes of these meetings are available on request.*

## Our Policies and Procedures

- 1) *Our Policies and Procedures*

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

- *Data Protection*
- *Information Governance*
- *Records Management*
- *Prescribing*
- *Zero Tolerance*

- 2) *All policies and procedures are available for viewing, upon request in writing, please contact the Practice Manager: [practice.manager.w98046@wales.nhs.uk](mailto:practice.manager.w98046@wales.nhs.uk)*

3) 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.

4) A copy of our practice complaints procedure is available here [Practice Policies - Vale of Neath Practice](#) This will give you all the information and contact details needed to lodge a complaint.

## Lists and Registers

- 1) The Vale Of Neath Practice is accredited as a GP Training practice, our GP Trainers are Dr Hepburn, Dr Gripper and Dr Montano. GP Registrar's regularly attend placements at The Vale Of Neath Practice as part of their GP Training programme.
- 2) The Vale Of Neath Practice operates a CCTV system that monitors the external perimeter and internal areas of the medical centre, for the purposes of safety and crime prevention.

## The services we offer

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

- Maternity Medical Services
- Full contraceptive services which include coil and implant fitting
- Well Woman clinics
- Minor Surgery
- Learning disability health check clinics and reviews
- Well baby & immunisation clinics
- Smear clinics
- Blood pressure review clinics
- Diabetic review clinics
- Asthma and COPD clinic
- Ring pessary fitting service
- Travel vaccinations
- Phlebotomy
- Joint injections
- Warfarin (INR) and DOAC reviews

2) Charges for our private services (including medical reports and travel vaccinations) are published on our website, this information be accessed via the [Services - Vale of Neath Practice](#) page

## Additional - Disclosure Log

A disclosure log is used to publish any previous FOI requests and the response to these. For example, if someone asked you how often your practice gets a deep clean, the information you give to them can be published in this area. This will be helpful when people are looking to submit an FOI request to your practice, as then can check this log beforehand to see if the information they require has already been requested and published.

## **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.