**INTRODUCTION**

This leaflet is a guide to the Freedom of Information Act 2000 and our Publication Scheme. A more detailed document on the Practice Publication Scheme is available, which we will be pleased to print for you upon request.

The Publication Scheme is a guide on the information that we will routinely make available to the public on the Practice. It is a description on the information about our GP’s and the Practice which we will make publicly available. We will not publish personal information about our patients nor will we publish information about certain aspects of our business.

All information held at the Whitchurch Medical Centre is done so in accordance with NHS Best Practice guidelines.

Our commitment to publish information excludes any information which can be legitimately withheld under the Freedom of Information Act.

**HOW MUCH WILL IT COST?**

Most of what we will provide will be free of charge. When we develop our web site, you will be able to download copies of most of our policies, practices and procedures. If we make documents available on the web, then we will not provide you with hard copies free of charge, but will make a charge for doing so.

If your request for information is in excess of what is described as reasonable within the Act, then you will be asked to make a payment for the information. If we do not receive that payment, you will not receive the information you requested.

**HOW IS THE INFORMATION MADE AVAILABLE**

All requests for information must be submitted to:

Lynda Griffiths

Practmail.w97294m@wales.nhs.uk

**YOUR RIGHT TO INFORMATION**

In addition to identifying under the Publication Scheme, you are also entitled to request information about the Practice under the NHS Openness Code 1995. the Freedom of Information Act recognises that you have the right to know how public services are organised and run, how much they cost and how decisions are made. There are certain exemptions on the type of information which can be released. If we do not release information to you, we will explain why we have withheld it.

You are also entitled to access your clinical records under the Data Protection Act. If you wish to access information under this legislation, please contact our Practice Manager.