

## **NHS WALES MODEL PUBLICATION SCHEME FOR GENERAL PRACTICES**

**Welcome to the Publication Scheme for “Bron Derw Medical Centre” General Practice.**

**This is a guide to the Publication Scheme for “Bron Derw Medical Centre” General Practice in which each of the following practice as a partnership Dr David Jones, Dr Lauren Kraaijeveld, Dr Lyndon Miles Dr Nina Cakiroglu, Dr Bethan Jones and Dr Richard Alexander Stuart.**

### **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 within each Class [with £]. Where information is provided at a cost the charges will be calculated as set out in Class 7 and in line with those recommended by the Betsi Cadwalader University Health Board.

### **How is the information made available?**

The information within each Class is [either downloadable from the practice website or from the Wales NHS website [www.wales.nhs.uk](http://www.wales.nhs.uk)] available in hard copy from the Practice Manager.

### **Rights of Access to Information**

At the present time, in addition to accessing the information identified in the Publication Scheme, you are entitled to request information about “Bron Derw Medical Centre” General Practice under the Code of Practice on Openness in the NHS issued by the Welsh Office in 1995. Hard copies of the Code of Practice are available free of charge from the NHS Wales Department of the Welsh Assembly Government by contacting

**Catherine Dew**  
**Health Information & Facilities**  
**NHS Wales Department**  
**Welsh Assembly Government**  
**Tel: 029 2082 3437 GTN: 1208 3437**  
**Fax:029 2080 1188 GTN: 1208 1188**

**Email: [catherine.dew@wales.gsi.gov.uk](mailto:catherine.dew@wales.gsi.gov.uk)**  
**Mobile: 07740824297**

The information is also available on the [Department](http://www.doh.gov.uk) of Health website [www.doh.gov.uk](http://www.doh.gov.uk). Sometimes some, or all, of the information cannot be provided and we will explain the reasons why when this happens.

The Freedom of Information Act 2000 recognises that everyone has the right to know how public services, such as NHS Wales, are organised and run, how much they cost and how you can make complaints if you need to. You have the right to know which services are being provided, the targets that are being set, the standards of service that are expected, the results achieved and how decisions are made.

From January 1<sup>st</sup> 2005 the Freedom of Information Act will require all General Practices to respond to requests about information they hold, and it will create a right of access to that information. The rights to request and access this information are subject to some exemptions which a General Practice have to take into consideration before deciding what information can be released.

The Environmental Information Regulations which came into force in 1993 set the standard for the release of information about the environment in which we live and work. These are likely to be strengthened within the next eighteen months under a European Union Directive. Until the new Regulations come into force, information relating to the Environment can be requested using the existing Regulations and the Code of Practice on Openness.

Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you and you can contact

Mrs Shelagh Price  
Practice Manager  
Bron Derw Medical Centre  
Glynne Road  
Bangor  
Gwynedd LL57 1AH

In writing to do this.

### **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:

Mrs Shelagh Price  
Practice Manager  
Bron Derw Medical Centre  
Glynne Road  
Bangor  
Gwynedd LL57 1AH

## CLASSES OF INFORMATION

All information at the “Bron Derw Medical Centre” Practice is held, retained and destroyed in accordance with NHS Wales guidelines. Our commitment to publish information excludes any information which can be legitimately withheld under the exemptions set out in the Welsh Code of Practice on Openness in the NHS or The Freedom of Information Act 2000. Where individual Classes are subject to exemptions, the main reasons relate to the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all Classes within the Publication Scheme.

The information on this Scheme is grouped into the following broad categories:

### 1. Who we are

We are a six partner Training General Practice based in a new purpose built surgery in the centre of Bangor, Gwynedd, with approximately 7500 patients.. We are funded by the Betsi Cadwaladr

University Health Board, by adhering to the National General Medical Council Contract. Our practice aims to deliver services in line with the National Service for Clinical Excellence guidance and the National Service framework for Wales, both of which can be accessed from the Betsi Cadwaladr University Health Board web site at [www.bcu.wales.nhs.uk](http://www.bcu.wales.nhs.uk)

The NHS is a very large part of the public sector. A full list of local General Practices in Wales can be found on the Betsi Cadwaladr University Health Board web site at [www.bcu.wales.nhs.uk](http://www.bcu.wales.nhs.uk)

The Bron Derw Medical Centre provides general medical services in the geographical area of Bangor, Bethesda, Aber, Rhiwlas, Y Felinheli, Menai Bridge, Llanfairpwll, Gaerwen and Llandegfan.

Some information will be withheld, including personal, confidential information about individuals which is protected by the Data Protection Act 1998.

A full list of the services provided is set out in Class 2.

The doctors in the practice are :

**Dr David Jones** (male) MB, BCh (Wales 1980), DRCOG,DPD  
(full time)

**Dr Lauren Kraaijeveld** (female) BSc, MB, ChB(Manchester 1985), DRCOG  
(part time) MRCGP, MFFP

**Dr Lyndon Miles** (male) MB, ChB (Sheffield 1983), MRCGP, AFOM,  
(part time) MCSc

**Dr Nina Cakiroglu** (female) Qualified Medical Practitioner  
(part time) Goettingen,Germany 1999, MRCGP, DRCOG, MFFP

**Dr Bethan Jones (female) MBBS 2000 (part time)**  
**Dr Richard Alexander Stuart (male) MB ChB DRCOG (Liverpool 1993)**

Bron Derw Medical Centre also employs the following support staff

**Mrs Shelagh Price – Practice Manager**

**Mrs Denise Mills - Senior Practice Nurse**  
**Mrs Hilary Ryan - Practice Nurse**  
**Mrs Hillary Elliott - Practice Nurse**  
**Mrs Sharon Moore - Practice Nurse**  
**Mrs Glesni McAteer- Healthcare Assistant**  
**Ms Ceri Jones - Healthcare Assistant**

**We also have a support team of 12 administration staff who carry out various roles within the practice.**

**On attachment to the practice, and employed by the local NHS Trust we have a team of District Nurses, Health Visitors and Midwives.**

## **2. Our Services**

The range of services we provide under contract to NHS Wales, include good primary health care for all patients, together with clinics for Diabetes, Asthma, Health Heart, Ladies, Child Health, Post Natal, Ante Natal, Cervical Cytology, Adult and Childhood Immunisations, Minor Surgery, New Patient Checks. The mission of the practice is to provide good quality service to its patients with a friendly and approachable style.

Our opening hours are:

Monday – Friday 8.00 am – 6.30 pm

Doctors work patterns may vary due to “on call” commitments; our reception staff will be pleased to advise you of the availability of the individual doctors. The surgery phone number is 01248 370900.

To make an appointment please telephone the surgery on 01248 370900 or call at Reception. The appointment system is computerised and all our standard appointments are for 10 minutes. We operate an appointment system which allows some pre-bookable appointments, with the majority being released on the day they are required, and you therefore need to contact the surgery as early as possible on the day you need to be seen, in order to arrange an appointment with the doctor of your choice. If we are unable to offer you an appointment with the doctor of your choice, you will be offered an appointment with another doctor at the practice. If all the appointments for the day have been filled you will be asked to contact us the following morning for an

appointment, but if you feel that you need to be seen that day your name and phone number will be taken and the “on call” doctor will telephone you to ascertain the urgency of your problem and if necessary will arrange an appointment for you.

All the appointments with our Nursing Team can be booked in advance.

If you feel that a longer appointment than the standard 10 minutes is required please ask for a double or triple appointment. For routine checks such as Blood Pressure etc, a single appointment is usually sufficient, for more complicated problems or where you may have more than one problem please do not hesitate to request a longer appointment.

If you cannot keep your appointment please let us know as soon as possible so that someone else may benefit from the cancellation.

#### Telephone advice

Sometimes you may feel that you just need a quick word with the doctor or nurse. This may save time for both you and us. This can be arranged by asking the receptionist to put you through to the person you wish to speak to, but please appreciate that you may need to leave your name and a contact number for the doctor or nurse to return your call or you may be asked to call back at a certain time as the doctors and nurses may be in the middle of a surgery. The Practice manager is also available should the reception staff be unable to assist.

#### Home Visits

Requests for Home Visits should be made, **where possible** before 9.30 am, for visits the same day. Non urgent request received after that time may be forwarded until the next day, depending on the circumstances. Please give the receptionist as much information as possible to allow the doctor to allocate priority to your call. Remember that for every house call seven patients, on average, can be seen at the surgery, and therefore, house calls should be for the housebound or severely ill patients only. Children very rarely fall into this category and are easily transported to the surgery. We aim to see ill patients on arrival at the surgery, and not keep you waiting – please make sure that the reception staff are made aware of this on your arrival.

#### Out of Hours Service

The telephone number for the surgery is 01248 370900 Monday – Friday 8am – 6.30pm – outside these hours patients can contact the Out of Hours Service on 08458 5011362. Patients are asked to restrict the use of the Out-of-Hours service to cases of serious illness. The “on Call” doctors are based at Ysbyty Gwynedd. The service is provided by Betsi Cadwaladr University Health Board.

Gwynedd Out of Hours provides emergency cover to give advise, to arrange to see patients at Ysbyty Gwynedd or to see patients at home. The surgery is informed of all contact by our patients with Gwynedd Out of Hours the following working day.

### Repeat Prescriptions

Like all Doctors Surgeries we have a Repeat Prescription Service, the success of which depends on it running very strictly.

Prescriptions are generated by computer, but the accuracy of the prescription requires constant supervision. In order to minimise errors we will only accept request for repeat prescriptions in writing, preferably on the repeat slip provided, or via the email link on our website [www.bronderw.co.uk](http://www.bronderw.co.uk). Your prescription, when received before 9am, will then be ready for collection from the surgery after 2pm the following working day, provided these simple steps are adhered to.

Every so often you will be asked to make an appointment to see the doctor in order that the drugs prescribed can be checked and the repeat slip amended if necessary.

Some of the local chemists offer a collection and delivery service for the housebound and immobile. We cannot arrange this for you – you need to contact the chemist of your choice, and complete the form they provide.

You should be aware of your medication running out and leave plenty of time to obtain a repeat prescription – it can be dangerous if you stop taking medication abruptly.

### Test Results

In general the results of any blood, urine or x-rays will be sent back to the surgery within a few days of you having the test. This are transmitted to us electronically from the laboratory to your personal file held on our clinical computer system. The results are then checked by the doctors, who will decide if any further action is needed. If you wish to phone or call in at the surgery for your results, these will not be available until after 2pm, the results will usually be ready to be given to you, and if you contact the surgery before that time you will be asked to call back later. You will either be told “no action necessary”, which means normal, “make an appointment” or “speak to the doctor or nurse”, to discuss the results. If you are worried about the outcome of the test the receptionist will try to put you through to a doctor or nurse immediately, or arrange for them to call you back as soon as possible.

Other members of the Primary Health Care Team

We have a Midwife and Health Visitor attached to the surgery, who are based at Ty Cegin, Maesgeirchen, and can be contacted there. They run Clinics at the surgery on a weekly basis and appointments can be made through our reception and administration staff.

The team of District Nurses, based at the Sackville Road Clinic, can be contacted either at Sackville Road or by leaving a message at the surgery, which is passed to them when they call in at the surgery.

We also liaise closely with the specialist MacMillan and Hospice Nurses, and have access to facilities offered by Calon Lan, for patients discharged from hospital with heart conditions, where appropriate.

#### Non Nhs Medical work

We also offer private medicals for Driving Licences and Insurance Companies, requests to complete various non NHS forms which attract a fee (such as insurance claims, holidays cancellation due to illness etc) which together with other work not covered by the NHS is charged at the recommended BMA rates, details of which are available from the Practice Manager.

#### Language

We are a bi-lingual practice, with two doctors and the majority of our administration team being Welsh speaking. We can, where possible, arrange for translation services for other languages, but would require adequate notice for this.

#### Clinical Interests

Dr David Jones has an interest in minor surgery, dermatology and child health and is the practice lead Child Protection. He normally does the medical examinations for insurance companies and the driving licence and local taxi medical forms.

Dr Kraaijeveld has an interest in women's health and runs our Ladies Clinic, she also teaches in women's health and runs the Ante Natal clinic with the Midwife. She is also a trainer in General Practice.

Dr Miles has an interest in Occupational Health and is currently Vice-Chairman of the Betsi Cadwaladr University Health Board, he runs our Diabetes Clinic with the Diabetes Nurse.

Dr Cakiroglu has an interest in women's health and runs a post natal clinic. Dr Bethan Jones has an interest in monitoring chronic disease and supervises the link in the Gwynedd Drug and Alcohol agency.

Dr Richard Alexander Stuart has an interest in palliative care.

Some of the services we provide may involve sharing information with other agencies, i.e. Child Protection, and this information is only shared as agreed by the Data Protection Act, details are available on request from the Practice Manager.

### **3. Financial and funding information**

We are funded by the Betsi Cadwaladr University Health Board, under the "Statement of Fees and Allowances Payable for General Medical Practitioners in England and Wales". Details are available on request from the Practice Manager. The total income received from the NHS before expenses for the year ended 31<sup>st</sup> March 2009 was be available shortly as will the sum spent on Drugs prescribed by Bron Derw General Practice. These figures are presently with our accountant. There may be circumstances where material cannot be released because it is confidential or commercial information of the appropriate office designated for these purposes under the Act has taken the view that it may be prejudicial to the conduct of the Practice's affairs.

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

Guidance and information leaflets, on all aspects of health care are available from the surgery, please ask at reception.

### **5. Complaints**

The surgery operates a complaints procedure which is based on the NHS model. We welcome the opportunity to deal with any part of our service to you which is a cause for concern. Please contact, Mrs Carol Roberts, the Practice Manager, by letter if you feel you have a problem with the service we provide, giving details of your concern. We aim to respond to all complaints by return post and deal with your complaint as swiftly, and we hope, as efficiently, as possible. Details of our complaints procedure are available from the Practice Manager.

### **6. Our policies and procedures**

General policies and procedures are in use within the Practice. These include, but are not restricted to, data protection, prescribing and prescription, Management of Violent Patients and health and safety, smoking and the use of mobile phones.

## **Cost of Information**

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD ROM). Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available. Charges are as follows:

a) Via the General Practice/Local Health Board /Trust 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 Practice Manager or by personal application at the “Bron Derw Medical Centre” General Practice.

However, requests for multiple printouts, or for archived copies of documents which are no longer accessible or available on the web, 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. Please ask at reception.

d) 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.

### **Useful Resources**

Web sites:

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

This is the web site of the Information Commissioner.

[www.lcd.gov.uk](http://www.lcd.gov.uk)

This is the web site of the Lord Chancellor’s Department.

[www.wales.nhs.uk/foi](http://www.wales.nhs.uk/foi)

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

[www.nhs.foi.uk](http://www.nhs.foi.uk)

This is the web site for NHS Freedom of Information.

### **Publications**

- Welsh Code of Practice on Openness in the NHS [www.wales.nhs.uk](http://www.wales.nhs.uk)
- FOI Act 2000 [www.legislation.hmso.gov.uk/acts2000/2000036.htm](http://www.legislation.hmso.gov.uk/acts2000/2000036.htm)
- Code of Practice under Section 45 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)
- Code of Practice under Section 46 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)

- Statement of Fees and Allowances payable for General Medical Practitioners in England and Wales.

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