



Gwasanaeth Cefnogi
Swyddog Diogelu Data
Data Protection Officer
Support Service

IGDC • DHCW

Publication Scheme

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 Castle Gate Medical 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 Castle Gate Medical 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 admin.w93036@wales.nhs.uk or write to:

Practice Manager
Castle Gate Medical Practice
Rear of 102 Monnow Street
Monmouth
NP25 3EQ

Who we are and what we do

- 1) *Castle Gate Medical Practice has 13,650 patients in the Monmouthshire Area. We are also a member of the Monmouthshire North cluster which is made up of 7 separate Practices. The cluster Practices can be found on this website: [Monmouthshire - Aneurin Bevan University Health Board](#)*
- 2) *The practice was formed in 1840.*
- 3) *Practice details and our opening times are published on our website, [Castle Gate Medical Practice, GP surgery Monmouth, Monmouthshire](#)*
- 4) *The following people work in the Practice [About Us, Castle Gate Medical Practice, GP surgery Monmouth, Monmouthshire](#)*

Partners: 7

Salaried GPs: 2

Nurses: 8

The Practice Team: 5

Admin Staff: 38



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What we spend and how we spend it

- 1) Castle Gate Medical Practice receives money from NHS Wales according to its contract for national General Medical Services in exchange for services provided for patients.
- 2) 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.

- 3) We do not wish to publish our annual salaries.

What our priorities are and how we are doing

- 1) Currently our top priority is proving the very best care to our patients across Monmouthshire, Herefordshire and Gloucestershire.
- 2) We are currently working closely with our colleagues in the Monmouthshire North Cluster to develop and improve services for patients in the local area. Our cluster plan can be found here [Monmouthshire - Aneurin Bevan University Health Board](#)

How we make decisions

- 1) Castle Gate Medical Practice has a committee that is made up of the partners and management.
- 2) The Committee meets every week.

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
- Prescribing
- Zero Tolerance

- 2) All policies and procedures are available for viewing, upon request in writing, please contact the Practice Manager (admin.w93036@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 ([RAISING A CONCERN / Castle Gate Medical Practice](#)). This will give you all the information and contact details needed to lodge a complaint.

Lists and Registers

- 1) The Practice operates 9 CCTV cameras covering the car park, external perimeter, main waiting room, dispensary waiting area and the reception desk.



The services we offer

This should include advice and guidance, booklets and leaflets, transactions and media releases. A list of the services your practice can offer their Patients.

EXAMPLE

- 1) *In addition to routine and emergency services, we offer the following range of services under contract to the NHS:*
 - *Contraceptive Services*
 - *Minor Surgery*
- 2) *Charges for our private services (including medical reports and travel vaccinations) are published on our website, this information be accessed via the ([Services at Castle Gate Medical Practice, GP surgery Monmouth, Dispensing chemist, Monmouthshire](#)) website page.*

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.

