**Publication Scheme**

**Your Rights to Information**

In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about harbourside Health Centre under the NHS Openness Code 1995.

The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.

From January 1st, 2005 it obliges the Practice to respond to requests about information that it holds and is recorded in any format and it will create a right of access to that information. These rights are subject to some exemptions, which must be taken into consideration before deciding what information it can release.

**Who we are and what we do**

Harbourside Health Centre has 6,926 patients in the Swansea Area. We are also a member of the City Cluster which is made up of 8 separate Practices.

For information about who works at our practice, please see our website practice staff section.

**What we spend and how we spend it**

Harbourside Health Centre receives money from NHS Wales according to its contract for national General Medical Services.

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.

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

What our priorities are and how we are doing

Currently, our top priority is helping our patients and staff through the Covid-19 crisis.

We have implemented Ask my GP, an online system that incorporates both telephone, e-mail, and video consultations in order to minimise the number of Patients in our waiting room. We do however see all patients who require face-to-face appointments on a daily basis.

For further updates and policies regarding the Practice please see our website

**How we make decisions**

Harbourside Health Centre has a committee that is made up of the GP partners and Management.

The Committee meets monthly.

Our Policies and Procedures

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

Data Protection

General Management Policy

Records Management Policy

Call recording Policy

Caldicott Policy

Zero Tolerance

All policies and procedures are available for viewing, upon request in writing, please contact the Practice Manager

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.

A copy of our practice complaints procedure is available from the practice or on our website. This will give you all the information and contact details needed to lodge a complaint.

**The services we offer**

A list of the services we offer can be found on our website under the clinics and services section