

PUBLICATION SCHEME – September 2022

Your Rights to Information

In addition to accessing the information identified in the publication Scheme, you are entitled to request information about Western Vale Family Practice 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

'Your Family is our Practice'

We are a friendly, caring and forward thinking Practice. We provide healthcare to a patient population of over 12,200 patients across the Western Vale of Glamorgan. We also undertake the vocational training of General Practitioners, Pharmacists and Medical Students.

Our main site, which is also our administration centre, is in the purpose- developed Health Centre in Cowbridge, and we have branch surgeries in Llantwit Major Health Centre and St Athan surgery (see **Practice locations**).

Partnership

Western Vale Family Practice is a non-limited Partnership owned by Drs McGovern, Wilkinson, Coleman, Davies, Cleland and Morris.

For information about our multidisciplinary team see our [team](#)

Contract

We are contracted to provide Primary Medical Services by Cardiff and Vale University Health Board. Further details about Primary Medical Services in the area can be obtained from:

www.cardiffandvaleuhb.wales.nhs.uk

Western Vale Family Practice has over 12000 patients in the Western Vale Area. We are also a member of the Western Vale Cluster which is made up of 3 separate Practices; ourselves, Cowbridge and Vale Medical Practice and Llantwit Major and Coastal Vale Practice. See [Western Vale - Primary Care One \(nhs.wales\)](http://Western Vale - Primary Care One (nhs.wales))

What we spend and how we spend it

Western Vale Family Practice receives money from NHS Wales according to its contract for national General Medical Services in exchange for services provided for patients.

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.

Private Work Fees

Why GPs sometimes charge fees - surely the doctor is being paid anyway?

It is important to understand that GPs are not employed by the NHS. They are self-employed and they have to cover their costs – staff, buildings, heating, lighting, etc – in the same way as any small business. The NHS covers these costs for NHS work, but for non-NHS work, the fees charged by GPs contribute towards their costs.

What is covered by the NHS and what is not?

The Government's contract with GPs covers medical services to NHS patients, including the provision of ongoing medical treatment.

In recent years, however, more and more organisations have been involving doctors in a whole range of non-medical work.

Sometimes the only reason that GPs are asked is because they are in a position of trust in the community, or because an insurance company or employer wants to ensure that information provided to them is true and accurate.

Examples of non-NHS services for which GPs can charge their own NHS patients:

- accident or sickness certificates for insurance purposes,
- holiday insurance certificates,
- reports for health clubs to certify that patients are fit to exercise.

Examples of non-NHS services for which GPs can charge other institutions:

- life assurance and income protection reports for insurance companies,
- reports for the Department for Work and Pensions (DWP) in connection with Disability Living Allowance and Attendance Allowance,
- medical reports for local authorities in connection with adoption and fostering.

Do GPs have to do non-NHS work for their patients?

GPs do not have to carry out non-NHS work on behalf of their patients. Whilst GPs will always attempt to assist their patients with the completion of forms, for example for insurance purposes, they are not required to do such non-NHS work.

A list of fees is available here [GP Letters and Medicals - Western Vale Family Practice \(cowbridgedoctors.com\)](http://cowbridgedoctors.com/GP%20Letters%20and%20Medicals%20-%20Western%20Vale%20Family%20Practice)

What our priorities are and how we are doing

Currently our top priority is ensuring that post Pandemic our Practice can meet the increasing demand and need from our growing local patient population. We want to:

- ensure that we are able to accurately audit, review, benchmark and respond to activity undertaken across the Practice both clinical and non-clinical.
- share activity data publicly via a dashboard
- listen and respond to patient feedback
- plan for an increasing patient population with multiple needs
- provide high level training to Medical Students, Registrars and Foundation Pharmacists
- be known as a good and responsible employer who cares not only for our patient but our employee wellbeing.

We are very proud of our team being nominated directly by a patient for GP Practice of the year 2022. We have been shortlisted as one of three finalists by South Wales Health & Care Awards.

Community Support

- **Carers** - As a Practice we actively engage with the local community and support local initiatives and events. We were the first Practice across the Vale of Glamorgan to have been awarded Silver Accreditation by the Vale Local Authority for the support and advice we provide to Carers
- **Dementia**- We are very involved with Dementia Friendly Cowbridge and the development of Dementia services for Western Vale residents
- **Physical Activity** - In order to support and promote the importance of physical activity amongst the young, the Practice is also very proud to have sponsored playing kits for the Cowbridge Rugby Mini and Junior Team, St Athan Saints mini football team and Llantwit Major girls team.

Appointments

We run book on day emergency telephone and face-to-face appointments every morning and pre-bookable appointments each afternoon, with both GPs, Nurse Practitioners and Practice Nurses.

We also have a pharmacy team dealing with medication reviews and prescription queries.

We offer a Chronic Disease Management service to ensure you are given ongoing reviews in a timely manner.

For further information see: [Appointments - Western Vale Family Practice \(cowbridgedoctors.com\)](https://www.cowbridgedoctors.com)

Our Policies and Procedures

Our Policies and Procedures see [Practice Policies - Western Vale Family Practice \(cowbridgedoctors.com\)](http://www.cowbridgedoctors.com)

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

- Access to Records
- Chaperone
- Complaints & Concerns
- Data Protection
- Privacy Rights
- Prescribing
- Zero Tolerance

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 here:

<https://www.cowbridgedoctors.com/suggestions--complaints>

This will give you all the information and contact details needed to lodge a complaint.

The services we offer

See [Health Advice & Support - Western Vale Family Practice \(cowbridgedoctors.com\)](http://cowbridgedoctors.com)

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

- Contraceptive Services
- Minor Surgery
- Learning Disability Services
- Care Home Services
- Vasectomy
- Chronic Disease Management
- Community Memory Clinic
- Near Patient Testing
- Refugee Services
- Unscheduled Immunisations
- At risk vaccinations
- Anticoagulation Monitoring
- Administration of Gonadorelins
- Diabetes Monitoring
- Wound Care

Additional - Disclosure Log

No information as yet.