

1. What is the Freedom of Information Act?

It is a law passed by the Government that gives you the right to request information from public services. The aim of the Act is to promote trust and confidence in public services, including the NHS, by providing clear information and being open about what we do.

2. What information can I obtain?

You have the right to access the 'recorded' information held by the Practice. This is not limited to paper documents but also includes electronic information.

You can use your rights under the Act to ask for a range of types of information. For example you might want a specific document, such as the Practice's policy on data protection. Or you may want to know about a particular area of the Practice's business such as planned business works which is likely to consist of a variety of documents such as consultation papers, photographs etc.

3. Can I get access to information about myself or other patients?

The Freedom of Information Act does not change the legal obligation to protect and maintain patient confidentiality. Maintaining this confidentiality is an important commitment for the Practice. To help with this, the Practice has a 'Caldicott Guardian', a senior clinical member of staff who has responsibility for ensuring the protection of

patient confidentiality. The Caldicott Guardian is Dr G Williams.

You cannot request information regarding another patient except in certain circumstances, such as if the patient in question has given their permission.

You may obtain access to your own health records under the Data Protection Act 2018 and General Data Protection Regulations. Please see our website for further information and to download an application form:

www.wales.nhs.uk/northcornellysurgery

4. Will I be able to get access to all of the Practice's information?

Your right to obtain information may be limited by some exemptions (which are listed within the Act). The effect of the exemptions is that we may not be able to supply all or part of the information requested. If possible, the Practice will aim to supply the information requested with the exempted information removed.

If an exemption is applied, you will be told which one and why. Some exemptions require the Practice to consider whether withholding the information is in the public interest. Again, you will be informed if this is the case and the Practice's reasoning for either releasing or withholding the information.

5. Is there a charge?

Ordinarily there will be no charge for responding to a request for information unless the supply of information requires the Practice to carry out significant amounts of work or photocopying. Work that takes more than 18 staff hours is regarded as over 'the appropriate limit' (as defined by the Act).

If we require a fee we shall inform you of this once we have received your request. If/when we have received your payment, we have 20 working days to send you the information you have requested.

6. How do I make a request?

You must make your request in writing, which includes an email. The request must include your name and address so that we can contact you. You do not need to tell us why you want the information, however you must give us enough detail about the information you require to allow us to correctly identify and find it. It would be helpful if you are as specific as possible about the information you want. If the request is too general then your request may go over the 'appropriate limit'.

When we have received your request we have 20 working days to provide you with a response.

Send your request to:

Matthew Haynes
Practice Manager
Heol Fach Surgery
North Cornelly
CF33 4LD

7. Refusal of a request

The Practice can refuse a request if it would cost too much to respond (more than £450), taking into account the expected costs in establishing whether the Practice holds the information, locating the information, retrieving the information and extracting the information.

A request can also be refused if it is vexatious or if it simply repeats a previous request from the same person.

8. Complaints and appeals

Any complaints about our handling of your request can be addressed to:

The Freedom of Information Lead
Matthew Haynes – Practice Manager

If you are not content with the outcome of your request, you have the right to apply direct to the Information Commissioner for a decision.

**The Surgery
Heol Fach
North Cornelly
CF33 4LD**

**Stormybrook Surgery
Waun Bant Road
Kenfig Hill
CF33 6DE**

Freedom of Information