**FREEDOM OF INFORMATION**

*The information within each Class is made available on the surgery website: (https://www.pendresurgery.co.uk/Home) or in hard copy, upon personal application from the Practice Manager.*

**Your Rights to Information**In addition to accessing the information identified in the publication Scheme, you are entitled to request information about Pendre Surgery 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**

Pendre Surgery has 10,971 patients in the Mold area, as of 8/2/21. We are also a member of the South Flintshire Cluster which makes up 6 separate Practices.

The practice was formed in 1965.

**Members of staff**

The following people work in the Practice:

**Partners:** *Dr Steve Cotton (Senior Partner), Dr Emma Poyner, Dr Gerry Louw, Dr Veronika Hlinomazova, Dr Lucy Beebe.*

**Salaried GP’s:** *Dr**Samantha Burton*

**Student GP’s:** *Dr Fiona Hares, Dr Angelika Kearney***Nurses**

**Advanced Nurse Practitioners:** *Sisters’, Carla Shone (Lead Nurse), Sarah Hughes*

**Practice Nurses:** *Sisters’, Sara Denman, Hannah Williams, Katie Bennett, Zoe Hughes*

**Health Care Assistants:** *Jayne Bradbury*

**Pharmacists:** *Alistair Barnwell*

**Advanced Paramedic Practitioners:** *Ian Binnington*

**Practice Manager:** *Alison Davies*

**Deputy Practice Manager:** *Joanne Collings-Jones*

**Admin Staff:***14 non clinical staff comprising of these roles Medical Receptionists /*

*Supervisors / Administrators.*

**Pendre Surgery - Doctors and Staff**: https://www.pendresurgery.co.uk/pages/Doctors-and-Staff

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

Pendre Surgery receives money from NHS Wales according to its contract for national General Medical Services in exchange for services provided for patients.

The total income received from the NHS before expenses was £1,388,571 for the year ending 31 March 2020

We use third parties companies for cleaning, waste collection, (normal, clinical & sewage), shredding of confidential data, for calibration of medical equipment, and servicing and inspection of emergency aids. Building & utility maintenance are carried out by local trades people which are vetted for legality, reputation, price and quality of their service or product.

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 additional phone consultations in order to minimise the number of patients in our waiting room. Emergency appointments are still available. We ask that patients arrive as close to their appointment time as possible, rather than early to reduce the number of people in our waiting area.  *For further updates and policies regarding the Covid-19 crisis and the Practice please see our website,* [*www.pendresurgery.co.uk/Home*](http://www.pendresurgery.co.uk/Home)*.*

**How we make decisions**Pendre Surgery conducts a monthly, (more frequent as required) management meeting that is made up of the senior partners and management. Monthly staff meetings are also used to gain insight from staff, to assist in the decision making processes.

**Our Policies and Procedures  
  
Our Policies and Procedures**

General policies and procedures in use within the practice include, but are not restricted to: Data Protection   
Prescribing   
Zero Tolerance

All policies and procedures are available for viewing, upon request in writing, please contact the Practice Manager, Alison Davies,[*Alison.Davies23@Wales.nhs.uk*](mailto:Alison.Davies23@Wales.nhs.uk)*.* We will endeavour to make them available online, via our website in the near future.

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 can be obtained from the practice, or by contacting, Jilly Edge, Jilly.Edge@wales.nhs.uk. This will give you all the information and contact details needed to lodge a complaint investigation.

**Lists and Registers**

None.

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

* Contraceptive Services,
* Well man & women clinics,
* Minor surgery.

**Additional - Disclosure Log**

We will publish here any previous FoI requests as received.