*The information within each Class is made available on the surgery website: www.penrhynbayanddeganwysurgeries.co.uk 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 *Penrhyn Bay Medical 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**

*Penrhyn Bay & Deganwy Medical Centre has 6 thousand patients in the North Wales Area. We are also a member of the Conwy West Cluster which makes up 12 separate Practices.*

*The following Doctors work in the Practice:*

***Partners:***

*https://www.penrhynbayanddeganwysurgeries.co.uk/staff1\_form.aspx****Nurses:*** *https://www.penrhynbayanddeganwysurgeries.co.uk/staff1\_form.aspx*

***The Practice Team:*** *https://www.penrhynbayanddeganwysurgeries.co.uk/staff1\_form.aspx* ***Admin Staff:*** *https://www.penrhynbayanddeganwysurgeries.co.uk/staff1\_form.aspx*

*Other information is available on the practice notice boards and display tables in the waiting areas.*

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

*The Penrhyn Bay & Deganwy Medical 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.  
  
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 video consultations in order to minimise the number of Patients in our waiting room. We do run askmyGP service Monday -Friday. We ask that patients stay in their car and call the Practice when they arrive.   
A member of staff will then come out and collect you.  
  
For further updates and policies regarding the Covid-19 crisis and the Practice please see our website https://www.penrhynbayanddeganwysurgeries.co.uk/news.aspx*

**How we make decisions**

*Penrhyn Bay & Deganwy Medical Practice meet once a month with the Partners and management.*

**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 sarah.moorley@wales.nhs.uk*

*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.penrhynbayanddeganwysurgeries.co.uk/info.aspx?p=20This will give you all the information and contact details needed to lodge a complaint.*

**The services we offer**

A list of the services your Practice can offer their Patients.  
*In addition to routine and emergency services, we offer the following range of services under contract to the NHS:  
  
Maternity Medical Services*

*Contraceptive Services*

*Minor Surgery*

*Pneumococcal & Influenza Immunisations*

*Childhood Influenza Immunisations*

*Learning Disability*

*Care Homes*

*Warfarine Level A&B*

*Pertussis in Pregnancy*

*Unscheduled children and young people Immunisations*

*Non routine Immunisations (Adults & Children at risk)*

*Shingles*

*Meningitis B*

*MenACWY*

*MMR Catch up*

*NOAC*

*IUD Checks*

*Contraceptive Implants*

*Parenteral injections*

*Near Patient Testing*

*Gonadrenelins*

*Home Enhanced Care*

*Wound care*

*HPV Vaccination*

*Postnatal MMR Immunisation*