



Gwasanaeth Cefnogi
Swyddog Diogelu Data
Data Protection Officer
Support Service

IGDC • DHCW

Publication Scheme

Introduction

This example publication scheme has been created to outline the types of information that the organisation is expected to publish. The scheme commits those providing general ophthalmic services under contract to the NHS to make information available to the public as part of its normal business activities. It allows the organisation to be open and transparent, making information under Freedom of Information Act 2000 and environmental information easily and routinely available. By incorporating environmental information into your publication scheme such as policies, plans and procedures relating to the environment, reports on the state of the environment or risk assessments the practice holds, you will also meet your responsibilities to proactively publish environmental information under the Environmental Information Regulations (EIR). The example is based upon the ICO model publication scheme and is broken down into the classes of information required under the Freedom of Information Act 2000. It is recommended that this is laid out in its own section of your website, with the below headings listed.

- Your Rights to Information
- Who we are and what we do
- What we spend and how we spend it
- What are our priorities and how we are doing
- How we make decisions
- Our policies and procedures
- Lists and registers
- Services we offer

The method by which information published under this scheme will be made available

The organisation should indicate clearly to the public what information is covered by this scheme and how it can be obtained.

Where it is within the capability of the organisation, information should be provided on the website. Where it is impracticable to make information available on a website or when an individual does not wish to access the information by the website, the organisation should assist to provide the information in the format it has been requested or offer an alternative method for it to be obtained.

Charges which may be made for information published under this scheme

The purpose of this scheme is to make the maximum amount of information readily available at minimum inconvenience and cost to the public. Charges made by the organisation for routinely published material should be justified and transparent and kept to a minimum. Material which is published and accessed on a website will be provided free of charge.

Generally, only the following charges can be made:

- the costs directly incurred because of viewing information, photocopying, postage and packaging
- fees permitted by other legislation; and
- for information produced commercially, for example, a book, map or similar publication that you intend to sell and would not otherwise have produced.

Template and Example

Your Rights to Information



The Freedom of Information Act (FOI) 2000 provides members of the public with the right access information held by public authorities.

Public authorities are required to routinely publish certain information to the public as part of its normal business activities. This is known as a publication scheme.

The QUAYSIDE OPTICIANS Publication Scheme is designed to signpost individuals to information we proactively release as and when it becomes available. The aim of this is to explain what information the organisation makes available to the public and where possible to provide an easy method of accessing it.

The Publication Scheme contains seven classes of information, as follows, and information falling into each of these classes is published on our website:

- Who we are and what we do
- What we spend and how we spend it
- What our priorities are and how we are doing
- How we make decisions
- Our policies and procedures
- Lists and registers
- Services we offer

All the information we proactively release is available free of charge on our website. Our publication scheme is a useful place to start if you're looking for information about QUAYSIDE OPTICIANS before making a Freedom of Information request.

Information that is not published under the FOI Publication Scheme can be requested in writing and the release of such information will be considered in accordance with the provisions of the Freedom of Information Act 2000.

To make a Freedom of Information request, please contact INFO@QUAYSIDEOPTICIANS.CO.UK or write to:

QUAYSIDE OPTICIANS
UNIT J QUAY SHOPPING CENTRE
CONNAHS QUAY
DEESIDE
CH54WL

Who we are and what we do

This section of your scheme would include information regarding:

- Organisational information
- locations and contacts

This may include information relating to the structure of the optometry practice, members of staff, locations and opening times.

EXAMPLE:

- 1) *QUAYSIDE OPTICIANS was formed in 2022. We are commissioned by BCHUB for the provision of NHS Services.*
- 2) *Our opening times, contact details and details of locations are published on our website, this information can be accessed via the www.quaysideopticians.co.uk page. All our locations provide NHS Services.*



3) *The following people hold roles of responsibility within the organisation (Here you can link to your webpage if you have the information readily available there):*

Assad Mohammed – Optometrist

What we spend and how we spend it

This section is to be filled with information regarding your annual accounts and total cost to the NHS to which the contracted services are provided.

Some areas to consider are:

- Financial performance reports
- Financial audit reports
- Annual accounts

EXAMPLE:

- 1) *Quayside Opticians receives money from NHS Wales according to the Wales General Ophthalmic Services (WGOS)*
- 2) *The total income received from the NHS **before expenses** can be available on request for the year.*
- 3) *For every sight test performed on behalf of the NHS, we receive a set fee, which is fixed nationally.*
- 4) *We also carry out the following enhanced services on behalf of the NHS/HSC – EHEW (WECS), LOW VISION SERVICES.*
- 5) *The current fees paid by the NHS for each service are available online. The most recent publication can be found at: [Statement of general ophthalmic services remuneration and fee directions](#)*

What our priorities are and how we are doing

This can be used to outline anything that is a top priority for you. This may outline strategy and performance information, plans, assessments, inspections and reviews.

This also allows the organisation to publish any new plans, schemes, or services.

EXAMPLE:

- 1) *We were last inspected by Healthcare Inspectorate Wales – N/A*
- 2) *Our priorities for the development and provision of our NHS Services include: (the below are examples, add and remove as necessary)*
 - NHS sight tests
 - Minor Eye Conditions Service (MECS) / Community urgent eyecare service (CUES)
 - Cataract services
 - Glaucoma services
 - Children's eye care
 - Low vision services

How we make decisions



Does your organisation have a committee or board who are responsible for making decisions? If so information regarding them can be put under this heading – including the minutes of those meetings **(redacted if they include personal / third party information)**. This could also include future Policy proposals and decisions, the decision-making processes, internal criteria, procedures and any consultations.

EXAMPLE

Decisions regarding the provision of NHS Services are made by the Optometry Practice Superintendent in conjunction with the Lead Optometrist. A record of significant decisions is available from the Lead Optometrist on request. The Lead Optometrist can be contacted by ASSAD MOHAMMED.

Our policies and procedures

This section provides information about current written protocols for delivering the organisation’s functions and responsibilities. All policies and procedures need to be made easily available to staff and members of the public, it is recommended that they are published on your website. As a minimum you should list all policies and procedures and detail how these can be accessed. Additionally, information about your complaint’s procedure should be included.

EXAMPLE

1) Our Policies and Procedures

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

- *Information Governance*
- *Records Management*
- *Safeguarding*
- *Equality and Diversity*
- *Health and Safety*
- *Zero Tolerance*

2) All policies and procedures are available for viewing upon request in writing, please contact the Optometry Practice Manager ASSAD MOHAMMED

3) If you have a complaint or concerns about the service you have received from QUAYSIDE OPTICIANS or any of the staff working in the organisation, please let us know. We operate a complaints procedure as part of the NHS system. Our complaints system meets national criteria.

4) A copy of our complaint’s procedure is available here (WWW.QUAYSIDEOPTICIANS.CO.UK) This will give you all the information and contact details needed to lodge a complaint.

Lists and registers

This section would include any lists or registers the organisation is required to keep, for example, declarations of interest register or hospitality and gifts registers and registers relating to the functions of the authority. Details of the locations of any overt CCTV cameras should also be included.

EXAMPLE



1) *QUAYSIDE OPTICIANS operates two CCTV cameras covering the car park and entrance to the optometry practice.*

The services we offer

This should include advice and guidance, booklets and leaflets, transactions and media releases. A list of the services your practice can offer their Patients.

EXAMPLE

1) *We provide the following NHS-funded services* **Routine eye examinations**

Examination for urgent eye problems

Low vision services Wales

Specialised and advanced care

Home visits

Contact lens services

Optical dispensing

Glaucoma and retinal management

Emergency eye care

Additional - Disclosure Log

A disclosure log is used to publish any previous FOI requests and the response to these. For example, if someone asked you how often the site gets a deep clean, the information you give to them can be published in this area. This will be helpful when people are looking to submit an FOI request to your optometry practice, as they can check this log beforehand to see if the information they require has already been requested and published.

