

# Freedom of Information Act: Wales model publication scheme

This document complies with the requirements of the [Information Commissioner's Model Publication Scheme](#) for Home Vision Care Ltd in accordance with the Freedom of Information Act 2000 and fulfils the obligations on opticians' practices under the Act.

This is a complete guide to the information routinely made available to the public by Home Vision Care Ltd. It is a description of the information about our NHS services that we make publicly available. It will be reviewed at regular intervals.

## How is the information available?

The information within each class is available in hard copy from:

Home Vision Care, Swiss Cottage, Prestatyn, LL19 8RD

Or can be printed from this website.

[www.homevisioncare.com](http://www.homevisioncare.com)

## Guide information

We will publish any changes we make to this guide or relevant information. We will also publish any proposed changes or additions to publications already available.

## Cost of information

For the most part, we will only charge for hard copies, or copies onto media. Charges are as follows and will be reviewed regularly.

- Accessed from our website – free of charge.
- Single hard copies – free of charge
- As the Freedom of Information Act applies to the provision of information, a request for multiple hard copies does not fall within the provisions of the Act and will attract a charge for retrieval, photocopying and postage. We will inform you of the cost of charges that need to be paid in advance
- Email will be free of charge

## Your rights to information

- The Freedom of Information Act 2000 is designed to promote openness and accountability amongst all organisations that receive public funding.

- Like all NHS contractors, since 1 January 2005 there has been a FOI obligation on optical practices to respond to requests about the NHS related information that they hold, and a right of access to that information has been established in law
- These rights are subject to exemptions (see below) that have to be taken into consideration before releasing information
- In addition to accessing the information identified in this guide, you are entitled to request information about our NHS services under the NHS Openness Code 1995
- Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you and you can contact any practice where your records are held to do this

### **Feedback**

If you have any comments about the operation of the Publication Scheme, or how we have dealt with your request for information from the scheme, please write to:

Christopher Gould, Home Vision Care, Swiss Cottage, Prestatyn, LL19 8RD

### **Classes of Information**

All NHS information at Home Visioncare Ltd is held, retained and destroyed within NHS guidelines. Our commitment to publish information excludes any information that can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000, the main reasons being the protection of commercial interests and personal information under the Data Protection Act 1998. This scheme has been written in accordance with those exemptions.

### **Who we are and what we do**

- Home Vision Care provides NHS home eye tests, spectacles, and low Vision assessments.
- We provide these in the patient's home. We do not have premises open to the public.
- These services are provided by Christopher Gould, registered optometrist no. 01-9986
- Alternatively, details of all opticians and optometrists registered in the UK are available from the [General Optical Council](#)
- Company registration number 5713282

### **Financial and funding information: what we spend and how we spend it**

For every sight test performed on behalf of the NHS the practice receives a set fee, which is fixed nationally. This practice also carries out the following enhanced services on behalf of the NHS:

Low Vision Service Wales assessments

The fees paid by the NHS for each service are available from the practice on request. They include a contribution towards optometrists' and staff salaries, equipment costs and other practice overheads. Information in this class will be published only where it is unlikely adversely to affect the commercial

position of the firm or practice . We practice as a limited company and our accounts are published on the Companies House website every year.

### **Our priorities**

To provide our patients with high quality eye care in the comfort of their own home.

### **Decision making**

Any decisions made about the provision of NHS-funded services will be reflected in the services we provide and in the contract(s) held with NHS Wales local health boards

### **Our policies and procedures**

- Complaints – see link on website
- Data protection – registered with the Information Commissioner no. Z9962151
- Health and safety – Public Liability Insurance – Aviva 97SEP3338459

### **Complaints**

If you have a complaint about any of our products or services, please do discuss any problems with Christopher Gould 01745 851159 in the first instance. We find that most issues can be put right at this stage.

If the matter cannot be resolved in this way or you are unsatisfied with the response you receive please contact our customer services on 01745 851159

### **Lists and registers**

We don't keep lists and registers. Our patient records are confidential.

### **The services we offer**

We provide NHS-funded sight tests for those who are eligible. Patients may also be entitled to NHS vouchers that can be used against the purchase of spectacles or contact lenses as required. To find out if you are eligible for this assistance, visit the Department of Health website.

The practice also provides the following NHS-funded enhanced services:

Low Vision Service Wales assessments.

Appointments for sight tests can be booked over the phone on 01745 851159

### **Opening times**

Our opening times are Tuesday – Friday 10.00 -18.00

[Enter full opening times](#)

### **Regular publications and information for the public**

Information about optical and ocular conditions, sight tests, spectacles, and contact lenses, can be found on [College of Optometrists](#) website

Some of this information is also available in patient leaflets. These are freely available from our practice. To request a set of leaflets by post, please phone 01745 851159

### **Useful resources**

#### **Websites:**

- [Information Commissioner](#)
- [Ministry of Justice](#)

#### **Publications:**

- [NHS Wales - A Service User Guide To The Duty Of Candour](#)
- [Freedom of Information Act 2000](#)

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For HMSO Guidance notes on FOI publication schemes see [www.hmso.gov.uk/guides.htm](http://www.hmso.gov.uk/guides.htm).