



Gwynns Opticians

Freedom of Information Publication

Freedom of Information (FOI) Publication Scheme

Welcome to the publication scheme for Gwynns Opticians. This scheme is required by the Freedom of Information Act 2002.

This publication scheme is a complete guide to the information routinely made available to the public by Gwynns Opticians. It is a description of the information about our NHS services which we make publicly available. It will be reviewed regularly, and we will monitor its effectiveness.

Your rights to information

The aim of the Freedom of Information Act 2002 is to provide members of the public with access to information held by public authorities.

You are entitled to certain information in relation to the NHS services we provide under the Freedom of Information Act 2002.

Under the Data Protection Act 2018, you are also entitled to access your own clinical records or any other personal information held about you. See our Privacy Notice for details <https://www.gwynns.co.uk/privacy>

Feedback

If you have any comments about the operation of the Publication Scheme, or how we have dealt with your requests relating to the scheme, please send this to us in writing:

By email: gwynnsopticians@gmail.com

By post: Gwynns Opticians, 72A Taff Street, CF37 4SU

Classes of Information

All NHS information at a Gwynns Opticians, is held, retained and/or destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information which can be withheld under the exemptions set out in the Freedom of Information Act 2002. Where individual classes are subject to exemptions, the main reasons are the protection of commercial interests and the protection of personal information under the Data Protection Act 2018. This applies to all Classes in the publication scheme. The information on this scheme is grouped into the following categories:

1. Who we are

We are an independent Opticians.

The following information can be found on our website www.gwynns.co.uk

- Location(s), opening hours and contact details.
- Details on our products and services.
- Information about eye health, optical and ocular conditions, eye tests, glasses, and contact lenses.

Some of this information is also freely available in leaflets in our store.

We are regulated, amongst other laws, by the Opticians Act, 1989 and the UK Data Protection Act, 2018.

For registration details, please contact:

- Companies House at www.companieshouse.gov.uk - Registration of a company operating in the United Kingdom.
- The Information Commissioners Officer as required as a processor of personal data
- General Optical Council – registration as a company providing optical services.

2. Our services

If you are eligible for a free NHS sight test you can visit Gwynns Opticians, for your free test. We will also accept NHS vouchers against purchases of glasses and/or contact lenses.

To find out if you are eligible for a free eye test and/or NHS vouchers please see <https://www.nhs.uk/nhs-services/opticians/free-nhs-eye-tests-and-optical-vouchers/>.

If you would like to make an appointment, please contact us.

3. Financial and funding information

Gwynns Opticians will currently receive a fee for each NHS sight test performed in the UK. If you would like further information about the value of the NHS vouchers accepted, and NHS charges, please visit:

- www.nhs.uk

These charges and voucher values are regularly reviewed by the NHS.

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

4. Regular publications and information for the public

Information in relation to your eye test, the NHS <https://www.nhs.uk/nhs-services/opticians/visiting-an-optician/>

A range of patient leaflets in relation to prices, contact lenses, care for glasses, general contact lenses information and optical healthcare are available from Gwynns Opticians.

5. Complaints

A copy of our complaints' procedure can be obtained from Gwynns Opticians. If you have a complaint, we recommend that you first contact the practice manager.

6. Our Policies and Procedures

Details of policies (e.g., Health and Safety and Privacy) are available from Gwynns Opticians. Please apply to the Practice for copies of the documents. Some are classified as being for internal use only and will not be made publicly available.

7. This publication scheme

Any changes to the publication scheme and any proposed changes or additions to publications already available will be published in this Class.

8. Cost of information

For the most part, you will only be charged for printed copies of information required. Some information is available free, but for others there may be a charge. The charges will vary according to how the information is made available. The charges are as follows:

- Information accessed via the website or provided by e-mail is free of charge except for charges made by your own internet service provider.
- Requests for single printed copies are free of charge.
- Requests for multiple printed copies or archived copies will attract a charge, to be paid in advance, to cover incidental costs such as photocopying and postage.

These charges will be reviewed regularly and notified to you when you make the request.

9. Useful resources

Websites

Information Commissioners Office: www.ico.org.uk

10. Copyright

Material available through this publication scheme is copyright unless otherwise indicated. Unless expressly indicated to the contrary, it may be reproduced free of charge in any format or medium, provided it is done so accurately in a manner that will not mislead.

Where items are re-published or copied to others, you must identify the source and acknowledge copyright status. This permit does not extend to third party material, accessed through the scheme.

For Guidance notes on FOI publication schemes see <https://ico.org.uk/for-organisations/guide-to-freedom-of-information/publication-scheme/>