

***Policies, Protocols, Guidelines and Procedures***

**FREEDOM OF INFORMATION  
ACT 2000  
  
PUBLICATION SCHEME**

*This document may be made available to the public and persons outside of the Trust as part of the Trust's compliance with the Freedom of Information Act 2000.*

The most up to date policy will always be available under Policies and Procedures on the PCT's Intranet and copies should be downloaded (only when absolutely necessary) and hard copies date stamped. Therefore hard copies of this document can only be assured to be accurate on the date of issue or date stamp on the document. If you require this document in a different language or format please contact the Information Manager - Tel No: 01452 389462.



Author: Information manager

Re-Approval Date: 7<sup>th</sup> June 2006

Issue Date:\* *This is only to be used when hard copies are to be used as the cascade method*

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**POLICY AUTHORISATION FORM**

1

<b>NAME OF POLICY:</b>	Freedom of Information Policy
<b>JOB TITLE OF AUTHOR:</b>	Information Manager
<b>DIRECTOR:</b>	Director of Performance & Corporate Development
<b>NAME OF GROUP:</b> (if applicable)	

**EQUALITY AND DIVERSITY**

An Equality & Diversity assessment has been completed (Please contact the Equality & Diversity Manager 01452 389496 email:Heather.Ross@glos.nhs.uk)	<b>Date Completed:</b> *
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2

**CONSULTATION**

<b>NAME OF GROUP (S)</b> (complete where relevant)	<b>DATE CONSIDERED</b>
Name of Local Committee or Specialist Group?	
Name of Countywide Committee or Specialist Group? County Wide Policy Research and Development Consortium YES / NO	
Other relevant Forum/Individual?	

3

**APPROVED BY BOARD/AUTHORISED GROUP/DIRECTOR**

<b>NAME</b> i.e. Trust Board <i>TRUST BOARD</i>	<b>DATE APPROVED</b> 16/09/04
<b>TO BE REVIEWED BY: (Author)</b> <i>Information Manager</i>	<b>DATE TO BE REVIEWED:</b> 16/09/06

4

**TO BE COMPLETED BY CO-ORDINATOR**

<b>DATE PUT ONTO SPREADSHEET:</b>	11/07/06
<b>POLICY NUMBER:</b>	<b>18</b>
<b>DATE PLACED ON INTRANET:</b>	Ver 2 -12/07/06
<b>DATE COMMUNICATED TO STAFF:</b>	Ver 2 -07/ 08/06

Author: Information Manager

Re-Approval Date: 7<sup>th</sup> June 2006

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<b>POLICY UPDATES/CHANGES</b> (AFTER BOARD/DESIGNATED GROUP APPROVAL)				
Date	Summary of Changes	Author/Editor	Approved by	Version No.
11/07/06	Updated in accordance with Re-use of Regulations	Gina Mann	Directors Business Mtg June 7 <sup>th</sup> 2006 Going to R&D in Sept 06	2

Author: Information Manager

Re-Approval Date: 7<sup>th</sup> June 2006

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# WEST GLOUCESTERSHIRE PRIMARY CARE TRUST

## FREEDOM OF INFORMATION PUBLICATION SCHEME

**Welcome to the West Gloucestershire Primary Care Trust Publication Scheme. The Publication Scheme is in three parts, as follows:**

PART ONE:	Introduction
PART TWO:	The Classes of Information that we hold
PART THREE:	Bodies which monitor/inspect our performance and useful Resources

### **PART ONE: INTRODUCTION**

#### **Welcome**

#### **What a Publication Scheme is**

This Publication Scheme is a complete guide to the information routinely published by West Gloucestershire Primary Care Trust. It is a description of the information about our Trust which we make publicly available. We shall review the Scheme at regular intervals and monitor how it is operating.

It is important to us that this Scheme meets your needs and we have designed it to be a route map so that you can find information about West Gloucestershire Primary Care Trust easily. Under Section 19 of the Freedom of Information Act 2000 (there is a link to the Act in Part Three below), the West Gloucestershire Primary Care Trust has a legal duty to adopt and maintain a Publication Scheme for the publication of West Gloucestershire Primary Care Trust information. The purpose of the Act is to promote greater openness by public authorities (of which West Gloucestershire Primary Care Trust is one).

The Freedom of Information Act does not change the right of patients to protection of their patient confidentiality in accordance with Article 8 of the Human Rights Convention, the Data Protection Act and at common law. Maintaining the legal right to patient confidentiality continues to be an important commitment on our part. To help with this, we have appointed someone who is called a Caldicott Guardian, and who has responsibility to ensure the protection of patient confidentiality throughout the Trust in accordance with your legal rights. In West Gloucestershire Primary Care Trust, our **Caldicott Guardian** is Dr Andrew Rodgett, General Practitioner, The Surgery, Brook Street, Mitcheldean, Gloucestershire GL17 0AU.

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## Information Management

Information falling into the Classes will be retained in line with the West Gloucestershire Primary Care Trust's retention and disposal schedules, which comply with circular HSC1999/53 and Public Record Office Guidance.

Information not required for the business purposes of the Trust is stored at the Trust/at a place of deposit approved by the Lord Chancellor for the purpose of holding public records

## Feedback

Any questions, comments or complaints about this Scheme should be sent in writing to the Assistant Director of Corporate Services at West Gloucestershire Primary Care Trust Headquarters, Unit 14, Highnam Business Centre, Newent Road, Highnam, Gloucester GL2 8DN. If you have a complaint about the operation of the Publication Scheme, or how the West Gloucestershire Primary Care Trust has dealt with your request for information from the Scheme, please write to the Complaints Manager, West Gloucestershire Primary Care Trust, Unit 14, Highnam Business Centre, Newent Road, Gloucester GL2 8DN.

## Rights of Access to Information

At the present time, in addition to accessing the information identified in this Publication Scheme, you are entitled to request information about West Gloucestershire Primary Care Trust under the NHS Openness Code 1995. A link to this is available in Part 3 of the Scheme and hard copies are available free of charge from the Department of Health, Richmond House, 79 Whitehall, London SW1A 2NS Tel. 0207 210 4850 or e-mail [dhmail@doh.gsi.gov.uk](mailto:dhmail@doh.gsi.gov.uk). Sometimes, some or all of the information cannot be provided and we will explain the reasons why not when this happens.

The Freedom of Information Act recognises that as a member of the public, you have the right to know how public services such as the NHS are organised and run, how much they cost and how you can make complaints if you need to. You have the right to know which services are being provided, the targets that are being set, the standards of services that are expected and the results achieved.

From January 1<sup>st</sup> 2005, the PCT has also been obliged to respond to requests about the information which it holds and records in any format and it will create a right of access to that information. These rights are subject to some exemptions which the Trust has to take into account before deciding what information can be released. The Publication Scheme will help you to find all the information which the Trust publishes.

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 the following to do this:

Author: Information Manager

Re-Approval Date: 7<sup>th</sup> June 2006

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The Administration Manager, Lydney Hospital  
The Administration Manager, Dilke Hospital  
The Information Manager, PCT Headquarters

Tel. 01594 598224  
Tel. 01594 598117  
Tel. 01452 389462

For GP records please contact your Practice directly or for general queries contact:

The Head of FHS Shared Service

Tel. 01452 300222

New Environmental Information Regulations may be introduced as early as 2003. These will enable similar access to environmental information, as under the Freedom of Information Act 2000.

## **PART TWO: THE CLASSES OF INFORMATION THAT WE HOLD**

The information is grouped into broad categories as follows:

1. **The NHS and how we fit**
2. **Who we are**
3. **Financial and Funding Information**
4. **Corporate Information**
5. **Aims, Targets and Achievements**
6. **Our Services**
7. **The Primary Care Trust and Independent Practitioners**
8. **Reports and Independent Enquiries**
9. **Policies and Procedures**
10. **Public Involvement and Consultation**
11. **Regular publications and information for the public**
12. **Complaints**
13. **Human Resources**
14. **Communications with the Press and Media Releases**
15. **Environmental Information**
16. **This Publication Scheme**

We will state how you can obtain the information outlined within each Class. This will either be via the web site or as a hard copy or other media as stated within each Class. The publications are all free unless otherwise indicated within each Class. Where information is provided at a cost the charges will be calculated as set out in Class 16.

Access to a document under a FOI request does not give an automatic use to re-use the document. The majority of material can be re-used free of charge as long as the PCTs copyright is followed which is detailed in Class 16 of this document. Re-use includes the following - copying, adapting, developing, adding value, broadcasting and commercially exploiting. Some material will need re-use approval and will be highlighted accordingly and you will need to write or email the Information Manager. State in your request the purpose (s) you wish to re-use the information for. We will

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respond within 20 working days of receiving your request with any conditions (which maybe in the form of a licence) and charges that relate to the re-use of the information. These will be determined in line with the 'Re-use of Public Sector Information Regulations 2005' (SI 2005 No. 1515).

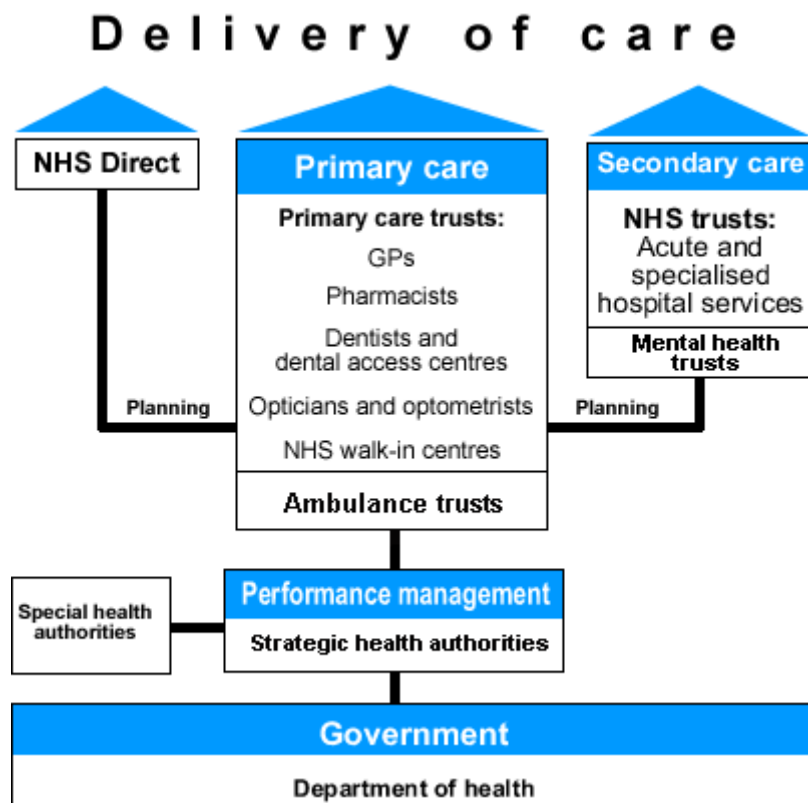
The Trust's commitment to publish information excludes any information which can legitimately be withheld under the exemptions set out in the NHS Openness Code or the Freedom of Information Act. Where individual classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to most Classes within the Publication Scheme. The Publication Scheme will be available in both hard copy (on request from the Corporate Services Office, PCT Headquarters, Tel. 01452 389426) and on our web site at [www.westglospct.org.uk](http://www.westglospct.org.uk).

## Class 1: The NHS and how we fit

**Class description: Planning documents outlining how we fit into the NHS structure**

The NHS was re-structured on 1<sup>st</sup> April 2002 and 302 Primary Care Trusts (PCTs) were established (covering all parts of England) to control health care locally, with performance and standards monitored by 28 new Strategic Health Authorities.

The following diagram shows how the different organisations in the NHS relate to each other:



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Re-Approval Date: 7<sup>th</sup> June 2006

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PCTs are the cornerstone of the NHS, responsible for the planning and securing of health services and improving the health of the local population.

For example, PCTs must make sure there are enough GPs to provide for their population and that they are accessible to patients. PCTs must also ensure the provision of other health services including hospitals, dentists, mental health care, Walk-In Centres, NHS Direct, patient transport (including accident and emergency), population screening, pharmacies and opticians. In addition, they are responsible for integrating health and social care so the two systems work together for patients.

The 303 PCTs in England are given the funding to plan and commission health services for their local communities - a role previously carried out by health authorities. Decisions about local services are therefore made at a local level.

Strategic Health Authorities (SHAs) are responsible for developing strategies for the local health services and ensuring high-quality performance. They manage the NHS locally and are a key link between the Department of Health and the NHS. They will also ensure that national priorities (such as programmes for improving cancer services) are integrated into local plans. The Strategic Health Authority for West Gloucestershire PCT is Avon, Gloucestershire and Wiltshire Health Authority. Further information on this organisation can be obtained from [www.agwsha.nhs.uk](http://www.agwsha.nhs.uk)

Further information on the other organisations within the NHS is available at: [www.nhs.uk](http://www.nhs.uk)

The Department of Health website ([www.dh.gov.uk](http://www.dh.gov.uk)) provides access to a number of key documents including:

- The NHS Plan  
[www.dh.gov.uk/PolicyAndGuidance/OrganisationPolicy/Modernisation/NHSPlan/fs/en?CONTENT\\_ID=4082690&chk=/DU1UD](http://www.dh.gov.uk/PolicyAndGuidance/OrganisationPolicy/Modernisation/NHSPlan/fs/en?CONTENT_ID=4082690&chk=/DU1UD)
- National Service Frameworks (NSFs)  
[www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/HealthAndSocialCareArticle/fs/en?CONTENT\\_ID=4070951&chk=W3ar/W](http://www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/HealthAndSocialCareArticle/fs/en?CONTENT_ID=4070951&chk=W3ar/W)
- Health & Social Care Standards and Planning Framework 2005 - 2008  
[www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT\\_ID=4086057&chk=ypFWoL](http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4086057&chk=ypFWoL)

In addition the following links may be helpful:

- National Clinical Assessment Authority ([www.ncaa.nhs.uk](http://www.ncaa.nhs.uk))
- National Patient Safety Agency (<http://81.144.177.110/>)
- National Institute of Clinical Excellence ([www.nice.org.uk](http://www.nice.org.uk))
- The Healthcare Commission ([www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk))

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- National Service Frameworks (NSFs), Older People:  
[www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/OlderPeoplesServices/fs/en](http://www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/OlderPeoplesServices/fs/en)
- National Service Frameworks (NSFs), Mental Health:  
[www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT\\_ID=4009598&chk=jmAMLk](http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4009598&chk=jmAMLk)
- National Service Frameworks (NSFs), Diabetes:  
[www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/Diabetes/fs/en](http://www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/Diabetes/fs/en)
- National Service Frameworks (NSFs), Coronary Heart Disease:  
[www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT\\_ID=4006055&chk=R2tD3e](http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4006055&chk=R2tD3e)
- National Service Frameworks (NSFs), Cancer:  
[www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT\\_ID=4071083&chk=%2B06fka](http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4071083&chk=%2B06fka)
  
- National Service Frameworks (NSFs), Children:  
[www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/ChildrenServices/fs/en](http://www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/ChildrenServices/fs/en)
- National Service Frameworks, Long Term Conditions:  
[www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/LongTermConditions/fs/en](http://www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/LongTermConditions/fs/en)
- National Service Frameworks, Renal Services:  
[www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/Renal/fs/en](http://www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/Renal/fs/en)
- National Service Frameworks, Mental Health:  
[www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT\\_ID=4009598&chk=jmAMLk](http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4009598&chk=jmAMLk)
- NHS Estates ([www.nhsestates.gov.uk](http://www.nhsestates.gov.uk))
- NHS Connecting for Health
- Health & Social Care Information Centre NHS Litigation Authority ([www.nhsla.com](http://www.nhsla.com))
- NHS Net (email, intranet, internet)
- NHS Purchasing and Supply Agency ([www.pasa.doh.gov.uk](http://www.pasa.doh.gov.uk))
- NHS Direct ([www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk))

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## Class 2: Who we are

**Class description: Details of the Trust, organisational structures and key personnel**

West Gloucestershire Primary Care Trust (PCT) was established on 1<sup>st</sup> April 2002 and is responsible for:

- Developing primary and community health care services
- Commissioning hospital and mental health services
- Improving the health of the local population and improving access to health services

The NHS community in Gloucestershire includes 6 NHS organisations:

- Cotswold and Vale Primary Care Trust ([www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk))
- West Gloucestershire Primary Care Trust ([www.westglospct.org.uk](http://www.westglospct.org.uk))
- Cheltenham and Tewkesbury Primary Care Trust ([www.chelttewkpct.org.uk](http://www.chelttewkpct.org.uk))
- Gloucestershire Ambulance Service NHS Trust ([www.glosamb.org.uk](http://www.glosamb.org.uk))
- Gloucestershire Hospitals NHS Foundation Trust ([www.gloshospitals.org.uk](http://www.gloshospitals.org.uk))
- Gloucestershire Partnership NHS Trust ([www.partnershiptrust.org.uk](http://www.partnershiptrust.org.uk))

There is a strong history of collaboration in Gloucestershire both between NHS partners and between the NHS and other agencies such as Local Authorities and the voluntary sector. In addition to the County Council the PCT covers 3 local authority boundaries and is actively engaged in 3 Local Strategic Partnerships (LSPs) and the development of 3 community strategies. Further information on these partnerships is available from the council websites at [www.gloucester.gov.uk](http://www.gloucester.gov.uk); [www.forestofdean.gov.uk](http://www.forestofdean.gov.uk) and [www.tewkesburybc.gov.uk](http://www.tewkesburybc.gov.uk). The PCT is also an active partner of the Gloucestershire Strategic Partnership and further details may be obtained from [www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk). Increasingly LSPs provide the forum through which the PCT engages with partners from local authority services, including housing and environment, and education, with voluntary and community agencies. The PCT is also strengthening its involvement with Crime and Disorder Partnerships.

A number of countywide groups exist which comprise representatives across each of the health organisations in Gloucestershire. These include the following (the organisation with lead for each group is identified in brackets):

- Gloucestershire Strategic Forum (West Gloucestershire PCT)
- Gloucestershire Planning Consortium (Cheltenham & Tewkesbury PCT)
- Gloucestershire Emergency & Acute Committee Group (Cotswold & Vale PCT)
- County Older People's Modernisation Group (West Gloucestershire PCT)
- Countywide CHD NSF Local Implementation Group (West Gloucestershire PCT)
- Three Counties Cancer Network Group (Cheltenham & Tewkesbury PCT)
- Joint Commissioning Board – Mental Health (Cheltenham & Tewkesbury PCT)
- Joint Commissioning Board – Older People (West Gloucestershire PCT)

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- Children's Planning Group (Cotswold & Vale PCT)
- Local Workforce Development Group (Gloucestershire Partnership NHS Trust)

Some of the partnerships will involve information sharing, with agreed protocols and procedures between the organisations. The Trust will provide information, for which it is responsible, about meetings with partner organisations. We will not provide material that is exempt under the Freedom of Information Act 2000 or the Data Protection Act 1998.

The following information about the Trust is available:

- [West Gloucestershire Primary Care Trust – its role](#)
- [Background to our PCT area](#)
- [Our Vision](#)
- [PCT Structure](#) (including the Board, the Professional Executive Committee and the Management Structure)
- [Trust Board Members](#)
- [Professional Executive Committee](#)
- [Your Guide to West Gloucestershire Primary Care Trust](#) (2002)
- [Patient's Guide to West Gloucestershire Health Services](#) (2002/03)
- [Your Guide to Local Health Services 2003](#) (2003/04)
- Your Guide to Local Health Services 2004  
[www.westglospct.org.uk/westglospct/guide2004.pdf](http://www.westglospct.org.uk/westglospct/guide2004.pdf)
- [Services](#) (What services are provided and from where?)
- PCT Governance Framework, including Standing Orders, Standing Financial Instructions, Scheme of Delegation and Codes of Conduct
- Register of Members Interests

The majority of the above information, together with other information and publications can be obtained via the Trust's website at: [www.westglospct.org.uk](http://www.westglospct.org.uk)

In addition the following links may be helpful:

- [GUIDE Information Service](#)
- [PCCAG](#) (The Gloucestershire Primary and Community Care Audit Group for information about clinical audit support and activity in primary and community care)
- Directgov (public services)
- [Gloucestershire Health Services Portal Site](#)
- PALS (Patient Advice and Liaison Service – [www.palsglos.org.uk](http://www.palsglos.org.uk))

## **Class 3: Financial and Funding Information**

**Class description: Funding details, charging policies and financial accounts**

NHS Revenue funding flows from HM Treasury to the NHS Executive and onto NHS organisations. The PCT controls three major areas of revenue expenditure:

- Commissioning – this overall resource limit is available to the Trust to commission services from health and care organisations (including primary care services and the Trust’s own provider arm)
- Provider Services – this funding is part of the overall resource limit and funds the directly managed services of the organisation such as community hospitals and community staff
- Primary Care Services – this funding is part of the overall resource limit and funds prescribing and practice based staff

An additional area of expenditure is on General Medical services (GMS) where the PCT acts as an agent in paying for these services on behalf of the Department of Health. This is not part of the Resource Limit. The Trust also has a Capital Resource Limit (CRL) which is available for operational capital work within the Trust.

The PCT will make available the following information

- PCT Annual Report and Statutory Annual Accounts including:  
West Gloucestershire PCT Annual Report  
New link needs putting in to latest report  
West Gloucestershire PCT Annual Report 2003/04  
([www.westglospct.org.uk/westglospct/pdf/annualreport0304.pdf](http://www.westglospct.org.uk/westglospct/pdf/annualreport0304.pdf))
- PCT Board Finance Reports  
([www.westglospct.org.uk/westglospct/westglospct5.html](http://www.westglospct.org.uk/westglospct/westglospct5.html))
- Standing Orders
- Standing Financial Instructions

The PCT uses the Gloucestershire Shared Service Procurement Department to acquire the majority of its goods and services. Procurement thresholds have been set which govern the type of contract to be used. The purchase of goods and services is covered by the Trust’s Standing Orders, Standing Financial Instructions and Scheme of Delegation. The Trust will advertise tenders for goods and services worth over £100,140 through the Official Journal of the European Communities (OJEC) procedures. The website for OJEC is [www.ojec.com](http://www.ojec.com).

*Some of this information is of a personal and confidential nature and will be excluded as will any other confidential material. Material relating to the health and safety of specific individuals, as to law enforcement or criminal or regulatory enforcement or audit issues under certain circumstances may also be excluded from publication. There may be circumstances where material cannot be released because the appropriate officer of the Trust has taken a view that it may be prejudicial to the conduct of public affairs. Some information will be withheld, including personal, confidential information about individuals which is protected by the Data Protection Act 1998.*

## 4: Corporate Information

**Class description: Reports, policies, minutes of meetings and business plans**

The following categories of information will be routinely published by the Trust:

- Annual Reports:  
West Gloucestershire PCT Annual Report  
New link needs adding for latest Annual Report  
West Gloucestershire PCT Annual Report 2003/04  
([www.westglospct.org.uk/westglospct/pdf/annualreport0304.pdf](http://www.westglospct.org.uk/westglospct/pdf/annualreport0304.pdf))
- [Local Delivery Plan](#)
- [Health Improvement Programme \(2001-04\)](#)
- Annual Reports of the Director of Public Health:  
([www.westglospct.org.uk/westglospct/pdf/publichealth03.pdf](http://www.westglospct.org.uk/westglospct/pdf/publichealth03.pdf))
- Agendas of Trust Board Meetings
- Minutes of Board Meetings
- Supporting Papers and Reports for Board Meetings
- Agendas of Professional Executive Committee Meetings – link needed
- Agendas of Audit Committee Meetings – link needed
- Minutes of Audit Committee Meetings - link needed
- Agendas of Integrated Governance Committee Meetings
- Reports from Integrated Governance Committee Meetings

The majority of the above information is available via the PCT website at:  
[www.westglospct.org.uk](http://www.westglospct.org.uk)

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## Class 5: Aims, Targets and Achievements

**Class description:** Financial targets, aims and objectives and key performance indicators (See also Class 9 below)

The PCT monitors its governance arrangements, financial performance and the performance of the services it commissions and provides. The PCT has a system to ensure that all NHS and local targets are monitored effectively and the PEC and the Board have regular access to headline information about all providers and an analysis of trends. The Trust routinely publishes information about financial targets, aims and objectives and key performance indicators. Documents routinely published by the Trust in relation to this area include:

- Annual Accounts
- Annual Budgets
- Monthly Performance Reports
- Local Delivery Plan

In addition, the following key indicators are reported to the Board and PEC and are available under Class 4 - Supporting Papers and Reports for Board Meetings:

- Access – waiting list and activity report
- Cancer targets
- Star ratings
- MRSA/Hospital Acquired Infection
- Choose & Book Targets
- Agenda for Change

Star Ratings give you an idea of how well the PCT is performing. During the summer all NHS Trusts receive their latest star ratings - an assessment of performance during the previous year. The independent regulator for NHS performance, the Healthcare Commission ([www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)) is responsible for the publication of NHS Performance Ratings. As well as performance and star ratings CHI also measure and benchmark the quality of services provided and commissioned by PCTs. Other information available in this category that links to the Trust's aims and objectives around patient safety are as follows:

- Integrated Governance Committee Terms of Reference
- Clinical Governance Committee Terms of Reference
- Serious Clinical Incident group Terms of Reference
- Health and Safety Committee Terms of Reference
- Health and Safety Sub-Committee Terms of Reference
- Clinical Effectiveness Group
- **PCCAG** (Primary and Community Care Audit Group - countywide group involved in promoting clinical audit)
- Research and Development (R&D) Consortium (countywide group leading on the implementation and management of research in the county)
- Primary and Community Care Clinical Governance Group

Author: Information Manager

Re-Approval Date: 7<sup>th</sup> June 2006

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- County Risk Liaison Group
- Risk Management Strategy
- Guidelines for Incident and Near Miss Reporting
- Complaints Policy and Procedure

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## **Class 6: Our Services**

**Class description: The range of services that we commission and provide for the NHS and how we deliver these**

The Trust will make the following information available relating to the above class:

- [The PCT's role and Background to the PCT area](#)
- The Public Health Compendium of Clinical Health Indicators
- [Services](#) (What services are provided and from where?)
- [Local Delivery Plan](#) (including an action plan for delivery, activity schedules and financial plan)
- [Interventions Not Normally Funded](#) (a clear list of procedures and treatments that we do not normally fund, largely either services that have not been proven to be effective or that we consider to be of low priority)
- Policies for considering applications for funding in exceptional circumstances and appeals against our funding decisions
- Reports on the level of service level agreements (contracts) agreed with both in-county and out-of-county NHS Trusts and other providers and the latest projections of expenditure against our funding plans

The majority of the Trust's non-clinical services relating to services such as catering and cleaning, maintenance etc are provided on either a Shared Service or Hosted Service basis. These services are listed below together with the organisation who is responsible for their provision:

Shared Services:

- Finance, incorporating payroll functions (Host organisation – Gloucestershire Hospitals NHS Trust)

Author: Information Manager

Re-Approval Date: 7<sup>th</sup> June 2006

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- Estates, including maintenance (Host organisation – Gloucestershire Hospitals NHS Trust)
- Procurement (Host organisation – Gloucestershire Hospitals NHS Trust)
- IT Services (non-acute) (Host organisation – Gloucestershire Partnership NHS Trust)

Hosted Services:

- Catering, cleaning and portering services (Host organisation – Cotswold & Vale PCT)

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## **Class 7: The Primary Care Trust and Independent Practitioners**

**Class description:** Information on the arrangements, policies and procedures for working with independent practitioners (General Practitioners, Community Pharmacists, Optometrists, General Dental Services).

In order to work in the NHS independent practitioners (doctors, dentists, pharmacists and opticians) are required to be included in the relevant practitioner list somewhere in the country. It is usual for the practitioner to be on the list of the PCT in whose area they work for the majority of the time. On receipt of an application to enter one of the practitioner lists the PCT checks that the practitioner is fit to practice, prior to entering them onto the list.

All practitioners are governed by national regulations and terms of service. These lay out the conditions under which a practitioner must operate. Copies of "The National Health Service Regulations 1992" for each practitioner area can be purchased from The Stationery Office (e-mail [www.tso.co.uk](http://www.tso.co.uk), Tel. 0870 600 5522).

Where PCTs identify concerns about independent practitioners the PCT has the right to remove or conditionally remove a practitioner from their list. The procedure for this is laid out in the Health and Social Care Act 2001, which can be purchased from The Stationery Office (e-mail [www.tso.co.uk](http://www.tso.co.uk), Tel. 0870 600 5522).

**General Practitioners:** The first port of call for many people when they develop a health problem is their local doctor, also known as a general practitioner (GP). These

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Re-Approval Date: 7<sup>th</sup> June 2006

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doctors usually form a small practice or surgery to serve a particular neighbourhood. GPs are on the frontline of the NHS - the part officially called 'primary care'. Many other health professionals work as part of this frontline team - nurses, health visitors, dentists, opticians, pharmacists and a range of specialist therapists. Every UK citizen has a right to be registered with a local GP and visits to the surgery are free. NHS Direct and NHS walk-in centres are also part of primary care. For more information go to: [www.nhs.uk/england/doctors/default.aspx](http://www.nhs.uk/england/doctors/default.aspx)

**Community Pharmacists:** These are specialist health professionals who make and sell medicines. They usually have a shop in the high street, and are often called 'chemists'. They are experts on medicines and the way they work and will make up prescriptions issued by your doctor. They can give advice on treatments that can be bought over-the-counter. For more information go to: [www.nhs.uk/england/pharmacies/default.aspx](http://www.nhs.uk/england/pharmacies/default.aspx)

**Optometrists/Opticians:** These are specialist health professionals who test eyes and prescribe lenses to correct sight problems. They are more commonly known as opticians. A dispensing optician fits and sells glasses but does not test eyes. An ophthalmic optician specialises in making glasses and in testing eyes and prescribing lenses.

**General Dental Services:** Further information on general dental services is available at: [www.nhs.uk/england/dentists/default.aspx](http://www.nhs.uk/england/dentists/default.aspx)

All Independent Practitioners are required to produce their own Freedom of Information Publication Schemes. Further information on these schemes is available from: [www.westglospct.nhs.uk](http://www.westglospct.nhs.uk).

For more information about independent practitioners see the Gloucestershire Health Services website – *link needed here*.

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## Class 8: Reports and Independent Enquiries

**Class description: Independent inspections and findings regarding the Trust**

The PCT is subject to inspection by a number of statutory bodies including the Commission for Health Improvement, the Health and Safety Executive, the National Health Service Litigation Authority etc. The Trust will routinely publish the reports of any inspections and findings of independent enquiries.

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## **Class 9: Policies and Procedures**

**Class Description: General policies and procedures in use within the Trust**

The Trust will normally make available all its strategy, policy and procedure documents. This includes the following:

- Communications Strategy
- Human Resources Strategy (currently being developed)
- [Patient and Public Involvement Strategy](#)
- Clinical Governance Strategy
- Risk Management Strategy
- Health and Safety Policy and associated Health and Safety Procedures/Protocols
- Fire Policy
- Counter Fraud and Corruption Policy
- Records Management Strategy
- Complaints Policy and Procedure
- Hospitality Policy
- Incident Reporting Policy and Procedure
- Infection Control Policy
- Major Incident Plan
- Clinical Policies and Guidelines
- Nursing Policies/Clinical Practice Guidelines

For a list of Human Resources/Employment Policies and Procedures see Class 13.

## Class 10: Public Involvement and Consultation

**Class Description:** Details of consultation procedures, decision-making processes, timescales and responses. Consultations in progress and how you can become involved

Under The NHS Plan, the Government's 10-year reform programme, the NHS is moving to a new system of public and patient involvement, which will make it more open and accountable. The development of patient and public involvement in West Gloucestershire PCT is a key objective for all parts of the organisation.

The PCT has developed a [Patient and Public Involvement Strategy](#) which outlines how the Trust will consult and engage with the public in the debate and discussion about the development of priorities and services at the PCT. The Trust employs 7 Primary Care Development Managers who each work in different parts of the PCT area. Their role is to work with family doctors, practice staff, district nurses, health visitors and local communities to develop services and make sure that money is being spent on the health priorities of people who live in that area. Further information on each of the patches can be obtained from:

Central Gloucester:

([www.westglospct.org.uk/westglospct/patches/centralglosmain.htm](http://www.westglospct.org.uk/westglospct/patches/centralglosmain.htm))

East Gloucester:

([www.westglospct.org.uk/westglospct/patches/eastglosmain.htm](http://www.westglospct.org.uk/westglospct/patches/eastglosmain.htm))

South East Gloucester:

([www.westglospct.org.uk/westglospct/patches/southeastglosmain.htm](http://www.westglospct.org.uk/westglospct/patches/southeastglosmain.htm))

South West Gloucester:

([www.westglospct.org.uk/westglospct/patches/southwestglosmain.htm](http://www.westglospct.org.uk/westglospct/patches/southwestglosmain.htm))

North Gloucester:

([www.westglospct.org.uk/westglospct/patches/northglosmain.htm](http://www.westglospct.org.uk/westglospct/patches/northglosmain.htm))

South Forest:

([www.westglospct.org.uk/westglospct/patches/southforestmain.htm](http://www.westglospct.org.uk/westglospct/patches/southforestmain.htm))

North Forest:

([www.westglospct.org.uk/westglospct/patches/northforestmain.htm](http://www.westglospct.org.uk/westglospct/patches/northforestmain.htm))

Newent and Staunton:

([www.westglospct.org.uk/westglospct/patches/newentstauntonmain.htm](http://www.westglospct.org.uk/westglospct/patches/newentstauntonmain.htm))

The PCT has also, together with other health organisations in Gloucestershire, developed an approach which supports the NHS aim of putting the patient at the centre of everything it does. Further details are outlined in the publication [Get Involved in West Gloucestershire PCT](#) which contains the following sections:

- [The Future picture](#)
- [New system of Patient and Public Involvement](#)
- [The PCT's role and Background to the PCT area](#)

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Re-Approval Date: 7<sup>th</sup> June 2006

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- [Your Health](#)
- [What services are provided locally?](#)
- [How can we achieve a better service?](#)
- [Involvement in Gloucestershire](#)
  
- [Involvement in West Gloucestershire PCT](#)
- [How the NHS works](#)
- [Feedback](#)

## Class 11: Regular publications and information for the Public

**Class description:**            **Guidance and information leaflets**

The Trust routinely makes the following general publications available to the public:

- Annual Reports:  
West Gloucestershire PCT Annual Report 2002/03  
([www.westglospct.org.uk/westglospct/pdf/annualreport03.pdf](http://www.westglospct.org.uk/westglospct/pdf/annualreport03.pdf))  
West Gloucestershire PCT Annual Report 2003/04  
([www.westglospct.org.uk/westglospct/pdf/annualreport0304.pdf](http://www.westglospct.org.uk/westglospct/pdf/annualreport0304.pdf))
- Annual Reports of the Director of Public Health:  
([www.westglospct.org.uk/westglospct/pdf/publichealth03.pdf](http://www.westglospct.org.uk/westglospct/pdf/publichealth03.pdf))
- Patient's Prospectus – Guide to Local Health Services:  
**[Your Guide to Local Health Services 2003](#)**  
Your Guide to Local Health Services 2004  
([www.westglospct.org.uk/westglospct/guide2004.pdf](http://www.westglospct.org.uk/westglospct/guide2004.pdf))
- Patient & Public Involvement in West Gloucestershire (**[Get Involved in West Gloucestershire PCT](#)**)
- Complaints Leaflet

These documents are available from the Head of Communications at West Gloucestershire Primary Care Trust Headquarters, Unit 14, Highnam Business Centre, Newent Road, Highnam, Gloucester GL2 8DN. They are also available from the PCT website at: [www.westglospct.org.uk](http://www.westglospct.org.uk)

## Class 12: Complaints procedures

**Class description:** Policies, procedures and contacts for complaints

The Trust welcomes any comments, good or bad, about its services. Although local health services in West Gloucestershire seek to provide the very highest level of services at all times, we recognise that there may be times when you are not happy with the services you are receiving or have received and we would like to know about it. The following information is available to assist you in making a comment or complaint about the services you have received or are receiving:

- [How do I Comment or Complain?](#)
- [NHS Complaints Procedure](#)
- [I would like some help with my complaint](#) (If you need help with making your complaint)

If you wish to comment or complain please contact:

The Complaints Manager, West Gloucestershire Primary Care Trust, Unit 14, Highnam Business Centre, Newent Road, Highnam, Glos. GL2 8DN.

The Trust has a Complaints Policy and Procedure, which sets out the NHS complaints procedure. There is also a complaints leaflet. These publications are available from the Complaints Manager.

The Patient Advice and Liaison Service (PALS) provides information and support for patients, their families and carers, who are receiving NHS services; They also offer advice and facilitate informal resolutions to concerns raised. Information about the PALS service can be found at [www.palsglos.org.uk](http://www.palsglos.org.uk).

Statistical and anonymised information about complaints is published in the Trust's Annual Report. The Trust Board also receives regular quarterly reports on complaints and the PALS service.

Patient confidentiality is observed in accordance with the Data Protection Act 1998. The trust does not publish details of individual complaints or any information which contains person identifiable data.

## Class 13: Human Resources

**Class description:** Employment policies and procedures

*This class does not include information about particular members of staff or other individuals.*

The Trust has a range of Human Resources Policies and Procedures and will make these available on request. The list includes the following:

- HR Strategy (currently being developed)
- Disciplinary Policy and Procedure
- Grievance Procedure
- Managing Diversity/Equal Opportunities Policy
- Attendance Management Policy
- Recruitment and Selection Procedure
- Harassment and Bullying Policy
- Policy for Appraisal Review and Personal Development Planning
- Balancing Work and Personal Life Policies (including flexible working, flexi-time)
- Race Equality Strategy
- Retirement and Long Service Policy
- Whistleblowing Policy
- Managing Diversity Policy

The Trust is committed to delivering a challenging agenda of HR initiatives which includes the following:

- Improving Working Lives:  
([www.dh.gov.uk/PolicyAndGuidance/HumanResourcesAndTraining/ModelEmployer/ImprovingWorkingLives/fs/en](http://www.dh.gov.uk/PolicyAndGuidance/HumanResourcesAndTraining/ModelEmployer/ImprovingWorkingLives/fs/en))
- Lifelong Learning
- Agenda for Change:  
([www.dh.gov.uk/PolicyAndGuidance/HumanResourcesAndTraining/ModernisingPay/AgendaForChange/fs/en](http://www.dh.gov.uk/PolicyAndGuidance/HumanResourcesAndTraining/ModernisingPay/AgendaForChange/fs/en))

Job vacancies within the Trust are posted on our website at:

[www.westglospct.org.uk](http://www.westglospct.org.uk)

Other useful documents and links include:

- West Gloucestershire PCT Workforce description
- Human Resources in the NHS:  
([www.dh.gov.uk/PolicyAndGuidance/HumanResourcesAndTraining/fs/en](http://www.dh.gov.uk/PolicyAndGuidance/HumanResourcesAndTraining/fs/en))
- NHS Careers Website:  
([www.jobs.nhs.uk](http://www.jobs.nhs.uk))
- National Workforce Information Site:  
([www.nationalworkforce.nhs.uk](http://www.nationalworkforce.nhs.uk))

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Re-Approval Date: 7<sup>th</sup> June 2006

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## **Class 14: Communications with the Press and Media Releases**

**Class description:**           **Our releases to the press and the media**

Trust releases to the press and media can be accessed via the website at:

[www.westglospct.org.uk](http://www.westglospct.org.uk)

Further information on press releases can be obtained from the Head of Communications, West Gloucestershire Primary Care Trust, Unit 14 Highnam Business Centre, Newent Road, Highnam, Glos. GL2 8DN

## Class 15: Environmental Information

**Class description:** Our estate and land holdings, and the uses they currently enjoy. Information required to be placed in the public domain as a result of the Environmental Information Regulations, any Environmental Enforcement action and associated information (see also Introduction to Publication Scheme)

All NHS Trusts, including Primary Care Trusts have a statutory responsibility for the management of their assets. The PCT is provided with an Estates service (from Gloucestershire Hospitals NHS Trust) as part of a shared service with the Gloucestershire Health Community.

The following information regarding the Trust's estates and land holdings is available:

- List of freehold properties
- List of leased properties

## Class 16: This Publication Scheme

**Class description:** In this class we will publish any changes we make to this Publication Scheme, the criteria on which our information management policies are made and a referral point for all enquires regarding information management generally in the Trust. We will also publish any proposed changes or additions to publications already available

This section will include any changes that the Trust makes to its Publication Scheme, for example the addition of new classes following notification to the Information Commissioner and any proposed changes or additions to available publications. The Trust has an Information Management function and information on our policies and protocols relating to information can be obtained from the Information Manager, Unit 14, Highnam Business centre, Newent Road, Highnam, Glos. GL2 8DN.

It is anticipated that the electronic version of our Publication Scheme will be updated on a regular basis; however manual copies will only be re-produced on an annual basis (to be kept under review).

### Cost of Information

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD ROM). Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available. Charges are as follows:

- a) **Via the Trust's Web Site ([www.westglospct.nhs.uk](http://www.westglospct.nhs.uk)):** Free of charge, although any charges for Internet Service provider and personal printing costs would have to be met by the individual

**Single page print-out from the website:** available free of charge by post from the Corporate Services Officer or by personal application at Trust Headquarters, Unit 14, Highnam Business Centre, Newent Road, Highnam, Glos. GL2 8DN. We will not provide printouts of other organisation's websites.

**Multiple page print-outs and archived copies of documents that are not available on the website:** These may attract a charge (of 10p per sheet and an administrative charge of £10) to cover the time taken to retrieve information and the of photocopying, postage etc. We will let you know the cost and charges that will have to be paid in advance. We will not provide printouts of other organisation's websites.

- b) **Leaflets and brochures:** Free of charge for leaflets or booklets on, for example, services we offer to the public.

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Re-Approval Date: 7<sup>th</sup> June 2006

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- c) **“Glossy” or other bound paper copies, CD Rom, video or other mediums:** a charge will be made for information in these formats. We will let you know the costs and charges that will have to be paid in advance. Please contact the Corporate Services Officer at Trust Headquarters, Unit 14, Highnam Business Centre, Newent Road, Highnam, Glos. GL2 8DN.
- d) **E-mail:** information sent by e-mail will usually be free of charge unless it says otherwise

The charges will be reviewed regularly.

## **Re-use of Information Charges**

As detailed in ‘The Classes of Information that we hold’ section access to a document under FOI does not give an automatic use to re-use the document and in some cases charges may apply.

## **Copyright**

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[www.hmso.gov.uk/guides.htm](http://www.hmso.gov.uk/guides.htm)

or contact: HMSO Licensing Division, St Clements House, 2-16 Colegate, Norwich, NR31BQ, Tel: 01603 621000, Fax: 01603 723000, Email: HMSO Licensing

## PART THREE: BODIES INVOLVED IN INSPECTION/ MONITORING

### USEFUL RESOURCES

The **bodies involved in the monitoring and/or inspection** of our services:

- Audit Commission ([www.audit-commission.gov.uk](http://www.audit-commission.gov.uk))
- Child Protection Teams
- The Healthcare Commission ([www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk))
- Confidential Inquiry into Suicides and Homicides
- Gloucestershire County Council ([www.gloscc.gov.uk](http://www.gloscc.gov.uk))
- Coroner's Offices
- Environmental Health offices ([www.gloscc.gov.uk](http://www.gloscc.gov.uk))
- General Medical Council ([www.gmc-uk.org/](http://www.gmc-uk.org/))
- Health and Safety Executive ([www.hse.gov.uk](http://www.hse.gov.uk))
- Health Service Ombudsman ([www.ombudsman.org.uk](http://www.ombudsman.org.uk))
- Health Professions Council ([www.hpc-uk.org](http://www.hpc-uk.org))
- Home Office ([www.homeoffice.gov.uk](http://www.homeoffice.gov.uk))
- Medicines and Healthcare Products Regulatory Agency ([www.medical-devices.gov.uk](http://www.medical-devices.gov.uk))
- Medicines Control Agency ([www.mca.gov.uk](http://www.mca.gov.uk))
- Mental Health Act Commission ([www.mhac.trent.nhs.uk](http://www.mhac.trent.nhs.uk))
- National Clinical Assessment Authority ([www.ncaa.nhs.uk](http://www.ncaa.nhs.uk))
- National Patient Safety Agency ([www.npsa.nhs.uk](http://www.npsa.nhs.uk))
- NHS Estates ([www.nhsestates.gov.uk](http://www.nhsestates.gov.uk))
- NHS Litigation Authority ([www.nhsli.com](http://www.nhsli.com))
- Nursing and Midwifery Council ([www.nmc-uk.org](http://www.nmc-uk.org))
- Avon, Gloucestershire and Wiltshire Strategic Health Authority ([www.agwsha.nhs.uk](http://www.agwsha.nhs.uk))

### Useful Resources

Web sites:

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk) This is the Information Commissioner's web site

[www.LCD.GOV.UK](http://www.LCD.GOV.UK) The Department for Constitutional Affairs web site (formally the Lord Chancellor's Department web site)

[www.foi.nhs.uk](http://www.foi.nhs.uk) This is the NHS Freedom of Information web site

### Publications

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Re-Approval Date: 7<sup>th</sup> June 2006

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- NHS Openness Code [www.dh.gov.uk/assetRoot/04/02/99/74/04029974.pdf](http://www.dh.gov.uk/assetRoot/04/02/99/74/04029974.pdf)
- Freedom Of Information Act 2000 An Introduction  
[www.informationcommissioner.gov.uk/cms/DocumentUploads/Freedom%20of%20Information%20Act%202000%20An%20Introduction.pdf](http://www.informationcommissioner.gov.uk/cms/DocumentUploads/Freedom%20of%20Information%20Act%202000%20An%20Introduction.pdf)
- Code of Practice under Section 45 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)
- Code of Practice under Section 46 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)

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