

MODEL PUBLICATION SCHEME FOR NHS BOARDS

NHS Western Isles Publication Scheme under the Freedom of Information (Scotland) Act 2002

Here you will find the information we publish about:

Who we are

What we do

The decisions we take

How to obtain information

Statement of availability of document in alternative formats

NHS Western Isles

Publication Scheme under the Freedom of Information (Scotland) Act 2002

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If you wish to have sections of this document reproduced in another format or language, please contact the above address.

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Bengali:

"আপনি যদি এই তথ্যটির কিছু কিছু অংশ অন্যান্য হরফে/আকারে বা ভাষায় পেতে চান, অনুগ্রহ করে ওপরে দেওয়া যোগাযোগের বিস্তারিত তথ্য ব্যবহার করুন"

Contents

Section		Page
1.	Introduction to the Publication Scheme	1
2.	About NHS Western Isles	2
3.	Preparing the Publication Scheme	4
4.	Accessing information under the Scheme	5
5.	Information that we may withhold	6
6.	Charges for information available under the Publication Scheme	7
7.	Our copyright policy	7
8.	Our records management policy	8
9.	Feedback	9
10.	Complaints relating to the Publication Scheme	9
11.	How to access information which is not available under this Scheme	10
12.	Classes of Information	12
	(a) Who we are and what we do	12
	(b) Policy & decision making	13
	(c) How we communicate	13
	(d) Where we get money to pay for services and how our spending is monitored	14
	(e) How are we doing?	15
	(f) Our staff – their wellbeing and development	15
	(g) How to find our services	16
	(h) Improving the quality of care to patients	16
	(i) Clinical research and development	17

Section 1 - Introduction to the Publication Scheme

The Freedom of Information (Scotland) Act 2002 (FOISA) provides individuals with a general right of access to all recorded information held by Scottish public authorities. Anyone can use this right, and we can only withhold information where FOISA expressly permits it.

Section 23 of FOISA also requires Scottish public authorities to maintain a Publication Scheme. A Publication Scheme sets out the types of information that a public authority routinely makes available and is subject to approval by the Scottish Information Commissioner, who is responsible for enforcing FOISA. We are obliged to review this Scheme from time to time.

The aim of the Publication Scheme is to provide you with access to information that we routinely publish and demonstrate our openness and transparency in the decisions we take. The scheme tells you how you can access this information. It tells you whether information is available free, or if there is a charge for the information. Our aim is to make information we hold easily available and to explain how you may access this information, including details of:-

- (a) the services that we provide, the costs of those services, and their availability;
- (b) the facts, consultation and analysis we have taken into account to reach decisions; and
- (c) the reasons for decisions made.

Alongside FOISA, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. Environmental information may include, for example, information on the air, water, soil and land and about energy, noise, radiation, waste and other things that may affect the earth. It also may include information about our policies, plans and activities likely to affect the state of human health and safety – for example, the cleanliness of our premises and control of infection. This publication scheme also contains details of the environmental information that we routinely make available.

Where information is not published under this scheme, you can request it from us under FOISA or, in the case of environmental information, the EIRs.

This scheme does not cover personal information we hold, for example health or employee records. There are separate laws about how individuals access their own personal information. See section 11 for more details.

This scheme will be subject to review from time to time by us in order to keep it up to date. In addition, the Scheme has to be completely reviewed and re-submitted to the Scottish Information Commissioner for re-approval periodically. It is expected that the next complete review will be in 2014.

Section 2 - About NHS Western Isles

The NHS in Scotland is a large and complex collection of organisations for which the Scottish Government and the Cabinet Secretary for Health and Wellbeing have overall responsibility.

Health Boards and Special Health Boards are created by Acts of the Scottish Parliament and are individual corporate bodies. There are fourteen Geographic Health Boards operating across defined geographic areas (largely based on one or more local authority area). There are also eight Special Health Boards which provide services on a national basis.

Legislation approved by the Scottish Parliament determines the membership of individual Boards.

The Board Membership comprises a Chairman and others appointed by the Scottish Ministers. The composition of individual Boards will vary but each Board may contain, depending on local circumstances:

- (a) directly elected Members*;
- (b) Councillors nominated by local authorities within the Health Board area;
- (c) a representative of a University Medical School;
- (d) an individual representing the employees of the Health Board, known as the Employee Director;
- (e) a member of a body set up by the Health Board which represents health care professionals working in the Health Board area;
- (f) those appointed from the senior employees, known as Executive Directors;
- (g) members of a Community Health Care Partnership; and
- (h) those who have applied to the Scottish Government for appointment following public advertisement.

*Under the Health Boards (Membership and Elections) (Scotland) Act 2009 approved in April 2009, Scottish Ministers have power to arrange for a proportion of members of Health Boards to be elected by those aged 16 and above who, were they 18 or above, would have a right to vote at local authority elections. Elections to Health Board are being progressed on a pilot basis initially.

Through instructions and guidance issued by the Scottish Ministers, Health Boards are responsible for implementing national health service policy and for providing services for the treatment of illness and the promotion of good health to the population of Scotland.

The fourteen Health Boards operating across defined geographic areas are responsible for local health planning and improvement and for the delivery of hospital, community and primary care services. How these services are organised and delivered will vary between Boards.

Community Health Partnerships (CHP), or Community Health and Social Care Partnerships (CHaSCP), may be established under Statutory Orders made by the Scottish Ministers to manage certain functions of the Board.

Health Boards also work with independent NHS doctors, dentists, pharmacists and opticians who are contracted by the Board to provide primary health care services to the local population. These people are known as primary care contractors or General Practitioners (GPs). General Practitioners are subject to FOISA but are not covered by this Scheme as they have their own practice-based schemes. We tell you how to find details of these independent practitioners in Section 12 Class (g) below.

The fourteen geographical Health Boards are:-

Ayrshire & Arran
Borders
Dumfries & Galloway
Fife
Forth Valley
Grampian
Greater Glasgow (commonly known as NHS Greater Glasgow and Clyde)
Highland
Lanarkshire
Lothian
Orkney
Shetland
Tayside
Western Isles

The eight Special Health Boards which provide services on a national basis are:

NHS Quality Improvement Scotland ¹
NHS Health Scotland
NHS Education for Scotland
Common Services Agency (commonly known as NHS National Services Scotland)
The National Waiting Times Centre Board (commonly known as The Golden Jubilee National Hospital)
Scottish Ambulance Service Board
The State Hospitals Board for Scotland
NHS 24

NHS Western Isles is a geographical Health Board which:

- has its main office at:
37 South Beach
Stornoway
Isle of Lewis
HS1 2BB;
- covers the Western Isles, which includes 11 populated islands located 40 miles off the North West coast on Scotland;

¹ A Bill introduced before the Scottish Parliament in May 2009 proposes that NHS Quality Improvement Scotland will become part of a new organisation to be known as Health Improvement Scotland from April 2011.

- is responsible for providing health services to the residents of the Western Isles;
- works in co-operation with other Boards in providing various regional or specialist functions.

The main governing body of NHS Western Isles is the Board, which comprises a Chairman, six Executive Directors (including the Chief Executive) and eight other Members who have overall responsibility for the strategic decisions and management of the organisation.

The categories of members for Western Isles Health Board are:-

- (a) directly elected Members*;
- (b) Councillors nominated by local authorities;
- (c) a representative of a University Media School;
- (d) an individual representing the staff, known as the Employee Director;
- (c) those appointed from the senior employees, known as Executive Directors; and
- (d) those who have applied to the Scottish Government for appointment following public advertisement.

A variety of Groups and Committees are responsible to the Board for specific functions.

Further information on the Committee Structure is provided under Section 12 Class (a) below.

Operational management of the Board is the responsibility of the Chief Executive and Principal Directors. Further details are available under Section 12 Class (a).

NHS Western Isles and the local Council, Comhairle nan Eilean Siar (CnES), have also worked together to form a Community Health and Social Care Partnership (CHaSCP), which facilitates more integrated partnership working between the two organisations leading to better services to patients, service users and the public.

The development of the CHaSCP has enhanced the current local arrangements by formalising links and aligning structures and processes within the context of national guidance and regulations (visit www.chascp.org for further information).

Section 3 - Preparing the Publication Scheme

We have adopted a Model Publication Scheme developed by a small representative working group of staff with FOI responsibilities with the endorsement of the Chief Executives of Health Boards. The Model is based on a generic template published by the Scottish Information Commissioner. In preparing the Model Scheme we have sought to ensure that the Scheme has regard to the public interest in providing access to the information that we hold which relates to:

- the services we provide;
- the costs of those services;

- the standard of those services;
- the facts that inform the important decisions we take; and
- the reasoning behind our decisions.

The working group has, as part of its work, consulted with:

- the 22 Health Boards who have been encouraged to engage with their Patient Focus and Public Involvement representatives (or equivalent)
- the Scottish Health Council
- the Scottish Patients' Association
- the Equality and Human Rights Commission for Scotland
- Consumer Focus Scotland
- the Scottish Government
- Members of the Scottish Parliament.

In preparing the Scheme authorities have also undertaken a review of the type of information commonly requested from Health Boards under Section 1 of the Freedom of Information (Scotland) Act 2002 in recent years. This has helped us decide on the content of this Publication Scheme.

Section 4 - Accessing Information under The Scheme

Information under this Publication Scheme will normally be available through the routes described below. *Section 12 – Classes of Information* - provides more details on the information available under the scheme.

Online:

Most information listed in our Publication Scheme is available to download from our website using the following address: <http://www.wihb.scot.nhs.uk/> Where possible, a link within *Section 12: Classes of Information* will take you direct to the relevant page or document. Where no such link is present, you can use our website's "Search" facility at the same address or contact the individual/department using the details provided. If you are still having trouble finding any information listed under our scheme, then please use the online feedback form at http://www.healthinthehebrides.org/feedback/Feedback_maint.asp for further assistance giving as much detail as you can about the information you are seeking or contact the Communications Manager on 01851 708060 or at maggie.fraser1@nhs.net.

By e-mail:

If the information you are looking for is listed in our Publication Scheme but is not published on our website, you can request that information by e-mailing us at wi-hb.FOI-requests@nhs.net. We will usually be able to send you the information you are looking for by email. When requesting information from us, please provide a telephone number so that we can telephone you to clarify details, if necessary.

By phone:

You can also request information by phone. Please call 01851 708031 to request

information available under this scheme.

By post:

To obtain information listed under the scheme as a printed document or other format by post, please send your request to:

Information Governance
NHS Western Isles
37 South Beach Street
Stornoway
Isle of Lewis
HS1 2BB
eddy.yates@nhs.net
01851 708040

When writing to us to request information, please include your name, address and phone number and full details of the information you would like to receive. We may need to phone you to clarify the information you want.

Advice and assistance:

If you are unsure what the information that you want to access might be called, then please contact the Communications Manager, NHS Western Isles, 37 South Beach Street, Stornoway, Isle of Lewis, HS1 2BB (01851 708060) who will be happy to help.

Section 5 - Information that we may withhold

All information covered by our Publication Scheme can either be accessed through our website, or will be provided promptly following our receipt of your request.

Our aim in maintaining this Publication Scheme is to be as open as possible. You should note, however, that there might be limited circumstances where we may withhold information listed in *Section 12 – Classes of Information*. Information will only be withheld where FOISA (or in the case of environmental information, the Environment Information (Scotland) Regulations 2004) expressly permits it being withheld.

We may withhold information, for example, where its disclosure would breach the law of confidentiality, harm an individual's or an organisation's commercial interests, or endanger the protection of the environment. Information may also be withheld if it is another person's personal information, and its release would breach data protection legislation. This would include, for example, access to personal information contained within health records and other documents.

Whenever information is withheld we will inform you of this, and we will tell you why that information cannot be given to you. If we believe that some of the information you have requested cannot be disclosed under the Act, we may be able to provide you with some of the information which is sought, with the information which is withheld under FOISA removed.

If you wish to complain about our withholding information, please refer to Section 10 – Complaints relating to the Publication Scheme.

Section 6 – Charges for information available under the Publication Scheme

All the information described in our scheme is available from us free of charge where it can be downloaded from our website or where it can be sent to you electronically by e-mail unless a specific charge is stated in *Section 12 – Classes of Information*.

We reserve the right to impose charges for providing information in paper copy or on a computer disc. Charges will reflect the actual costs of production and postage to us, as set out below.

In the event that a charge is to be made, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

Under the Disability Discrimination Act we have a duty to provide services, including making information physically accessible when providing it. This may involve producing it in a larger type or different format where it is practicable to do so. We will meet the cost of this.

Reproduction costs:

Photocopied information will be charged at a standard rate of 10p per A4 copy (black and white) and 20p per A4 copy (colour). Electronic media will be charged at the rate of £1.00 per computer disc.

Postage costs:

We will pass on postage charges to you at the cost to us of sending the information by the method we normally employ for our routine correspondence. We may use a range of methods and carriers to deliver routine correspondence, but it should not cost you more than the equivalent of Royal Mail First Class postal rates. We will always tell you what the cost is before providing the information requested.

Details of any individual charges which differ from the above charging policy are provided within *Section 12 – Classes of Information*.

Section 7 - Our Copyright Policy

NHS Western Isles holds the copyright for the vast majority of information in this Publication Scheme. All of this information can be copied or reproduced without our formal permission, provided it is copied or reproduced accurately, is not used in a misleading context, is not used for profit, and provided that the source of the material is

identified.

Providing access to information does not mean that copyright has been waived, nor does it give the recipient the right to re-use information for commercial purposes. If you intend to re-use information obtained from the Scheme, and you are unsure whether you have the right to do so, please make a request to the Information Governance Manager at NHS Western Isles to re-use the information. Your request will be considered under the **Re-use of Public Sector Information Regulations 2005**, which may provide the right to impose a charge. In the event that a charge is payable you will be advised what this is and how it is calculated. If you require more information on the re-use of information go to www.oqps.gov.uk or contact the Information Governance Manager at the Board.

The Publication Scheme may contain information where the copyright holder is not NHS Western Isles. In most cases, the copyright holder will be obvious from the documents. In cases where the copyright is unclear it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder. This includes, for example, Ordnance Survey Maps which are Crown Copyright. Wherever possible, this scheme will indicate where we do not own the copyright on documents within *Section 12 – Classes of Information*.

Section 8 - Our Records Management and Disposal Policy

Information falling into the Classes will be retained in line with the Board's Records and Information Management Policy (contact the Patient Services Manager on 01851 704704 or stephan.smit@nhs.net for further details). This policy is in line with the Scottish Government's policy on the Management, Retention and Disposal of Personal Health Records.

Normally documents provided via web-based resources are retained in that format for two years but will be available subsequently on application to the contact at Section 4. Content of web pages generally will be revised periodically as required to ensure that information and guidance is current.

Health Boards are required to comply with guidance issued by the Scottish Government on the retention and destruction of records. The current Code of Practice is referred to within Circular NHS CEL (2008) 28, available at:

<http://www.scotland.gov.uk/Publications/2008/07/01082955/10>

Section 9 - Feedback

FOISA requires that we review our Publication Scheme from time to time. As a result, we welcome feedback on how we can develop our scheme further. If you would like to comment on any aspect of this Publication Scheme, then please contact us. You may, for example, wish to tell us about:

- other information that you would like to see included in the Publication Scheme;
- whether you found the Publication Scheme easy to use;
- whether you found the Publication Scheme useful;
- whether our staff were helpful;
- other ways in which our Publication Scheme can be improved.

Please send any comments or suggestions to the Communications Manager at maggie.fraser1@nhs.net

Section 10 - Complaints relating to the Publication Scheme

Our aim is to make our Publication Scheme as user-friendly as possible, and we hope that you find it easy to access all the information we publish. If you do wish to complain about any aspect of the Publication Scheme, please contact us, and we will try to resolve your complaint as quickly as possible. You can contact:

Communications Manager
NHS Western Isles
37 South Beach
Stornoway
Isle of Lewis
HS1 2BB
maggie.fraser1@nhs.net

We will acknowledge your complaint and will respond in full within twenty working days.

You also have legal rights to access information under this scheme and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response. These rights apply only to requests for information made in writing* or another recordable format. If you are unhappy with our responses to your request, you can ask us to review our decision by writing to the Chief Executive (at the above address) and if you are still unhappy following review of your request, you can make an appeal to the Scottish Information Commissioner.

The Commissioner's website has a guide to this three-step process or, you can contact his office, Monday to Friday from 9:00am to 5:00pm. His office can be contacted as follows:

Scottish Information Commissioner

Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Tel: 01334 464610
Email: enquiries@itspublicknowledge.info
Website: www.itspublicknowledge.info

*verbal requests for environmental information carry similar rights.

Section 11 - How to access Information which is not available under this Scheme

If the information you are seeking is not available under this Publication Scheme, then you may wish to request it from us.

- (a) **The Freedom of Information (Scotland) Act 2002 (FOISA)** provides you with a right of access to the information we hold, subject to certain exemptions, providing that request is made in writing or other recordable format.
- (b) **The Environmental Information (Scotland) Regulations 2004 (EIRs)** separately provide a right of access to the environmental information we hold.

Under either the FOISA or the EIRs should you require any information that we hold that is not available under this scheme please contact us via:

Information Governance
NHS Western Isles
37 South Beach Street
Stornoway
Isle of Lewis
HS1 2BB
01851 708031
eddy.yates@nhs.net

- (c) **The Data Protection Act 1998 (DPA)** provides a right of access to any personal information about you that we hold. Again, these rights are subject to certain exceptions or exemptions. We may hold personal information about many individuals. Generally, information of this nature should be requested under the Data Protection Act, rather than FOISA, and it is not covered by this scheme.

If you wish to access your health records, we would advise you initially to ask the doctor or other healthcare professional responsible for your care. More information about the protection of personal health information and your right to

access information in your health records is available from the following link <http://www.wihb.scot.nhs.uk/PatientInformation.htm> or contact:

Information Governance
NHS Western Isles
37 South Beach Street
Stornoway
Isle of Lewis
HS1 2BB
eddy.yates@nhs.net
01851 708040

Charges for information which is not available under the scheme:

If you submit a request to us for information which **is not** available under the Scheme, we reserve the right to charge based on the following calculations:

(a) under the Freedom of Information (Scotland) Act 2002:

- There will be no charge for requests for information which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of no charge for the first £100 of costs and 10% of the remaining £500.
- We are not obliged to respond to requests for information which will cost us over £600 to process.
- In calculating any fee, the cost of staff time in locating, retrieving or providing the information will not exceed £15 per hour per member of staff.
- We do not charge for the time taken to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and explain how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge to obtain the information. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no cost to you.

(b) Charges for environmental information under the Environmental Information (Scotland) Regulations 2004:

We do not charge for the time taken to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. We also do not charge for locating or retrieving the information, but we may charge for providing it to you.

In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request for

information there will be no charge to you.

We will calculate the charges based on the actual cost to us of providing the information.

- Photocopying is charged at 10p per A4 side for black and white copying, 20p per A4 side for colour copying
- We will pass on postage charges to you at the cost to us of sending the information by the method we normally employ for our routine correspondence. We may use a range of methods and carriers to deliver routine correspondence, but it should not cost you more than the equivalent of Royal Mail First Class postal rates.
- the cost of staff time in locating, retrieving or providing the information will not exceed £15 per hour per member of staff.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of no charge for the first £100 of costs and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, we will ask you to pay the full cost of providing the information.

We will always inform you of the costs involved before providing the information.

Section 12 - Classes of Information

<p>(a) Who we are and what we do</p>	<p>Information about our Board, its membership, where our main offices are located and what services we provide. This includes:</p> <ul style="list-style-type: none">• Main contact details of our headquarters and services http://www.wihb.scot.nhs.uk/• Details of Board Members and Executive Directors, and their contact details http://www.wihb.scot.nhs.uk/about/BoardMembers.htm• Board Members Declarations of Interest and their Register of Gifts and Hospitality http://www.wihb.scot.nhs.uk/about/BoardMembers.htm• Board Members' Code of Conduct http://www.wihb.scot.nhs.uk/about/BoardMembers.htm• Schedule of forthcoming Board meeting dates (Contact the Chief Executive's Office on 01851 702997 or contact michelle.mcphail@nhs.net)
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	<ul style="list-style-type: none"> • * Data on our population by age range, gender and incidence of disease. (Visit http://www.wihb.scot.nhs.uk/PublicHealth/PHData.html or contact the Public Health Department on 01851 702997) • What we do – the services we provide http://www.wihb.scot.nhs.uk/services.htm • Agreements with other Health Boards or other public authorities for the provision of services http://www.chascp.org/
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<p>(b) Policy and decision making</p>	<p>Information about how we make decisions and develop policies which support the services we provide. This includes:</p> <ul style="list-style-type: none"> • Local Delivery Plans (Contact the Business Manager for further details at michelle.mcPhail@nhs.net or 01851 708044) • Board agendas and papers for past meetings and minutes of those meetings which have been approved by the Board http://www.wihb.scot.nhs.uk/ • Corporate Plan http://www.wihb.scot.nhs.uk/publications.htm • All policies approved by, or on behalf of, the Board E.g. Hand Hygiene Policy Media Policy Health and Safety Policy (Contact the Chief Executive’s Office on 01851 702997 or joannawright@nhs.net for specific details,) • Committee structures (Contact the Chief Executive’s Office on 01851 702997 or michelle.mcphail@nhs.net for further details) • Local Drug Formulary http://www.nhshighland.scot.nhs.uk/Publications/Documents/Guidelines/Highland%20Formulary.pdf • Information about the Scottish Medicines Consortium and its decisions http://www.scottishmedicines.org.uk/smc/27.html
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<p>(c) How we communicate</p>	<p>Information about how we communicate with the public, staff and others. This includes:</p> <ul style="list-style-type: none"> • Press and media releases http://www.wihb.scot.nhs.uk/ • News publications, including Newsletters, magazines and annual
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	<p>reports http://www.wihb.scot.nhs.uk/publications.htm</p> <ul style="list-style-type: none"> • Information on how to make a Freedom of Information request http://www.wihb.scot.nhs.uk/ • Information on how to access your personal information http://www.wihb.scot.nhs.uk/PatientInformation.htm • Patient information on health conditions http://www.wihb.scot.nhs.uk/HI/ • Public consultation and engagement including <ul style="list-style-type: none"> ○ the principles of consultation adopted by the Board, ○ lists of specific consultations, ○ consultation documents, ○ copies of consultation responses and ○ decisions arising from consultation once made. http://www.wihb.scot.nhs.uk/pfpi.htm or http://www.seurbeatha.org/ • Patient complaints procedure http://www.wihb.scot.nhs.uk/Complaining.htm • Patient rights, including access to advocacy services http://www.wihb.scot.nhs.uk/PatientInformation.htm
<p>(d) Where we get money to pay for services, and how our spending is monitored</p>	<p>Information on current and past expenditure on services and functions, including how we fund our services against agreed budgets and how the spending of available finance is monitored. This includes:</p> <ul style="list-style-type: none"> • Standing Financial Instructions (SFIs) which describe the rules and procedures that must be followed in committing and accounting for expenditure. http://www.wihb.scot.nhs.uk/publications.htm • Annual revenue budget plans and regular monitoring reports showing actual expenditure against budget plans • Current capital expenditure plans • Audited Annual Accounts http://www.wihb.scot.nhs.uk/ (under Financial Information in FOI Library) • Board Members' and Executive Directors' remuneration http://www.wihb.scot.nhs.uk/ (in Audited Annual Accounts - under Financial Information in FOI Library) • Procurement procedures • Details of Service specifications, appraisals and contracts for works and services which are required to be subject to competition under rules made by the European Union

	<ul style="list-style-type: none"> • Approved outline and Full Business Cases for Capital Schemes • Services which the Board has contracted out to third party suppliers including the value of such contracts. (These may be subject to removal of data where an exemption applies e.g. disclosure would disclose trade secrets or prejudice substantially the commercial interests of any party) <p><i>(Contact the Finance Director Marion Fordham on 01851 702997 or marionfordham@nhs.net for further details regarding any of the above unless otherwise specified)</i></p>
<p>(e) How are we doing?</p>	<p>Information about our performance. This includes:</p> <ul style="list-style-type: none"> • Reports on the Annual Accountability Review Meeting with the Scottish Government http://www.wihb.scot.nhs.uk/publications.htm • Director of Public Health's Annual Reports http://www.wihb.scot.nhs.uk/PublicHealth/publications.html • Reports on Board's Annual performance against Scottish Government HEAT targets covering: Health Improvement; Efficiency and Governance; Access to Services; and Treatment. (Contact the Nurse Director/Chief Operating Officer for further details at nigel.hobson@nhs.net or 01851 702997) • Corporate Risk Register (Contact the Head of Quality, Safety and Risk for further details at m.mcloone@nhs.net or 01851 708026) • Scottish Public Service Ombudsman findings and our responses http://www.wihb.scot.nhs.uk/ • Complaints statistics (Contact the Quality Assurance Manager at elenor.macleay@nhs.net or 01851 708007) • NHS Quality Improvement Scotland (QIS) reports on the services we provide Contact the Head of Quality, Safety and Risk for further details at m.mcloone@nhs.net or 01851 708026. Reports are also available from NHS QIS at: http://www.nhshealthquality.org/nhsqis/1815.html • Local reports on compliance with QIS Standards for HAI (Healthcare Associated Infections) Infection Control Contact the Head of Quality, Safety and Risk for further details at m.mcloone@nhs.net or 01851 708026. Reports are also available from NHS QIS at: http://www.nhshealthquality.org/nhsqis/1815.html • Annual Reports on incident reporting statistics

	(Contact the Head of Quality, Safety and Risk for further details at m.mcloone@nhs.net or 01851 708026)
(f) Our staff – their wellbeing and development	<p>Information about how we plan the recruitment of staff and look after their health, safety, welfare and development. This includes:</p> <ul style="list-style-type: none"> • Employment policies http://www.wihb.scot.nhs.uk/ - under FOI tab, 'policies and procedures') • Staff governance audits and action plans • Area/Staff Partnership Forum minutes (http://www.wihb.scot.nhs.uk/) • Workforce Plans • Code of conduct for staff http://www.wihb.scot.nhs.uk/ - under FOI tab, 'policies and procedures') • Annual staff absence rates <p><i>(Contact the HR Department on 01851 704704 for further information, unless otherwise specified above at rcurry@nhs.net)</i></p>
(g) How to find our services	<p>Information about how to locate health services. This includes:</p> <ul style="list-style-type: none"> • Directions and maps to main hospitals http://www.wihb.scot.nhs.uk/InPatientInformation.htm • Description of the services provided by Community Health and Care Partnerships http://www.chascp.org/ • Directory of Health Centres and Clinic Premises http://www.wihb.scot.nhs.uk/GPpractice.htm • Information on how to find health services provided by – <ul style="list-style-type: none"> ○ General Medical Practitioners ○ Dentists ○ Pharmacies ○ Opticians http://www.wihb.scot.nhs.uk/
(h) Improving the quality of care to patients	<p>Information about how we strive to improve our services and enhance the quality of patient care. This includes:</p> <ul style="list-style-type: none"> • Scottish Patient Safety Programme reports as they are published Contact the Nurse Director/Chief Operating Officer for further details at nigel.hobson@nhs.net or 01851 708008. Alternatively, reports are available from http://www.patientsafetyalliance.scot.nhs.uk/

	<ul style="list-style-type: none"> • Annual Clinical Governance report (Contact the Head of Clinical Governance, Quality, Safety and Risk on m.mcloone@nhs.net or 01851 708026) • Clinical effectiveness reports (Contact the Head of Clinical Governance, Quality, Safety and Risk on m.mcloone@nhs.net or 01851 708026) • Approved Service redesign plans http://www.seurbeatha.org/
<p>(i) Clinical research and development</p>	<p>Information about Board Clinical research and development activities. This includes:</p> <ul style="list-style-type: none"> • R&D and ethics approval procedures http://wihbweb/PublicHealth/r&d/index.html • R&D support http://wihbweb/PublicHealth/r&d/index.html