

FREEDOM OF INFORMATION ACT 2000

MODEL PUBLICATION SCHEME FOR WYE VALLEY NHS TRUST

Wye Valley NHS Trust
The County Hospital
Union Walk
Hereford
HR1 1ER
Tel. 01432 355 444
www.wyevalley.nhs.uk

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PART ONE: INTRODUCTION

What a Publication Scheme is

This Publication Scheme is a complete guide to the information routinely published by Wye Valley NHS 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 Wye Valley NHS Trust easily. Under Section 19 of the Freedom of Information Act 2000 (there is a link to the Act in Part Three below), the Wye Valley NHS Trust has a legal duty to adopt and maintain a Publication Scheme for the publication of Trust information. The purpose of the Act is to promote greater openness by public authorities (of which Wye Valley NHS 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 Wye Valley NHS Trust in accordance with your legal rights. In Wye Valley NHS Trust, our Caldicott Guardian is:

Ms Michelle Clarke
Caldicott Guardian
Wye Valley NHS Trust
The County Hospital
Trust Headquarters
Union Walk
Hereford
HR1 2ER

Tel. 01432 355444 Extension 5119

Email: michelle.clarke@wvt.nhs.uk

Information Management

Information is described in Classes (categories or groupings of information), as outlined in Section 2 of this Publication Scheme, and will be retained in line with the Wye Valley NHS Trust retention and disposal schedules, which comply with the Records Management: NHS Code or Practice.

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

How to use this Publication Scheme

Throughout this Publication Scheme there are references to key documents held by Wye Valley NHS Trust. To obtain a paper copy or a copy by email (if available in that format), please contact:-

Patient Advice and Liaison Service (PALS)

Wye Valley NHS Trust

The County Hospital

Union Walk

Hereford

HR1 2ER

Tel 01432 372986

Email steph.cholmondeley@wvt.nhs.uk

Or

Freedom of Information Coordinator

Wye Valley NHS Trust

The County Hospital

Trust Headquarters

Union Walk

Hereford

HR1 2ER

Tel: 01432 364000

email susan.clark@wvt.nhs.uk

This Publication Scheme and the documents listed within it can also be made available in Braille, on audio cassette tape and in large print on request.

Feedback

If you have any questions, comments or complaints about this Scheme please contact us – contact details are above.

If you have a complaint about the operation of the Publication Scheme, or how the Wye Valley NHS Trust has dealt with your request for information from the Scheme, please contact:

Company Secretary

Wye Valley NHS Trust

Hereford County Hospital

Union Walk

Hereford

HR1 2ER

Tel 01432 364000

Email: Nicola.licence@wvt.nhs.uk

Rights of Access to Information

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.

The Freedom of Information Act obliges Wye Valley NHS Trust to respond to requests about the information which it holds and is recorded in any form 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 exemptions are listed in Part Three. The Publication Scheme will help you to find all the information which the Trust publishes.

The Data Protection Act 1998 provides living individuals with a right of access to personal information held about them. The right applies to all information held in computerised form and also to non-computerised information held in filing systems structured so that specific information about particular individuals can be retrieved readily. Individuals have the right to access information about themselves (personal data), which is held on computer and in some paper files under the Data Protection Act 1998. The right also applies to those archives that meet these criteria. However, the right is subject to exemptions, which will affect whether information is provided. Requests will be dealt with on a case by case basis. For further information please contact:

Mrs Julie Torna
Data Protection Officer
Wye Valley NHS Trust
The County Hospital
Union Walk
Hereford
HR1 2ER

Tel 01432 355444 Ext 5537

Email: julie.torna@wvt.nhs.uk

Head of Information Governance
Pippa Richards
Wye Valley NHS Trust
County Hospital
Hereford
HR1 2ER

Tel:

Email: pippa.richards@wvt.nhs.uk

Reuse of Public Information

The Reuse of Public Sector Information regulations came into force on 1 July 2005. The objective is to encourage the electronic information industry by making information held by public bodies available for reuse.

Information supplied under the Freedom of Information Act is subject to the Trust's copyright unless otherwise indicated. It may be reproduced free of charge in any format or medium, unless expressly indicated to the contrary, provided:

- it is reproduced accurately and not used in a misleading manner.
- the source is identified and Wye Valley NHS Trust copyright is acknowledged.

This permission does not extend to any material which is the copyright of third parties. You must obtain authorisation to reproduce such material from the copyright holders concerned.

Environmental Information Regulations (EIR)

The Environmental Information Regulations 2004 (EIR) give people the right to access environmental information from public authorities.

Tristan Morgan
Environmental Standards and Monitoring
Estates and Facilities
Wye Valley NHS Trust
The County Hospital
Trust Headquarters
Union Walk
Hereford
HR1 2ER

Tel 01432 364200

email: tristan.morgan@wvt.nhs.uk

PART 2: THE CLASSES OF INFORMATION

The information is grouped into broad categories as follows:

| Class | Description |
|--------------|--|
| 1 | Who we are and what we do |
| 2 | What we spend and how we spend it |
| 3 | What are our priorities and how are we doing |
| 4 | How we make decisions |
| 5 | Our policies and procedures |
| 6 | List and registers |
| 7 | The services we offer |

We will state how you can obtain the information outlined within each Class (category or group of information). This will either be as a hard copy or other media. Most of the information is available free of charge. Where information is provided at a cost the charges will be calculated as set out.

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

This Publication Scheme is available as a paper copy, by email and via the Wye Valley NHS Trust website www.wyevalley.nhs.uk.

(i) WHO WE ARE AND WHAT WE DO

How we fit into the NHS

The National Health Service (NHS) is a very large part of the public sector. There are 171 Acute Trusts in England; a full list can be found on www.nhs.uk.

The strategic direction of the Trust is guided by the Department of Health and the principles set out in the NHS Plan. The Department of Health website can be found at www.dh.gov.uk and has links to key national strategies that guide the NHS nationally including:-

- NHS Plan
- National Service Frameworks
- Priorities and Planning Guidance.

Wye Valley NHS Trust, which was established in April 2011 is the local NHS Provider of Health Care which meets the needs of a population of approximately 225,000 from Herefordshire and neighbouring counties.

The Trust's main responsibilities are:-

- 1) To provide a dedicated Accident and Emergency Department (A&E) service;
- 2) To provide day case and routine surgery, including cataract surgery, hip and knee replacements
- 3) To provide emergency inpatient medical care, including heart and respiratory illnesses
- 4) To provide maternity services
- 5) To provide outpatient clinics – for a range of services and specialties
- 6) To provide inpatient care for children (Paediatrics)
- 7) To provide cancer care

Wye Valley NHS Trust is accountable to the Trust Development Authority, which reports directly to the Department of Health. The Trust Development Authority is responsible for developing strategies for the local health services and ensuring high-quality performance. It also ensures that national priorities are integrated into local plans.

Wye Valley NHS Trust produces a series of documents and plans. These can be divided into two main areas:

- (ii) planning documents that demonstrate how we will achieve the Government's targets and how we will develop our services within the strategies outlined by the Department of Health, and
- (iii) performance reports that demonstrate the risks associated with achieving these strategies and how we are performing as a Trust.

Underpinning all of these is the Trust Plan, produced annually, which describes the Trust's main strategic objectives and how the Trust will achieve

its targets and deliver a high quality service to the population it serves. As part of this we include work that is underway and planned over the coming twelve months and demonstrate the effect these plans will have on internal and external business within the organisation.

Key Publications from this Class

| |
|---------------|
| Business Plan |
|---------------|

Organisational Structure

Wye Valley NHS Trust is run by a Board and an Executive Management Team. Agendas and minutes of public Trust Board meetings are available through this Publication Scheme.

The Board

The Board is responsible for supervising the overall work of the Trust, and ensuring probity and public service. The Chairman and Non Executive members of the Board are local people appointed by the Secretary of State. They are chosen because of their ability to bring different knowledge and experience to the Board. The Board meets publicly every month and details of the meetings and venue can be found on the Trust website at www.wyevalley.nhs.uk together with the agendas and approved minutes. Members of the public are welcome to attend these sessions and public participation is encouraged. If you cannot access papers on the Internet, please contact the Company Secretary on 01432 364000 or nicola.licence@wvt.nhs.uk

Details of board members are available from Wye Valley NHS Trust's website www.wyevalley.nhs.uk.

The Board delegates some of its functions and responsibilities to sub-committees, including Audit, Quality, Finance and Performance and Remuneration Committees. The Scheme of Delegation describes how the Board discharges its responsibilities. These committees report to the Board on a regular basis.

Board Directors

| | |
|--|-----------------------|
| Chairman | Museji Takolia |
| Chief Executive | Richard Beeken |
| Director of People and Development | Maureen Bignell |
| Director of Nursing and Quality | Michelle Clarke |
| Non Executive Director | Andrew Cottam |
| Associate Non Executive Director | Christobel Hargreaves |
| Non Executive Director | Richard Humphries |
| Chief Operating Officer (Interim) | Lisa Hunt |
| Non Executive Director | Frank Myers |
| Director of Finance and Information | Howard Oddy |
| Non Executive Director | Simone Pennie |
| Non Executive Director (Deputy Chairman) | Mark Waller |
| Medical Director (Designate) | Susan Gilby |

Trust Executive Management Team

The Trust Executive Management Team is responsible for ensuring the effective delivery of Trust objectives by means of Service Units and the support service functions such as Finance & IT, HR on behalf of the Trust Board.

The Trust Executive Management Team (TEM) membership consists of a cross section of individuals from both managerial and clinical backgrounds.

The TEM is accountable to the Trust Board through the Chief Executive and has delegated authority to approve operational policies and to ensure the delivery of high quality, cost effective services for patients and carers.

Organisations we work in partnership with

Where Wye Valley NHS Trust provides services to other organisations, Service Level Agreements (SLAs) exist. SLAs form the contract between the two organisations, defining what services are to be delivered and how, together with information about the budget.

Within Herefordshire, the majority of secondary care is provided by Wye Valley NHS Trust at the County Hospital.

Service Units and Delivery Units

The Trust operates the following services

| SERVICE UNIT | DELIVERY UNIT | SERVICES |
|---|---|---|
| URGENT CARE and CARE CLOSER TO HOME | Neighbourhood Teams Service Delivery Manager: Sharon Mayglothling sharon.mayglothling@wvt.nhs.uk | Neighbourhood Teams, Virtual Wards Hospital at Home |
| Service Unit Director: Mr Simon Weaver simon.weaver@wvt.nhs.uk | Therapies Service Delivery Manager: Susan Moody susan.moody@wvt.nhs.uk | Physiotherapy |
| Service Unit Manager- Urgent Care Lynne Kedward lynne.kedward@wvt.nhs.uk Service Manager: Mel Bolton mel.bolton@wvt.nhs.uk | | Occupational Therapy |
| Associate Director of Care Closer to Home and Patient Flow: Jan Reynolds jan.reynolds@wvt.nhs.uk | | Orthotics |
| | | Dietetics |
| | | Speech and Language |
| | | Podiatry |
| | | Falls Service |
| | | Clinical Nurse Specialist Diabetes |
| | | Multiple Sclerosis |
| | | Parkinsons Disease |
| | | Continence |
| | | Community Stroke Rehabilitation |
| | | Acquired Brain Injury |
| | | Health Psychology |
| | | Health Psychology and Acquired Brain Injury |
| | | Day Care Provision |
| | Medical Specialities Medical Nursing – Heads of Nursing: Sandi Vaughan sandi.vaughan@wvt.nhs.uk Linda Howells linda.howells@wvt.nhs.uk | Cardiac Care Unit |

| | | |
|---|--|--|
| | | Stroke Team |
| | | Community Hospitals |
| | | Cardiology |
| | | Respiratory |
| | | Resuscitation |
| | | Gastroenterology |
| | | Rheumatology |
| | | Osteoporosis |
| | Emergency Flow Service Delivery Manager Tracy Hill tracy.hill@wvt.nhs.uk | Accident and Emergency Department |
| | | Clinical Assessment Unit |
| | | Minor Injuries Units |
| | | Patient Transport |
| | | Complex Discharge and Departure Lounge |
| | | Emergency Planning |
| | | Care Co-ordination Centre |
| | Diagnostic and Scientific Services Service Delivery Manager: Kim Smith kim.smith@wvt.nhs.uk | Radiology |
| | | Vascular Lab |
| | | Haematology |
| | | Neurophysiology |
| | | Emergency Planning |
| | | Blood Sciences |
| | | Histopathology |
| INTEGRATED FAMILY HEALTH SERVICES | Maternity and Gynaecology Head of Midwifery Maxine Chong maxine.chong@wvt.nhs.uk Lead Midwife Helen Price/ Shirley Jones helen.price@wvt.nhs.uk shirley.jones@wvt.nhs.uk | Delivery Suite |
| Service Unit Director: Dr Sally Stucke sally.stucke@wvt.nhs.uk | | Maternity Ward |
| Service Unit Manager Vanessa Lewis vanessa.lewis@wvt.nhs.uk | | Antenatal Care |
| | | Midwifery |
| | | Obstetrics and Gynaecology |
| | | Women's Health |
| | | Community Midwifery Services |

| | | |
|---|--|--|
| | Children's and families Services Lead Nurse: Fiona Blackwell fiona.blackwell@wvt.nhs.uk | Paediatrics – inpatient, Community & palliative care |
| | | Special Care Baby Unit/neonatal |
| | | No 1 Ledbury Road |
| | Children's Therapies Leas Nurse Emma Allen emma.allen@wvt.nhs.uk | Child Development Centre |
| | | Child Health Department/ Health Visiting |
| | | School Nursing |
| | | Looked after Children |
| | | TB Services |
| | | Kite Centre |
| | Integrated Sexual Health Lead Nurse: Peter Carter peter.carter@wvt.nhs.uk | |
| | | |
| ELECTIVE CARE | Theatres Anaesthetics, ITU and Endoscopy | |
| Service Unit Director; Dr Seng Yeo seng.yeo@wvt.nhs.uk | | |
| Service Unit Manager Helen Byard helen.byard@wvt.nhs.uk | Surgical Specialties Surgical Nursing- Head of Nursing: Catherine Davies catherine.davies@wvt.nhs.uk | Preoperative assessment |
| | Service Delivery Managers: Andrew Parker andrew.parker@wvt.nhs.uk James Turner james.turner@wvt.nhs.uk | Surgical wards & Day Case |
| | | Trauma & Orthopaedics |
| | | Podiatric Surgery |
| | | Surgery – General, Emergency, Breast, Colorectal, Vascular |
| | | Urology |
| | | Plastics |
| | | Dermatology |
| | | ENT |
| | | Salaried Primary Care Dental Service |
| | | Maxillo-Facial |
| | | Orthodontics |
| | | Ophthalmology & |

| | | |
|---|--|---|
| | | Orthoptics |
| | | Out Patients |
| | | Oncology & Palliative Care |
| | | Audiology |
| | Pharmacy and Medicine Management Service delivery manager and Clinical Director Tony McConkey tony.mcconkey@wvt.nhs.uk | Pharmacy/Medicines Management Clinical Director of dentistry/oral surgery & podiatric services |
| OTHER DEPARTMENTS | | |
| POST GRADUATE MEDICAL CENTRE (PGMC) | Library / Conference Rooms/Lecture Theatre | |
| TRUST HEADQUARTERS Tel: 01432 364000 Chairman: MusejiTakolia museji.takolia@wvt.nhs.uk Chief Executive: Richard Beeken richard.beeken@wvt.nhs.uk | Chief Executive/Directors/Chairman/ Non-Executive Directors | |
| PROFESSIONAL DEVELOPMENT & EDUCATION CENTRE (EDC) | Nurse Education/ Resuscitation/Training | |
| FINANCE DEPARTMENT Director of Finance and Information Howard Oddy howard.oddy@wvt.nhs.uk Tel: 01432 364000 Associate Finance Directors: Steven Powell stephen.powell@wvt.nhs.uk Clive Andrews clive.andrews@wvt.nhs.uk Jonathan Wren jonathan.wren@wvt.nhs.uk | Finance Services: Financial Accounts Management Accounts Payroll Communications Team john.burnett@wvt.nhs.uk fiona.gurney@wvt.nhs.uk | |
| | | |

| | |
|---|--|
| <p>QUALITY AND SAFETY</p> <p>Director of Nursing and Quality Michelle Clarke michelle.clarke@wvt.nhs.uk</p> <p>Head of Quality and Safety: Rachel Dunne rachel.dunne@wvt.nhs.uk</p> | <p>Complaints Patient Advice Liaison Service including the Making Experiences Count Team Safeguarding Health and Safety</p> |
| <p>Director of People and Development</p> <p>Maureen Bignell maureen.bignell@wvt.nhs.uk</p> | <p>Workforce Planning Educational training Personnel advice and management Workforce engagement Recruitment</p> |

Key Publications from this Class

| |
|---|
| <p>Terms of Reference - Trust Board</p> <ul style="list-style-type: none"> - Audit Committee - Quality Committee - Finance and Performance Committee - Remuneration Committee - Charitable Funds |
| <p>Scheme of Delegation</p> |
| <p>Register of Interests</p> |
| <p>Codes of Conduct for Chair/Board Members/Chief Executive and other Senior Officers</p> |
| <p>Standing Orders</p> |
| <p>Standing Financial Instructions</p> |
| <p>Site plan of the hospital</p> |

2 WHAT WE SPEND AND HOW WE SPEND IT

For the financial year 2014/15, Wye Valley NHS Trust received approximately £180 million of public funding to provide acute and community healthcare for the people of Herefordshire and the surrounding counties.

The Director of Finance and Information has corporate responsibility for the oversight of the Trust's finances. The Board and Executive Management Team receive regular updates on the financial position of the organisation and the Board makes decisions in regard to the allocation of these resources. The agreed investments are set out in the Trust's Business Plan. It is a key target, set by the Department of Health, for the Trust to achieve financial balance by the end of each financial year. The Trust publishes Annual Accounts detailing its income and expenditure during each year. A summary of these is included in the Trust's Annual Report.

The Trust has in place and adheres to Standing Orders, Standing Financial Instructions and a Scheme of Delegation, which have been approved by the Board. These form the governance framework for the organisation.

Purchase of Equipment and Supplies

Wye Valley NHS Trust follows the guidance established by Crown Commercial Services whose website can be found at: <https://www.gov.uk/government/organisations/crown-commercial-service> The guidance sets out the standard terms and conditions that NHS organisations should follow in regard to purchasing our equipment and supplies. In the NHS, we refer to this as procurement.

The Trust will advertise tenders for good or services worth over £113,057 through the Official Journal of the European Communities (OJEC) procedures. The website for OJEC is www.ojec.com. Background information to the tenders sought and awarded by the Trust will be included in this Publication Scheme. Items not included will be those where a commercial issue or issue of confidentiality is involved.

The Trust is responsible for the provision of local acute based services, negotiating with local commissioners for the provision of appropriate levels of care and meeting standards laid down in the NHS Plan, National Service Frameworks and NICE (National Institute of Clinical Excellence).

Key Publications from this Class

| |
|---|
| Standing Orders |
| Annual Accounts |
| Standing Financial Instructions |
| Financial Reports to Board |
| Trust's Annual Report (includes Summary Financial Statements & Directors pensions, salaries and allowances) |
| Trust Business Plan |

| |
|---|
| Capital Programme |
| Financial audit reports |
| Staff pay and grading structure |
| Funding |
| Procurement and tendering procedures |
| Details of contracts currently being tendered |
| List and value of contracts awarded and their value |

3 WHAT ARE OUR PRIORITIES AND HOW ARE WE DOING

Financial

The Trust is forecast to meet all its statutory financial targets.

Performance

Wye Valley NHS Trust monitors the performance of the services that it provides through regular reports which are presented to Trust Board on key performance targets. This process ensures that we monitor progress towards meeting the targets set by the Government and within our Service Level Agreements.

The Care Quality Commission is an independent regulator for NHS performance. It is a non-departmental public body established in 2009 to regulate and inspect health and social care premises in England.

www.cqc.org.uk

Governance

Governance is defined as 'the system and processes by which health bodies lead, direct and control their functions, in order to achieve organisational objectives by which they relate to the partners and the wider community'.

The Trust has developed a Quality and Improvement Strategy designed to ensure the delivery of safe, effective, high quality care to patients across Herefordshire and the surrounding counties. The Quality and Improvement Strategy and its implementation are co-ordinated through a main committee and system of sub-committees.

The rules and guidelines that the Trust works to ensure corporate governance are set-out in following documents, copies of which can be provided:-

- Register of Interests: a declaration of Trust staff and Board business activities with potential to conflict with the business of the Trust.
- Standing Orders: documents that govern the way that the Trust is managed and the powers that it has.
- Standing Financial Instructions: financial aspects of the Trust's work in detail. Designed to ensure the Trust fully accounts for what it does
- Scheme of Delegation: the way in which the Board discharges its responsibilities to various sub-committees

The Trust has an Incident Reporting Policy and Procedure, based on the National Patient Safety requirement. All incidents and near misses are now graded based on their severity and followed up with an action plan to prevent reoccurrence to other patients and staff.

Controls Assurance

Controls Assurance is the national process designed to provide evidence that NHS organisations are doing their 'reasonable best' to manage themselves, to meet their objectives and to protect patients and staff against risks of all kinds. Risk management is an essential part of this and informs the Board about significant risks within the organisation, linking together financial, organisational and clinical controls.

Who monitors the Trust?

The Trust is monitored and scrutinised by a number of external bodies, covering different aspects of its performance, such as professional conduct, services and adverse events. A full list of these bodies is attached at the end of this Publication Scheme.

The Trust's performance is measured by other organisations, which informs how we measure ourselves. Some of these organisations also conduct inspections of our services. These include:

Care Quality Commission

The Care Quality Commission is the health watchdog in England. It assesses whether healthcare services are meeting standards in a range of areas, including safety, cleanliness and waiting times. It has a statutory duty to assess the performance of healthcare organisations, award annual performance ratings for the NHS and coordinate reviews of healthcare by others.

External Audit

External Audit is currently undertaken by Grant Thornton UK LLP, who are responsible for ensuring that public money is used economically, efficiently and effectively. It promotes proper stewardship and governance and helps those responsible for public services to achieve effective outcomes for users and the public.

Key Publications from this Class

| |
|--|
| Business Plan |
| Care Quality Commission Reports |
| Service User Surveys |
| Quality and Improvement Strategy |
| Incident Reporting Policy and Procedure |
| Finance and Performance Management Committee Agendas and Minutes |
| Corporate Objectives and milestones |
| Audit reports |

| |
|---|
| Annual Governance Statement |
| Scheme of Delegation |
| Register of Interests |
| Standing Orders |
| Standing Financial Instructions |
| Performance Management and Finance Report |

4. HOW WE MAKE DECISIONS

The Board and Committees, Board Directors and Executive Management

Please refer to section 1 of this document.

Public Involvement and consultation

The Trust is keen to provide services in line with local peoples' needs in a way that gives them the best experience possible of those services. We want to hear comments and ideas about how current services are working and how new services should be developed, from the patient's point of view.

Members of the public can sign up by completing the on-line application form to be "members" of the Trust. Members of the Trust can take part in:-

- Focus groups
- Discussion groups
- Telephone interviews
- Face-to-face interviews
- Workshops
- Committees
- Non-executive directorships
- Patient forums.

The Trust has a statutory duty to involve service users, carers and the public in the work of the organisation in accordance with Section 11 of the Health and Social Care Act 2001. A copy of the Act can be found at www.hmso.gov.uk/acts/acts2001/20010015.htm.

For further information on how to get involved, contact the Patient Advice and Liaison Service (PALS) on: 01432 372986.

Patient and Public Involvement Forum

The Commission for Patient and Public Involvement in Health (CPPIH) was established on 1 January 2003 and is responsible for setting up a Patient and Public Involvement Forum for each NHS Trust in England. Each forum is made up of volunteers in their local community. The duties of Forums include obtaining views from local communities about health services and make recommendations and reports, making reports and recommendations on the range and day to day delivery of health services and influencing the design of and access to NHS services.

Patient and Public Involvement Fora have been the independent voice for the public in healthcare. HealthWatch provide everyone in the community from individuals to voluntary groups - with the chance to say what they think about local health and social care services. What is working and what is not. HealthWatch will give people the chance to influence how services are planned and run and provide feedback regarding public feeling about services with a view to improvement.

Health Scrutiny Committee

All local authorities with social services responsibilities have the power to scrutinise health services. This contributes to their wider role in health improvement and reducing health inequalities for their area and its inhabitants. If considering plans that could involve any significant change in service the Trust will consult with the Herefordshire Council Health Scrutiny Committee.

Patient Advice and Liaison Service

The Trust's Patient Advice and Liaison Service (PALS) is available to advise and support patients, their families and carers, provide information on NHS services, listen to concerns, suggestions or queries, and help sort out problems quickly.

Key Publications from this Class

| |
|---|
| Board Papers – agenda, supporting papers and minutes for current and previous three years |
| Patient and Public Involvement Strategy |
| Public consultations |
| Internal communications guidance |

5 OUR POLICIES AND PROCEDURES

The Trust has a system in place for managing policies and procedures, from development and consultation to ratification and review. Policies are adopted by the Board, or by Committees to whom the Board has delegated that authority. New policies are developed by an identified policy author. Draft policies are then consulted upon with relevant stakeholders before ratification.

Some of the key policies and procedures held by the Trust include.

| |
|---|
| Clinical |
| Financial |
| General |
| Health Records |
| People and Development including Race, Disability, Age & Gender, Equal Opportunities, Recruitment and Employment |
| Information Governance |
| Managerial and Financial |

A full range of these policies can be found on the hospital intranet site.

The Trust has other policies and procedures. If there is a topic on which you would like to know whether the Trust has a policy please contact the Patient Advice and Liaison Service (see contact details at the end).

The Trust has a People and Development Strategy setting out the priorities for human resources.

Policies

This Publication Scheme lists some of the policies that the Trust has in place regarding human resources.

Diversity and Equality

The Trust is committed to being positively diverse, which means ensuring that all staff feel valued and are treated fairly and equitably in terms of their working lives. The Trust values the benefits that workforce diversity brings and has initiated training at all levels within the organisation to ensure that all the relevant issues are fully understood and acted upon. We have a recruitment and selection policy in support of being positively diverse, and a race Equality Scheme.

Improving Working Lives

The Trust has been assessed on its progress in implementing Improving Working Lives, a national policy which sets out objectives for NHS bodies to achieve in training, staff communication, work-life balance and flexible working arrangements. The Trust achieved 'Practice Status' – the first level in the standard.

Complaints

The Trust aims to ensure that patients and their relatives, carers and friends receive support and information to help resolve any complaints and concerns they may have. In the main, these problems can be resolved by speaking directly to the member of staff involved. However some matters may need to be discussed with the Service Unit Director, Service Unit Delivery Manager or Head of Department. In this instance, the person making the complaint is asked to either write to or telephone the relevant manager or to contact:

Complaints Officer
Wye Valley NHS Trust
County Hospital
Union Walk
HR1 2ER

Tel 01432 364191 email: Making.Experiencescount@wvt.nhs.uk

An alternative is to contact the Patient Advice and Liaison Service which assists patients who do not want to make a formal complaint but do want to have their concerns dealt with or their issues recorded informally.

Changes we have made

As a result of issues and concerns raised, we have taken action to improve our services, facilities, procedures, or the information provided to patients. Details of these improvements are published in the Trust's Annual Report.

Key Publications from this Class

| |
|---|
| How to Make a Comment or Complaint about our Services |
| Patient Advice and Liaison Service – We're here to help |
| WVT Annual Report |
| Quarterly Patient Feedback Reports |
| People and Development Strategy |
| People and Development Policies |

6. LISTS AND REGISTERS

Standards of Accountability

The Trust aims to work to high standards of accountability, honesty and openness. The Board has agreed a number of ways of achieving these high standards. These rules and guidelines can be found in the following corporate governance documents, copies of which can be provided:-

- Register of Interests: a declaration of Trust staff and Board business activities with potential to conflict with the business of the Trust.
- Standing Orders: documents that govern the way that the Trust managed and the powers that it has.
- Standing Financial Instructions: financial aspects of the Trust's work in detail. Designed to ensure the Trust fully accounts for what it does
- Scheme of Delegation: the way in which the Board discharges its responsibilities to various sub-committees
- Codes of Conduct for Chair/Board Members/Chief Executive and other Senior Officers: define what is expected of senior staff and Board members

Key Publications from this Class

| |
|--------------------------------------|
| Register of declarations of interest |
| Register of hospitality |

7 OUR SERVICES

Our Community

Wye Valley NHS Trust is a provider of health care. Our statutory duties include the provision of an effective service to our patients, the proper safeguard of public funds and setting the strategy for the future of the Trust.

The Trust provides a Language Line and Interpretation Services for patients whose first or preferred language is not English, with over 100 languages available.

The Trust operates a Patient Advice and Liaison Service which provides advice and support to patients, their families and carers. They also provide information on NHS services, listen to concerns, suggestions and queries and assist in promptly resolving any problems raised by patients or carers.

Clinical Services

The Trust provides a wide range of services including:-

- General Medicine
- Age Care
- Trauma and Orthopaedics
- General Surgery
- Urology
- Paediatrics
- Obstetrics
- Gynaecology

The Trust has an Accident and Emergency Department in addition to an Intensive Therapy Unit (ITU), a Cardiac Care Unit (CCU) and a comprehensive range of laboratories.

There are Physiotherapy and Occupational Therapy Departments on site and an extremely successful 'hub and spoke' service for Vascular Surgery which has been established in collaboration with Worcester.

The ambulance services for the county are provided by the West Midlands Ambulance Service NHS Trust.

Non-Clinical Services

The Trust has contracts (Service Level Agreements) with local and national suppliers for non-clinical services including photocopier hire, catering and, cleaning.

Further non-clinical services are dealt with below together with the names and contact details of the managers responsible for these services. Comments or complaints about our non-clinical services can be addressed directly to the director responsible for these services, or through the Trust's Complaints Procedure as outlined the policies and procedures section of this Publication Scheme.

| | |
|---|--|
| Estates and Facilities Management, including catering and cleaning services | Lisa Hunt Interim Chief Operating Officer Tel: 01432 364000 Email: lisa.hunt@wvt.nhs.uk |
| Finance and Information, including payroll services | Howard Oddy Director of Finance and Information Tel 01432 364000 Email: howard.oddy@wvt.nhs.uk |
| People and Development(Human Resources) | Maureen Bignell Director of People and Development Tel: 01432 364000 Email: maureen.bignell@wvt.nhs.uk |

If you require help or information about any of our services, you may wish to contact the Patient Advice and Liaison Service (contact details below).

Corporate Communications and media releases

The Trust regularly publishes news releases on issues that we believe are of topical interest to the local community. Copies of recent news releases can be provided upon request.

Wye Valley NHS Trust routinely publishes a large amount of information. Items that we routinely publish and are publicly available include:

| |
|--|
| Trust Annual Report |
| Trust Business Plan/Summary |
| Trust Board Agendas, Minutes and Supporting Papers |
| Executive Management Team Agendas and Minutes |
| Audit Committee Agendas and Minutes |
| Health and Safety Committee Agendas and Minutes |
| Charitable Funds Committee Agendas and Minutes |

| |
|-------------------------------|
| Chief Executive's Report |
| People and Development Report |
| Complaints Report |

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 Authority has taken the view that it may be prejudicial to the conduct of public affairs.

Wye Valley Trust has published a number of leaflets, reports and plans providing information about the Trust and how to access services. These publications include:-

Key Publications from this Class

| |
|---|
| Recent News Releases issued by the Trust |
| Trust Business Plan |
| Patient Advice and Liaison Service – We're here to help |
| Tell us what you think about local health services: details of how patients can give their views on health services |
| How to Make a Comment or Complaint about our Services |

8 THIS PUBLICATION SCHEME

The Trust has systems in place to ensure that information held by the Trust is managed efficiently and effectively. This is done in accordance with good practice as recommended by the Records Management: NHS Code of Practice.

Cost of information

For the most part, we will charge you only for hard copies or copying onto media (for example, a floppy disk, CD). Some information is available free of charge, but there may be a charge for other information. The charges will vary according to how information is made available. Charging details are as follows:

- **Multiple page print-outs and archived copies of documents** – there may be a charge to cover the cost of retrieval, photocopying and postage. Paper copies of the information will be free up to 21 A4 sheets. For documents of more than 21 sheets, an account will be raised for £6.30 plus 30 pence for each additional sheet.

Routine information such as the monthly Trust Board Report is available at www.wyevalley.nhs.uk

- **Leaflets and brochures** on services that we offer – these are free of charge.
- **‘Glossy’ or other bound paper copies, CD ROM, video or other media** – a charge will be made for information in these formats.
- **E-mail** – information sent by e-mail will usually be free of charge, unless stated otherwise.

These charges will be reviewed regularly and this section of the Scheme updated accordingly.

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St Clements House
2-16 Colegate
Norwich
NR3 1BQ

Tel 01603 621000

Fax 01603 723000

Email [HMSO Licensing](mailto:HMSO.Licensing@hmsos.gov.uk)

**To obtain a copy of a document listed in this Publication Scheme,
please contact:**

Company Secretary
Wye Valley NHS Trust
The County Hospital
Trust Headquarters
Union Walk
Hereford
HR1 2ER

Tel 01432 364000

Email: nicola.licence@wvt.nhs.uk

PART THREE: EXEMPTIONS, MONITORING ORGANISATIONS, USEFUL RESOURCES, PUBLICATIONS

EXEMPTIONS

Information that is exempt from disclosure under the Freedom of Information Act 2000:-

1. Information accessible to applicant by other means;
2. Information intended for future publication;
3. Information supplied by, or relating to, bodies dealing with security matters;
4. Information that is needed for the purpose of safeguarding national security;
5. Certificates in relation to security or national security;
6. Information is considered exempt if its disclosure is likely to prejudice the defence of the British Islands or of any colony;
7. Information is exempt if its disclosure is likely to prejudice relations between the United Kingdom and any other state, or international organisation;
8. Information is exempt if its disclosure is likely to prejudice relations between any administration in the United Kingdom and any other such administrations;
9. Information is exempt if its disclosure is likely to prejudice the economic interests of the United Kingdom or of any part of the United Kingdom;
10. Information held at any time by a public authority in relation to criminal or civil investigations and proceedings;
11. Information is exempt if its disclosure is likely to prejudice law enforcement;
12. Court records are exempt from disclosure;
13. Information in relation to audit functions is exempt from disclosure;
14. Information is exempt if it is required for the purpose of avoiding an infringement of the privileges of either House of Parliament;
15. Information is exempt from disclosure if it is in relation to formulation of Government policy;
16. Information is considered exempt if disclosure is likely to prejudice effective conduct of public affairs;
17. Information concerning communications with Her Majesty is exempt from disclosure;
18. Health & Safety information is exempt if its disclosure is likely to endanger the physical, mental health or safety of an individual;
19. Information is exempt if the public authority holding it is obliged by regulations to make the information available to the public in accordance with regulations or would be so obliged but for any exemption contained in the regulations;
20. Release of personal information that would contravene the Data Protection Act 1998 is exempt from disclosure;
21. Any information that was provided in confidence is exempt from disclosure;
22. Information in respect of which a claim to legal professional privilege or, in Scotland, to confidentiality of communications could be maintained in legal proceedings is exempt information;
23. Information is exempt from disclosure if it constitutes a trade secret;

24. Information is exempt if its disclosure by the public authority holding it is prohibited by or under any enactment, or is incompatible with any Community obligation or would constitute or be punishable as a contempt of court.

For further information regarding these exemptions please see the official website at: www.opsi.gov.uk/acts/acts2000/20000036.htm

Monitoring Organisations

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

- British Psychological Society (www.bps.org.uk)
- Child Protection Teams
- Confidential Inquiry into Suicides and Homicides
- Herefordshire Council (www.herefordshire.gov.uk)
- Coroner's Offices
- Counter Fraud and Security Management Service Division (www.cfsms.nhs.uk/)
- General Medical Council (www.gmc-uk.org)
- Health and Safety Executive (www.hse.gov.uk)
- Care Quality Commission (www.cqc.org.uk)
- Health Service Ombudsman (www.ombudsman.org.uk)
- Health Professions Council (www.hpc-uk.org)
- Home Office Mental Health Unit (www.homeoffice.gov.uk)
- Medicines Devices Agency (MDA) (www.medical-devices.gov.uk)
- Medicines Control Agency (www.mca.gov.uk)
- Mental Health Act Commission (www.mhac.org.uk)
- National Clinical Assessment Authority (www.ncaa.nhs.uk)
- National Patient Safety Agency (www.npsa.nhs.uk)
- NHS Estates (www.nhsestates.gov.uk)
- NHS Litigation Authority (www.nhsla.com)
- Nursing and Midwifery Council (www.nmc-uk.org)
- Royal College of General Practitioners (www.rcgp.org.uk)
- Royal College of Nursing (www.rcn.org.uk)
- Royal College of Paediatrics and Child Health (www.rcpch.ac.uk)
- Royal College of Physicians (www.rcplondon.ac.uk)
- Royal College of Speech and Language Therapists (www.rcslt.org)
- Trust Development Authority

Useful Resources

Web sites:

www.ico.gov.uk

This is the Information Commissioner's web site

www.dca.gov.uk

This is the Department for Constitutional Affairs web site

www.england.nhs.uk

This is NHS England website

Publications

- NHS Openness Code - www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4050490
- Freedom Of Information Act 2000 www.opsi.gov.uk/acts/acts2000/20000036.htm
- Freedom of Information Act 2000 Explanatory Notes www.opsi.gov.uk/acts/acts2000/en/ukpgaen_20000036_en_1
- Code of Practice under Section 45 FOI Act 2000 www.dca.gov.uk/foi/reference/impref/codepafunc.htm
- Code of Practice under Section 46 FOI Act 2000 www.dca.gov.uk/foi/reference/impref/codemanrec.htm

To obtain a copy of a document listed in this Publication Scheme or make a Freedom of Information request under the Freedom of Information Act 2000, please contact:

Freedom of Information Coordinator
Susan Clark
Wye Valley NHS Trust
The County Hospital
Trust Headquarters
Union Walk
Hereford
HR1 2ER

Tel 01432 364000

Email freedom.information@wvt.nhs.uk