

MODEL PUBLICATION SCHEME FOR NHS BOARDS ¹

**We are Greater Glasgow Health Board
(Commonly known as NHS Greater Glasgow & Clyde)
and this is our 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

1st June 2010

¹ Made under Section 24 of the Freedom of Information (Scotland) Act 2002 covering Health Boards established under Section 2 of the National Health Service (Scotland) Act 1978 ('the Act') or a Special Health Board created under Section 10(1) of the Act or by Statutory Orders made by Scottish Ministers under the Act.

Statement of availability of document in alternative formats

We recognise our obligations as a public authority under equality legislation to make information accessible to all sectors of the community.

If you would like this document in Braille or audio-tape format, please contact:

If you would like this document in another language, please contact:

Ma tha sibh ag iarraidh an fhiosrachaidh seo ann an cànan eile, cuiribh fios gu:

Jeśli chcesz uzyskać te informacje w innym języku skontaktuj się z:

Eğer bu bilgiyi bir başka dilde istiyorsanız lütfen bağlantı kurunuz:

اگر آپ یہ معلومات کسی اور زبان میں حاصل کرنا چاہتے ہیں تو براہ مہربانی رابطہ کریں:

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

إذا رغبت في الحصول على هذه المعلومات بلغة أخرى، الرجاء الاتصال بـ:

اگر این اطلاعات را به زبانی دیگر میخواهید لطفاً با این ادرس تماس بگیرید:

如果您需要该信息的其它语言版本，请联系:

Freedom of Information Officer

Board Headquarters

Dalian House

350 St Vincent Street

Glasgow

G3 8YZ

Telephone: 0141-201-4444

Fax: 0141-201-4401

Text Phone: 0141-201-4400

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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 Greater Glasgow & Clyde

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 seven Special Health Boards and the Common Services Agency for the Scottish Health Service (commonly known as NHS National Services) 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.

For Special Health Boards and the Common Services Agency categories (a), (b), (c) and (g) would not apply.

^{*} 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, or Community Health and Care Partnerships, may be established under Statutory Orders made by the Scottish Ministers to manage certain functions of the Board. Further information on the role of individual Community Health (and Care) Partnerships can be found at <http://www.chps.org.uk/content>

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

NHS Quality Improvement Scotland ²
NHS Health Scotland
NHS Education for 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

The Common Services Agency (known as NHS National Services Scotland) provides support functions to the NHS in Scotland through the delivery of a range of national and specialist services.

Greater Glasgow Health Board is a **geographical** Health Board which:

² 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.

- has its main office at **Dalian House, 350 St Vincent Street, Glasgow G3 8YZ**

Telephone: 0141-201-4444

Fax: 0141-201-4401

Text Phone: 0141-201-4400

- **covers the local authority areas of :-**

East Dunbartonshire (whole area)

Glasgow City (whole area)

North Lanarkshire (about 5%

comprising the Stepps and

Moodiesburn Corridor)

Renfrewshire (whole area)

East Renfrewshire (whole area)

Inverclyde (whole area)

South Lanarkshire (about 20%

comprising Cambuslang and Rutherglen

communities)

West Dunbartonshire (whole area)

For a visual representation of our area [see the area map](#)³.

- is responsible as its core purpose, for the assessment of the state of health of the people of Greater Glasgow and Clyde for the planning and provision of services which promote good health; prevent ill-health; improve health; and provide safe, sustainable and equitable treatment for patients. We aim to provide a comprehensive health services to the residents of our area. This includes offering a range of services based on Scottish Government Policy for the treatment of illness. As the largest Health Board in Scotland, we are able to provide a comprehensive range of services via Hospitals, Health Centres, Resource Centres and Clinics. Our searchable web site at <http://www.nhsggc.org.uk> provides information on the facilities we operate.

The main functions of the Health Board cover

- Strategy development - to develop a single Local Health Plan, which addresses the health priorities and healthcare needs of the resident population, and which will cover all aspects of NHS activity, in relation to health improvement, acute services, mental health and primary care will be covered
 - Resource allocation to address local priorities - funds will flow to the NHS Board, which will be responsible for deciding how these resources are used to meet its strategic objectives
 - Implementation of the Local Health Plan and Local Delivery Plan
 - Performance management of the local NHS system, including management of risks to the achievement of our objectives.
- we work in co-operation with other Boards in planning and providing various regional or specialist functions such as the Beatson West of Scotland Cancer Centre, the Glasgow Homeopathic Hospital and the West of Scotland Medium Secure Forensic Centre at Rowanbank Clinic. Some of our residents receive services from North Lanarkshire CHCP and South Lanarkshire CHCP which are managed by NHS Lanarkshire.

³ The map linked to this document is the subject of Crown Copyright. See Section 7 for information on the restrictions on reproduction of this map.

The main governing Body of NHS Greater Glasgow & Clyde is the Board, which comprises a Chairman, 5 Executive Directors and 26 other Members who have overall responsibility for the strategic decisions and management of the organisation.

The categories of members for NHS Greater Glasgow & Clyde are:-

- (a) directly elected Members – None;
- (b) Councillors nominated by local authorities – 7 Members;
- (c) a representative of a University Medical School – 1 Member ;
- (d) an individual representing the staff, known as the Employee Director – 1 Member;
- (e) the Chair of our Area Clinical Forum – 1 Member;
- (f) those appointed from the senior employees, know as Executive Directors – 5 Members – our Chief Executive, Corporate Director of Finance, Director of Public Health, Medical Director and Nurse Director;
- (g) those who have applied to the Scottish Government for appointment following public advertisement – 16 Members.

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).

Community Health Partnerships (CHPs) and Community Health and Care Partnerships (CHCPs) have been introduced across Scotland to manage a wide range of local health services delivered in health centers, clinics, schools and individuals' homes.

There are ten CHP(C)s across Greater Glasgow and Clyde including seven Community Health and Care Partnerships (CHCPs) which are also responsible for delivering local social work services. These CHPs or CHCPs are an integral part of how we plan and deliver health services. These ten Partnerships are:-

West Glasgow CHCP
North Glasgow CHCP
East Glasgow CHCP
South East Glasgow CHCP
South West Glasgow CHCP
East Renfrewshire CHCP
Renfrewshire CHP
Inverclyde CHCP
West Dunbartonshire CHP
East Dunbartonshire CHP

Information on these Partnerships is available from our web site <http://www.chps.org.uk/content/>. We continue to work with local authorities on developing joint working arrangements with them to create joint Community and Health Care Partnerships for those areas which are currently health only organizations. Each

CH(C)P is managed by a Committee which is constituted as a Committee of the Board.

We also have a Mental Health Partnership which is a collaboration between the Board, local authorities and the CH(C)Ps and which is subject to the direction of the Mental Health Partnership Committee. This Committee is also a Committee of the Board.

Further details for all our Corporate functions, Partnerships and Operating Divisions may be found under Section 12 class (a).

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 Bodies 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.nhsqgc.org.uk>. Often 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 our home page <http://www.nhsqgc.org.uk>. If you are still having trouble finding any information listed under our scheme, then please contact any of the following for further assistance giving as much detail as you can about the information you are seeking:-

Board Freedom of Information Officer Telephone 0141 201 4461
foi@ggc.scot.nhs.uk

Media/Communications Freedom of Information Officer Telephone 0141 201 4751
foi.comms@ggc.scot.nhs.uk

or one of our Heads of Administration:-

Head of Board Administration Telephone 0141 201 4608
foi@ggc.scot.nhs.uk

Head of Administration, Acute Services Division Telephone 0141 201 1257
foi.acute@nhsqgc.org.uk

Head of Administration, Mental Health Partnership Telephone 0141 232 2192
foi.mhp@ggc.scot.nhs.uk

If you wish to write to us for assistance please write to:-

**Freedom of Information Enquiry
NHS Greater Glasgow & Clyde
Board Headquarters
Dalian House⁴
350 St Vincent Street
Glasgow
G3 8YZ**

Additionally throughout *Section 12 – Classes* - we list Senior Officers who are responsible for certain functions and should be able to assist you with enquiries or

⁴ Our Offices are due to relocate from August 2010 to the Gartnavel Royal Hospital Campus. Contact details will be amended at that time.

requests for information under individual classes. For a list of these contacts, see the Schedule at the end of this document.

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 the addresses given above. 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 any of the contacts listed above 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

**Freedom of Information Enquiry
NHS Greater Glasgow & Clyde
Board Headquarters
Dalian House ⁴
350 St Vincent Street
Glasgow
G3 8YZ
Telephone 0141 201 4461
foi@ggc.scot.nhs.uk**

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 *any of the Contacts listed above* 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 cost:

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 will be provided within *Section 12 – Classes of Information*⁵.

Section 7 - Our Copyright Policy

NHS Greater Glasgow & Clyde 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:

**Head of Board Administration,
NHS Greater Glasgow & Clyde
Dalian House⁴
350 St Vincent Street
Glasgow
G3 8YZ
Telephone 0141 201 4608 or
e-mail foi@ggc.scot.nhs.uk**

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 Head of Board Administration as above at the Board.

The Publication Scheme may contain information where the copyright holder is not NHS Greater Glasgow & Clyde. 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 [NHS Greater](#)

⁵ Currently no such charges are specified.

[Glasgow & Clyde Records Management Policy.](#)

Normally documents provided via web-based resources are retained in that format for a minimum of three years but will be available subsequently on application to the contacts 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:

[Scottish Government: Records Management NHS Code of Practice \(Scotland\) Version 1.0](#)

Records that are of long-term value for legal or administrative purposes or for epidemiological, medical or historical research may be selected for preservation and transferred to an archive or other place of deposit on the advice of the Keeper of Records. Summary descriptions, catalogues and lists of holdings are available under the Publication Scheme but the advice of the Scottish Information Commissioner is that the content of Archives themselves are not covered by the Publication Scheme. Access to information contained in historical records retained in the Archives is available free of charge. Archival holdings are usually unique documents, which can also be fragile. Therefore, some restrictions may apply, particularly to photocopying; however, alternative forms of reproduction will be made available wherever possible.

At NHS Greater Glasgow & Clyde a formal Archive of historical records is maintained at the Mitchell Library, North Street Glasgow or at the University of Glasgow Records Depository, Dumbarton Road, Glasgow. Summary descriptions, catalogues, access instructions and lists of holdings within that Archive are available by contacting Alistair Tough, NHS Greater Glasgow and Clyde Archivist, The Archives & Business Records Centre, University of Glasgow, 77-87 Dumbarton Road, Glasgow, G11 6PW Telephone 0141-330-2992, Fax 0141-330-4158, or e-mail a.tough@archives.gla.ac.uk.

The Archivist is pleased to provide advice about the collection. He will provide assistance in accessing deposited documents.

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:-

**Head of Administration,
Mental Health Partnership,
Modular Building 2,
Gartnavel Royal Hospital,
1055 Great Western Road,
Glasgow
G12 0XH
Telephone 0141 232 2192
e-mail foi.mhp@ggc.scot.nhs.uk**

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:

**Head of Administration,
Mental Health Partnership,
Modular Building 2,
Gartnavel Royal Hospital,
1055 Great Western Road,
Glasgow
G12 0XH
Telephone 0141 232 2192
e-mail foi.mhp@ggc.scot.nhs.uk**

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:-

**Head of Board Administration,
Dalian House ⁴,
350 St Vincent Street,
Glasgow G3 8YZ
Telephone 0141 201 4608
or e-mail foi@ggc.scot.nhs.uk**

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 one of the Contacts listed in Section 4.

- (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 to our [leaflet on Confidentiality and Your Health Records](#) or contact:

**Information Governance Manager,
NHS Greater Glasgow & Clyde,
Western Infirmary,
Dumbarton Road,
Glasgow
G11 6NT
Telephone: 0141 211 1790
or email: isobel.brown@ggc.scot.nhs.uk**

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

A Schedule at the end of the document provides contact details for various individuals who are mentioned in the Classes below as being persons to contact for 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 <p>NHS Greater Glasgow & Clyde Dalian House ⁴ 350 St Vincent Street, Glasgow G3 8YZ</p> <p>Tel 0141 201 4444</p> <p>For ease of reference, we provide a summary of the main structure of our organisation and principal officers by Departments, Divisions and Partnerships within the Board.</p>
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The contacts at Section 4 can provide you with additional information, much of which is published via our web site.

- **Details of Board Members and Executive Directors, and their contact details**

All Board members contact details are available by contacting the Head of Board Administration via 0141 201 4608 or foi@ggc.scot.nhs.uk

- **Board Members Declarations of Interest and their Register of Gifts and Hospitality**

[Declaration of Interests and Register of Hospitality on our web site](#)

For the Register of Gifts contact Head of Board Administration as above.

- **Board Members' Code of Conduct**

[Our Code of Conduct for Board Members](#)

- **Schedule of forthcoming Board meeting dates**

[Schedule of Future Meetings](#)

- **Board Standing Orders for the Conduct of Business**

[Current Standing Orders \(June 2009\) are at Appendix 1](#) of our Annual Review of Governance Arrangements

- **Data on our population by age range, gender and incidence of disease.**

The most recent comprehensive report on the population of our area "[Let Glasgow Flourish](#)" was compiled in 2006 by Professor Phil Hanlon, Professor of Public Health, University of Glasgow and David Walsh and Bruce Whyte, NHS Health Scotland and published via the Centre for Population Health.

Every second year our Director of Public Health produces a report on the health of the population of Greater Glasgow & Clyde. The latest report is entitled "[An Unequal Struggle for Health](#)"

Our [Director's web pages](#) provide links to a variety of resources about the composition and health of our population. There are also links on how to contact our Public Health Department.

You may also find our [Glasgow Health Hub](#) contains useful information.

[The Glasgow Centre for Population Health](#), a joint venture with Glasgow City Council and the University of Glasgow provides relevant information via its web site.

- **Organisational management structures**

Our Organisation comprises

- the Board Corporate Headquarters
- an Acute Services Division
- 10 Community Health (Care) Partnerships
- a Mental Health Partnership

An overview of the structure of these is contained in our [outline organisation chart](#).

- **What we do – the services we provide.**

Our website provides the most convenient means of finding information on the services we provide. You can search the site by service and location of facilities. For the majority of services access is via referral from your local General Practitioner, but some services do provide direct access for the public. Examples include:-

- Accident and Emergency Services and Minor Injury Services at some of our acute hospital sites
[Listing of Emergency and Minor Injury Services](#)
For general advice on emergency services please phone 0141 201 4444.
- [The Sexual Health Services](#) provided via the Sandyford Initiative at the Clinic in Glasgow and various outreach services. Telephone : 0141 211 8130.
- When you, or someone you care for is unwell and you feel it can't wait until your GP surgery re-opens you can always call [NHS 24](#) on 08454 24 24 24 for advice. They link in with all our out of hours services.

- **Agreements with other Health Boards or other public authorities for the provision of services**

	<p>We have links and agreements with a range of other public bodies, notably the local authorities in our area, Universities; other health boards e.g. NHS Lanarkshire over provision of services to our residents and the Scottish Ambulance Service for patient transport arrangements. These vary from time to time and if you are interested in specific information please contact one of the Contacts listed in Section 4 who will direct your enquiry to the relevant part of our organisation.</p>
<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 <p>These are accessible via our web site.</p> <ul style="list-style-type: none"> • Board agendas and papers for past meetings and minutes of those meetings which have been approved by the Board • All policies approved by, or on behalf of, the Board <p>The Health Board has approved a Policy Development Framework which describes the way in which the Board gives approval to Policies which apply to part or all of the Board. We define a Policy as a “statement of intent, describing the approach or course of action the organisation is taking in respect of a particular issue”. We are actively looking to have all our Policies accessible via our web-site, As an interim measure, any of our Heads of Administration (see contacts in Section 4) are able to provide you with a copy of any approved Policy.</p> <p>Policies can cover a wide range of issues, typical examples would be:-</p> <ul style="list-style-type: none"> ➤ The Policies we apply to our employment practices e.g. Attendance Management, Grievance and Discipline, Arrangements with Trades Union representatives to commit a proportion of their working hours to their Union duties ➤ Our Health & Safety Policy and related policies dealing with the Management of Violence and Aggression to our staff, Lone Working, and Moving and Handling Policy;

	<ul style="list-style-type: none"> ➤ Policies affecting Visitors and Patients to our premises, including Car Parking Policy, No Smoking Policy on healthcare premises, use of Mobile Phones in Hospitals, Access to Health Records, Food, Fluid and Nutritional Care; ➤ Clinical Policies such as Child Protection policies, Control of Infection Policies, Transport and Disposal of Specimens, Risk Management, Observation Policy <ul style="list-style-type: none"> • Schemes of Delegation <p>With the exception of specific functions, which are retained for decision by the Board, decision making is delegated within the specific remits of Committees and the roles of Executive Directors and Senior Managers. There is no one document which reflects the total Scheme of Delegation adopted by the Board. Information on the delegation of specific functions will be provided on request to one of our Heads of Administration – See Section 4.</p> <ul style="list-style-type: none"> • <u>Equality and Diversity Scheme 2010-2013⁶ and related information</u> • <u>Committee structure</u> • <u>Local Drug Formulary</u> • Information about the Scottish Medicines Consortium and its decisions <u>http://www.scottishmedicines.org.uk/smc/27.html</u>
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⁶ We call this our Equality Scheme 2010-2013

<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 • News publications, including Newsletters, magazines and annual reports: Contact our Media Team • Information on how to make a Freedom of Information request <p>For information not covered by this Publication Scheme a Freedom of Information request can be made in writing or some other permanent form to any member of staff. It is helpful if you identify your request as made under the Freedom of Information (Scotland) Act 2002, but this is not essential. You need to identify a name and contact address for us to contact you. This can be an e-mail address. We will acknowledge your request and deal promptly with it, replying within 20 working days. We may need to contact you to clarify what information you are seeking. For this reason, it is helpful to give us a contact phone number if possible. If we hold the information you are looking for we are obliged to provide it unless we decide that one of the exemptions set out in the Act apply. Depending on the time it will take us to collate the information you require we may ask you to pay a fee (see Section 11 above). If the cost to us of providing the information exceeds £600 we are not required to provide the information. If you need help in describing to us what information you require please contact us via the contacts listed in Section 4.</p> <ul style="list-style-type: none"> • Information on how to access your personal information <p>Personal information which we hold about you will usually be covered by the Data Protection Act 1998. If that information relates to your health records contact initially the health professional responsible for providing care to you. If the information relates to any other personal data ask one of the contacts at Section 4 who you should contact.</p> <ul style="list-style-type: none"> • Patient information leaflets on health conditions <p>Our Media pages on our web site provide information on a range of common conditions</p>
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Our [Public Education Resource Library](#) provides information on a wide range of resources. You can also contact the Unit via e-mail:-

perl@ggc.scot.nhs.uk

Library staff will offer guidance on where information on specific conditions can be obtained.

- **Public consultation and engagement including**

- 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.

Our Public Involvement Strategy is centred around the activities of our [Involving People Committee](#).

[Readers should note that we operate within policy determined by the Scottish Government – [See Circular CEL 4 \(2010\) – Informing Engaging and Consulting People in Developing Health and Community Care Services \(external link\)](#) and advice provided by the [Scottish Health Council \(external link\)](#) who produce reports on how well NHS Boards have consulted with their local populations on proposals for major service change.]

Copies of Consultation documents are available to view on our [web-site](#). The responses to consultations are reported formally to the Board when it is deciding on the subject of the consultation. Relevant reports are available in the [Board Papers Section](#) of our Web-site. If you require assistance in locating a specific consultation contact the Head of Board Administration on 0141 201 4608 or via e-mail at foi@ggc.scot.nhs.uk

- **Patient complaints procedure**

[Information on the NHS Complaints System and who to contact for assistance.](#)

- **Patient rights, including access to advocacy services**

For information on local advocacy services and patient's rights please speak with the clinician who is responsible for your care. Alternatively contact one of our Patient Services or Complaints Officers for Assistance. Their details are posted at all sites where we provide services or phone 0141 201 4444 for contact details. Complaints

	<p>Offices can be contacted via e-mail address for the Heads of Administration shown at Section 4 of this Scheme.</p> <p>A wide range of useful information on Patient's Rights is also available from Health Rights Information Scotland, which is partially funded by the NHS.</p> <p>NHS Greater Glasgow & Clyde supports a number of Advocacy Projects. These tend to cover specific geographic areas or services e.g. mental health.</p> <p>Additionally, The Scottish Independent Advocacy Alliance (external link to voluntary organisation) provides an accessible index to these services. You may want to look at their web site as an additional source of information.</p> <ul style="list-style-type: none"> • How to access sign language and interpreting services <p>See our Equal Access to Health web-site or our British Sign Language (BSL) page</p>
<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. • Annual revenue budget plans and regular monitoring reports showing actual expenditure against budget plans • Current capital expenditure plans • External financial audits • Audited Annual Accounts <p>Information on the above is available from the Contacts in Section 4, the Director of Finance or the Head of Procurement</p> <ul style="list-style-type: none"> • Board Members' and Executive Directors' remuneration • Sums paid to individual Board Members and Executive Directors in previous financial years as expenses.

	<p>Contact Head of Board Administration for the above.</p> <ul style="list-style-type: none"> • Procurement procedures <p>Contact Head of Procurement</p> <ul style="list-style-type: none"> • 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 <p>Contact Head of Procurement</p> <ul style="list-style-type: none"> • <u>Approved outline and Full Business Cases for Capital Schemes</u> • Public Finance Initiative (PFI) 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>Contact Head of Procurement</p> <ul style="list-style-type: none"> • 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>Contact Head of Procurement</p>
<p>(e) How are we doing?</p>	<p>Information about our performance. This includes:</p> <ul style="list-style-type: none"> • <u>Reports on the Annual Accountability Review Meeting with the Scottish Government</u> • <u>Director of Public Health’s Annual Reports</u> • Reports on Board’s Annual performance against Scottish Government HEAT targets covering: Health Improvement; Efficiency and Governance; Access to Services; and Treatment. <p>Contact Head of Board Administration</p> <ul style="list-style-type: none"> • Corporate Risk Register <p>Contact Director of Finance</p>

- **Scottish Public Service Ombudsman findings and our responses**

Information on Ombudsman Reports and the Board's response to these is available from the Head of Board Administration who can send you a copy via e-mail or a printed copy by post.

A searchable list of Ombudsman findings is available from the Scottish Public Service Ombudsman's [web site](#).

- **Compliance with Scottish Government waiting times targets for clinical appointments, and compliance statistics and equivalent performance criteria for Special Health Boards.**

Contact Director of Planning and Performance

- **External audit reports**

Contact Director of Finance

- **Complaints statistics**

Contact Head of Board Administration

- **NHS Quality Improvement Scotland (QIS) reports on the services we provide**

Contact the Head of Clinical Governance

Alternatively this information is available through the NHS Quality Improvement Scotland (QIS) [web-site](#)

- **Local reports on compliance with QIS Standards for HAI (Healthcare Associated Infections) Infection Control**

Contact the Infection Control Manager

These are also available once reported to our Board via our Board papers (see Class (b)).

Information also appears on NHS QIS [web-site under HAI](#)

- **Annual Reports on incident reporting statistics**

Contact Head of Health & Safety

- **Environmental Inspection Reports on our Premises**

	Contact Director of Facilities
<p>(f) Our staff – their wellbeing and development</p>	<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 Via one of our Contacts at Section 4. Also see our Recruitment web resource • Staff governance audits and action plans Contact Head of Staff Governance • Area/Staff Partnership Forum minutes Contact Head of Staff Governance • Workforce Plans Contact Director of Human Resources • Code of conduct for staff • Annual staff absence rates Contact Director of Human Resources • Register of Staff Interests Contact Head of Board Administration • Register of Gifts and Hospitality Contact Head of Board Administration
<p>(g) How to find our services</p>	<p>Information about how to locate health services. This includes:</p> <ul style="list-style-type: none"> • Directions and maps to main hospitals • Description of the services provided by Community Health and Care Partnerships • Directory of Health Centres and Clinic Premises • Self-referral/open access services, for example family planning.

	<ul style="list-style-type: none"> • <u>Information on how to find health services provided by</u> <ul style="list-style-type: none"> ➤ <u>General Medical Practitioners</u> ➤ <u>Dentists</u> ➤ <u>Pharmacies</u> ➤ <u>Opticians</u> <p>The full lists of Practitioners can be lengthy. It is usually possible to provide a list of Practitioners based within a geographic area e.g. postcode.</p>
<p>(h) Improving the quality of care to patients</p>	<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 <p>These are available once reported to our Board via our Board papers (see Class (b)).</p> <p>Additionally once published they will be available via the Scottish Patient Safety Programme <u>web-site</u>.</p> <ul style="list-style-type: none"> • Annual Clinical Governance report • Clinical effectiveness reports • Approved Service redesign plans <p>All above is available by contacting our Head of Clinical Governance or Head of Board Administration.</p>
<p>(i) Clinical research and development</p>	<p>Contact the Research & Development Director for specific information under this Class.</p> <p>Information about Board Clinical research and development activities. This includes:</p> <ul style="list-style-type: none"> • Ethics Committee annual report • Research and Development Strategy • Research ethics approval procedures • <u>Policy on the Use of Patient Tissue and Samples</u>

Schedule of Contacts Listed in Publication Scheme

Designation	Name	Telephone	e-mail address
Freedom of Information Officer	Alison Flynn	0141 201 4461	foi@ggc.scot.nhs.uk
Head of Board Administration	John C Hamilton	0141 201 4608	foi@ggc.scot.nhs.uk
Head of Administration, Acute Services	Paul Cannon	0141 201 1257	foi.acute@ggc.scot.nhs.uk
Head of Administration, Mental Health Partnership	John Dearden	0141 232 2192	foi.mhp@ggc.scot.nhs.uk or mhpadmin@ggc.scot.nhs.uk
Media FOI Contact	Gordon Robertson	0141 201 4751	foi.comms@ggc.scot.nhs.uk
Board Archivist	Alistair Tough	0141 330 2992	a.tough@archives.gla.ac.uk
Information Governance Manager	Isobel Brown	0141 211 1790	isobel.brown@ggc.scot.nhs.uk
Corporate Director of Finance	Douglas Griffin	0141 201 4609	douglas.griffin@ggc.scot.nhs.uk
Director of Facilities	Alex McIntyre	0141 201 1287	alex.mcintyre@ggc.scot.nhs.uk
Director of Human Resources	Ian H Reid	0141 201 4788	ian.reid@ggc.scot.nhs.uk
Head of Staff Governance	Andy Carter	0141 201 4422	andy.carter@ggc.scot.nhs.uk
Head of Clinical Governance	Andy Crawford	0141 201 1867	andy.crawford@ggc.scot.nhs.uk
Head of Procurement	Gordon Beattie	0141 211 5599	gordon.beattie@ggc.scot.nhs.uk

Designation	Name	Telephone	e-mail address
Research & Development Director	Chris Packard	0141 211 2872	<u>chris.packard@ggc.scot.nhs.uk</u>
Infection Control Manager	Tom Walsh	0141 211 2792	<u>Tom.Walsh@ggc.scot.nhs.uk</u>

**Telephone numbers and staff may be subject to change.
In case of query please contact our switchboard on 0141 201 4444**