

Greater Glasgow NHS Board – commonly known as NHS GREATER GLASGOW AND CLYDE

GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION SCHEME 2014

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Section 1: Introduction

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to adopt and maintain a publication scheme which has the approval of the Scottish Information Commissioner, and publish information in accordance with that scheme. The publication scheme must:

- publish the classes of information that the authority makes routinely available
- tell the public how to access the information and whether information is available free of charge or on payment

NHS Greater Glasgow and Clyde has adopted the **Model Publication Scheme 2014** which has been produced and approved by the Scottish Information Commissioner. It is approved until 31 May 2018.

You can see this scheme on our website at <http://www.nhsggc.org.uk/content/default.asp?page=s85>. It is also available on the Scottish Information Commissioner's website at www.itspublicknowledge.info/MPS

You can also contact us at the address below if you prefer a copy of the Model Publication Scheme 2014, or this Guide to Information, to be provided in a different format.

The purpose of the Guide to Information is to:

- allow the public to see what information is available (and what is not available) for NHS Greater Glasgow and Clyde in relation to each class in the Model Publication Scheme 2014
- state what charges may be applied
- explain how to find the information easily
- provide contact details for enquiries and to get help with access to the information
- explain how to request information that has not been published.

Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This guide to information also contains details of the environmental information that we routinely make available.

Section 2: About NHS Greater Glasgow and Clyde

NHS Scotland is made up of 14 regional NHS Boards, seven special NHS Boards and one public health body. Each NHS Board is accountable to the Scottish Ministers. Regional NHS Boards are responsible for the protection and the improvement of their population's health and for the delivery of frontline healthcare services. Special NHS Boards support the regional NHS Boards by providing a range of important specialist and national services.

Introducing NHS Greater Glasgow and Clyde

NHS Greater Glasgow and Clyde is a regional NHS Board which has its main office at:

JB Russell House, Gartnavel Royal Hospital Campus, 1055 Great Western Road, Glasgow G12 0XH
Telephone: 0141 201 4444 Fax: 0141 201 4403 Text Phone: 0141 201 4400

and which covers the local authority areas of:

- Glasgow City
- East Dunbartonshire
- West Dunbartonshire
- East Renfrewshire
- Renfrewshire
- Inverclyde.

We work in co-operation with other NHS Boards in planning and providing various regional or specialist functions such as the Beatson West of Scotland Cancer Centre, the Glasgow Homoeopathic Hospital and the West of Scotland Medium Secure Forensic Centre at Rowanbank Clinic.

The main governing Body of NHS Greater Glasgow & Clyde is the Board, which comprises a Chairman, 5 Executive Directors and 23 other Members who have overall responsibility for the strategic decisions and management of the organisation. For more information on the Board see Section 10 – Classes of information - Class 1.

Our purpose: The overall purpose of the unified NHS Board is to ensure the efficient, effective and accountable governance of the local NHS system and to provide strategic leadership and direction for the system as a whole, focusing on agreed outcomes.

Our values: NHS Greater Glasgow and Clyde seeks to deliver effective and high quality health services, to act to improve the health of our population and to do everything we can to address the wider social determinants of health which cause health inequalities.

NHS Greater Glasgow and Clyde is responsible providing a comprehensive range of high quality health services in both hospital and community facilities. We also have a duty to protect public health throughout the area covered by the Board.

NHS Boards also work with independent primary care contractors - NHS doctors, dentists, pharmacists and opticians - who are contracted by the Board to provide primary health care services to the local population. Primary care contractors are subject to FOISA in relation to their NHS work but are not covered by this Scheme as they have their own practice-based schemes.

To find out more about **NHS Greater Glasgow and Clyde**, visit www.nhsggc.org.uk

Section 3: Accessing Information Under the Scheme

Availability and formats

The information published through this Guide to Information is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this – see Section 5 – Our Charging Policy).

Information in our Guide to Information will normally be available through the routes described below. Section 10 – Classes of Information provides more details on the information available under the Guide, along with additional guidance on how the information falling within each class may be accessed.

Online:

Most information listed in our Guide to Information is available to download from our website. In many cases a link within Section 10: Classes of Information will direct you to the relevant page or document. If you are having trouble finding any document listed in our guide, then for further assistance please contact:

Freedom of Information Manager
NHS Greater Glasgow and Clyde Corporate Headquarters
JB Russell House
Gartnavel Royal Hospital
1055 Great Western Road
GLASGOW G12 0XH

Telephone: 0141 201 4461

Email: foi@ggc.scot.nhs.uk

Website: www.nhsggc.org.uk

Freedom of Information microsite: http://www.nhsggc.org.uk/content/default.asp?page=home_FOI

By email:

If the information you seek is listed in our Guide to Information but is not published on our website, we can send it to you by email, wherever possible.

When requesting information from us, please provide a telephone number so that we can telephone you to clarify details, if necessary.

By phone:

All information in the guide will be available in hard copy form for example, paper copies. Hard copies of information can be requested from us over the telephone. Please call us to request information available under this scheme.

By post:

You can also request hard copies of any information in the Guide by post.

Please address your request to:

Freedom of Information Manager
NHS Greater Glasgow and Clyde Corporate Headquarters
JB Russell House
Gartnavel Royal Hospital
1055 Great Western Road
GLASGOW G12 0XH

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee applicable (see Section 5: Our Charging Policy for further information on fees). Please also include a telephone number so we can telephone you to clarify any details, if necessary.

Personal visits:

If you prefer to visit us to inspect the information, in limited cases you may be required to make an appointment to view the information. In such cases, this will be set out within Section 10 – Classes of Information, and contact details will be provided within the relevant class.

Advice and assistance:

If you have any difficulty identifying the information you want to access, then please contact us to help you.

Exempt information

We will publish all the information we hold that falls within the classes of information in the Model Publication Scheme 2014. We publish this information in Section 10 of this guide. If a document contains information that is exempt under Scotland's freedom of information laws (for example personal information or commercial interests), we will remove or redact (black out) the information before publication and explain why.

Section 4: Information that we may withhold

All information covered by our Guide to Information can either be accessed through our website, or will be provided promptly following our receipt of your request. Our aim in adopting the Commissioner's Model Publication Scheme 2014 and in maintaining this Guide to Information is to be as open as possible. You should note, however, that there may be limited circumstances where information will be withheld from one of the classes of information listed in "Section 10 – Classes of Information". Information will only be withheld, however, where the Act (or, in the case of environmental information, the EIRs) expressly permits it.

Information may be withheld, for example, where its disclosure would breach the law of confidentiality, harm 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 the data protection legislation.

Whenever information is withheld we will inform you of this, and will set out why that information cannot be released. Even where information is withheld it will, in many cases, be possible to provide copies with the withheld information edited out. If you wish to

complain about any information which has been withheld from you, please refer to Section 8 – Contact details for enquiries, feedback and complaints.

Section 5: Our Charging Policy

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website, at our premises or where it can be sent to you electronically by email.

We may charge you for providing information to you, for example photocopying and postage, but we will only charge you what it actually costs us to do so.

We will always tell you what the charge is and how it has been calculated before providing the information to you. We will not provide you with the information until payment has been received.

Photocopying charges are shown below:

Size of paper/alternative format	Black and White Pence per sheet	Colour Pence per sheet
A4	10p	20p
A3	20p	40p

Information provided on CD-Rom will be charged at £1.00 per computer disc.

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

When providing copies of pre-printed publications, we will charge you no more than the cost per copy of the total print run. We do not pass on any other costs to you in relation to our published information.

Details of any individual charges which differ from the above charging policy are provided within “Section 10 – Classes of information”.

Section 6: Copyright

NHS Greater Glasgow and 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 re-use the information to:

Freedom of Information Manager
NHS Greater Glasgow and Clyde Corporate Headquarters
JB Russell House
Gartnavel Royal Hospital
1055 Great Western Road
GLASGOW G12 0XH

Telephone: 0141 201 4461

Email: foi@ggc.scot.nhs.uk

Website: www.nhsqgc.org.uk

Freedom of Information microsite: http://www.nhsqgc.org.uk/content/default.asp?page=home_FOI

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 Freedom of Information Manager (as above).

The Publication Scheme may contain information where the copyright holder is not NHS Greater Glasgow and 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.

Section 7: Records Management Policy

NHS Greater Glasgow and Clyde regards its records as a major asset of the organisation. It confirms that its records are one of the essential resources, which support management in the efficient and effective fulfilment of its governance, business and legal responsibilities. NHS Greater Glasgow and Clyde's Records Management Policy can be found in Section 10 - Classes of Information - Class 5.

Section 8: Contact details for enquiries, feedback and complaints

The Act requires that we review our publication scheme from time to time. As we have adopted the Model Publication Scheme 2014, this means we will review our Guide to Information from time to time. As a result, we welcome feedback on how we can develop our guide further. If you would like to comment on any aspect of this Guide to Information, then please contact us.

Freedom of Information Manager
NHS Greater Glasgow and Clyde Corporate Headquarters
JB Russell House
Gartnavel Royal Hospital
1055 Great Western Road
GLASGOW G12 0XH

Telephone: 0141 201 4461

Email: foi@ggc.scot.nhs.uk

Website: www.nhsggc.org.uk

Freedom of Information microsite: http://www.nhsggc.org.uk/content/default.asp?page=home_FOI

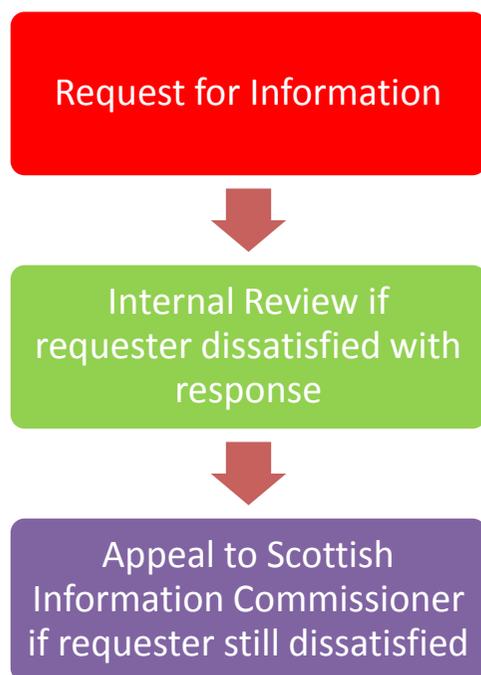
You may, for example wish to tell us about:

- other information that you would like to see included in the guide;
- whether you found the guide easy to use;
- whether you found the guide to information useful;
- whether our staff were helpful;

- other ways in which our guide to information can be improved.

Our aim is to make our guide to information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the Guide then please contact us and we will try and resolve your complaint as quickly as possible.

Any complaint will be acknowledged within three working days of receipt and we will respond in full within twenty working days. You have legal rights to access information under the Model Publication Scheme 2014 (as described in this Guide to Information) and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response. These rights apply only to information requests made in writing¹ or another recordable format. If you are unhappy with our response to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.



¹ Verbal requests for environmental information carry similar rights

The Commissioner's website has a guide to this three step process, and she operates an enquiry service on Monday to Friday from 9:00am to 5:00pm.

Her 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/YourRights

All enquiries, feedback and complaints relating to this Guide to Information, or any other aspect of Freedom of Information and the EIRs should be directed to:

Freedom of Information Manager
NHS Greater Glasgow and Clyde Corporate Headquarters
JB Russell House
Gartnavel Royal Hospital
1055 Great Western Road
GLASGOW G12 0XH

Telephone: 0141 201 4461
Email: foi@ggc.scot.nhs.uk
Website: www.nhsggc.org.uk
Freedom of Information microsite: http://www.nhsggc.org.uk/content/default.asp?page=home_FOI

Section 9: How to Access Information which is not available in the Guide to Information

If the information you are seeking is not available through the Model Publication Scheme 2014 (as described in this Guide) then you may wish to request it from us. The Act provides you with a right of access to the information we hold, subject to certain exemptions. The EIRs separately provide a right of access to the environmental information we hold, while 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. Should you wish to request a copy of any information that we hold that is not available under the Model Publication Scheme 2014 (and described in this Guide), please write to:

For requests under Freedom of Information and the EIRs please contact:

Freedom of Information Manager
NHS Greater Glasgow and Clyde Corporate Headquarters
JB Russell House
Gartnavel Royal Hospital
1055 Great Western Road
GLASGOW G12 0XH

Telephone: 0141 201 4461

Email: foi@ggc.scot.nhs.uk

Website: www.nhsqgc.org.uk

Freedom of Information microsite: http://www.nhsqgc.org.uk/content/default.asp?page=home_FOI

For requests under the Data Protection Act please contact:

Information Governance Manager
NHS Greater Glasgow and Clyde
Western Infirmary
Dumbarton Road
Glasgow G11 6NT

Telephone: 0141 211 1790

Email: isobel.brown@ggc.scot.nhs.uk or data.protection@ggc.scot.nhs.uk

Charges for information that is not available under the scheme:

The charges for information that is available under NHS Greater Glasgow and Clyde's Guide to Information are set out under Section 5 – Our Charging Policy.

If you submit a request to us for information that is not available in this Guide the charges will be based on the following calculations:

General information requests:

- There will be no charge for information requests that 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 a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, or 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 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. 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 charge to you.

Charges for environmental information:

Environmental information is provided under the EIRs rather than the Act. The rules for charging for environmental information are slightly different.

We do not charge for the time to determine whether we hold the environmental information requested, or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you, for example photocopying and postage. 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 there will be no charge to you.

Charges are calculated on the basis of the actual cost to NHS Greater Glasgow and Clyde of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail First Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

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 a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Charge for request for your own personal data:

The minimum cost is £10 rising to a maximum of £50 depending on the volume of information requested, plus reproduction and postage costs (both on the same basis as for FOI requests).

Section 10 – Classes of Information

CLASS 1: ABOUT NHS GREATER GLASGOW AND CLYDE

Class description:

Information about NHS Greater Glasgow and Clyde, who we are, where to find us, how to contact us, how we are managed and our external relations.

The information we publish under this class includes:	Description	How to access it/details of any charges
About Us	NHS Greater Glasgow and Clyde is the largest Health Board in the UK. We provide healthcare to over 1.2 million people and employ around 38,000 staff.	About Us
Organisation's Purpose, Mission Statement, Vision and Values	Our Purpose, vision and values / mission statement describes why we are here, where we are going and how do we deliver.	Purpose, Mission Statement, Vision and Values
Contact Details	Address and contact details for NHS Greater Glasgow and Clyde's headquarters and hospitals.	NHS Greater Glasgow and Clyde Headquarters Hospitals
Organisational Chart	Gives details of the organisational structure of NHS Greater Glasgow and Clyde.	NHSGGC Outline Organisation Chart
Our Board	Profiles of Board Members and Executive Directors.	Board Members and Executive Directors

	<p>Papers for Board meetings can be found here.</p> <p>Schedule of forthcoming Board meeting dates.</p> <p>Board Members Declarations of Interest and their Register of Gifts and Hospitality.</p> <p>Board Members expenses are published here.</p>	<p>Board Papers</p> <p>Board Meetings</p> <p>Register of Interests [<i>Also view each member's profile to see individual interests</i>]</p> <p>Expenses [<i>View each member's profile to see expenses claims</i>]</p>
Governance	<p>Details of NHS Greater Glasgow and Clyde's corporate governance, for example governance policy, risk register, codes of conduct, standing orders and other governance information.</p>	<p>Annual Review of Governance Arrangements - April 2013</p> <p>Corporate Risk Register</p> <p>Greater Glasgow NHS Board Standing Orders</p> <p>Code of Conduct for Board Members</p> <p>Code of Conduct for Staff</p> <p>Board Members Register of Interests [<i>Also view each member's profile to see individual interests</i>]</p>
News	<p>News about NHS Greater Glasgow and Clyde, for example news releases, newsletters.</p>	<p>Media Centre</p> <p>Health News</p> <p>Staff News</p>
Accountability and Audit Relationships	<p>Details of bodies we are audited and/or regulated by, and the nature of our relationship with them – for example, Healthcare Environment Inspectorate (HEI), Annual Review.</p>	<p>Audit Scotland http://www.audit-scotland.gov.uk</p> <p>Inspecting and Improving</p>

External relations and working with others		
Partnership Opportunities	Information on working in partnership with NHS Greater Glasgow and Clyde, for example public consultations and engagement, volunteering.	Inform, Engage and Consult
Partnership Agreements and Strategic Agreements with other organisations.	<p>Details of our Partnership Agreements and any other strategic agreements we have with other bodies for example Memoranda of Understanding. Information Sharing Protocols [Contract information can be found in Class 6.]</p> <p>Agreements with other Health Boards or other public authorities for the provision of services.</p>	<p>Information Sharing Protocol Partnership Agreement</p> <p>This information is currently not available within this guide but is publicly available. Please contact the Freedom of Information Manager for further information (see contact details in Section 2).</p>
Information on rights, how to make a request		
How to complain or make a comment	How to complain or make a comment, for example complaints policy, and contact details.	Making a Complaint Patient Feedback
How to make a freedom of information request	How to request information, contacts details for FOI section/unit. Rights of appeal under FOI/EIR if you are dissatisfied.	Making an FOI Request Review procedure

How to make a request for personal information	How to apply your rights under the Data Protection Act 1998 and request personal information held by NHS Greater Glasgow and Clyde about you.	Information about you
Model Publication Scheme 2014	NHS Greater Glasgow and Clyde has adopted the Scottish Information Commissioner's Model Publication Scheme 2014.	Publication Scheme
Guide to Information	NHS Greater Glasgow and Clyde's Guide to Information it makes available under the Model Publication Scheme 2014.	Guide to information available under the Publication Scheme

CLASS 2: HOW WE DELIVER OUR FUNCTIONS AND SERVICES

Class description:

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

The information we publish under this class includes:	Description	How to access it/details of any charges
Corporate Strategy	Provides a high level overview on where we are as an organisation, what we are aiming to achieve and the actions we need to take to get there. Local Delivery Plans.	Local Delivery Plans

	Corporate strategies, policies	Corporate Plan 2013-2016 Corporate Planning and Policy Frameworks Planning Frameworks Planning Guidance Clinical Governance Strategy and Framework Risk Management Strategy
Our Services	Service finder – an A to Z of the services we provide	Services A-Z
Our Hospitals Visiting times	Details about visiting hours and important information for visitors can be accessed here:	Visiting Times and Information
Corporate policies and procedures.	Corporate-wide policies. A selection of policies are listed here. Not all corporate policies are accessible within this guide but all are publicly available. Please contact the Freedom of Information Manager for further information (see contact details in Section 2).	Policy Frameworks Car Parking Corporate Use of Social Media Decommissioning Protocol Freedom of Information Policy Health and Safety Policy Incident Management Policy Interpreting Policy Lone Working Policy Management of Violence and Aggression Policy Moving and Handling Policy No Smoking Policy Prevention and Control of Infection Radiation Safety Policy Stalking Policy Stress Policy Waste Policy

<p>How to access our services</p>	<p>Information about how to locate health services. This includes:</p> <p>Directions and maps to main hospitals. Please click on the name of the hospital for more detailed information, including location map, telephone number, wards and visiting times.</p> <p>Description of the services provided by Community Health and Care Partnerships</p> <p>Directory of Health Centres and Clinic Premises</p> <p>Primary Care Services: Dental Services/General Dental Practitioners GPs/GP Surgeries Optometrists and Opticians Pharmacies</p> <p>Find My Nearest... A search facility to find primary care services nearest to your postcode.</p>	<p>Hospitals and other locations Getting to and from NHS Services Car Parking</p> <p>List of main hospitals</p> <p>http://www.chps.org.uk/content/Specialist Children's Services</p> <p>Health Centres and Clinics</p> <p>Dental Services</p> <p>GP Surgeries Optometrists and Opticians Pharmacies</p> <p>Find My Nearest</p>
<p>Jobs at NHS Greater Glasgow and Clyde</p>	<p>Our current vacancies can be found on the NHS Scotland Recruitment website*</p> <p>* This is an external website. NHS Greater Glasgow and Clyde is not responsible for the content of this site.</p>	<p>https://jobs.scot.nhs.uk/</p>

CLASS 3: HOW WE TAKE DECISIONS AND WHAT WE HAVE DECIDED

Class description:

Information about the decisions we take how we make decisions and how we involve others.

The information we publish under this class includes:	Description	How to access it/details of any charges
NHS Board meetings	Agendas and papers for past NHS Board meetings and approved minutes of Board meetings.	NHS Board Meetings
Board standing orders for the conduct of business		Standing Orders
Schemes of delegation		The Standing Orders for the Proceedings and Business of the NHS Board and the Decisions Reserved for the NHS Board (Appendix 1); and The list of authorised officers to sign Healthcare Agreements and related contracts (Appendix 8). Scheme of Delegation (Appendix 2 refers)
Public consultation and engagement strategies	Details of how we inform and engage with service users, families and key stakeholders. Details of current and previous public consultations.	Public Consultation and Engagement
Reports of Regulatory Inspections	Reports of regulatory inspections, audits and investigations.	Audit Scotland

CLASS 4: WHAT WE SPEND AND HOW WE SPEND IT

Class description:

Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).

The information we publish under this class includes:	Description	How to access it/details of any charges
Annual Accounts (Exchequer)	Statutory financial statements Directors report including Board member and senior employees' remuneration. Governance statement Independent auditors report	Annual Accounts (Exchequer) (The Governance statement is included within the Annual Accounts) Audit Scotland's Report on the 2012/13 Audit Audit Scotland's Report on the 2011/12 Audit
Annual Accounts (Endowment Funds)	Statutory financial statements Trustees report and Statement of Trustees Responsibilities Independent Auditors Report	Endowment Funds Annual Accounts 2012/13 Endowment Funds Annual Accounts 2011/12 Endowment Funds Annual Accounts 2010/11
Public Services Reform (Scotland) Act 2010	Public Relations Expenditure Overseas Travel Expenditure Hospitality and Entertainment Expenditure Supplier payments over £25,000 Employees with remuneration in excess of £150,000 Sustainable economic growth information	Annual Disclosures EcoSmart

	Efficiency, Effectiveness and Economy information	EcoSmart Policies Efficiency
Financial Plan	Revenue /Capital Financial Plan	This is part of the Local Delivery Plan
Financial Polices	Standing Financial Instructions Scheme of Delegation Expenses policy	Standing Financial Instructions and Scheme of Delegation [Appendix 2 refers] Expenses Policy Annual Review of Governance Arrangements - April 2013
Financial Monitoring Reports	Overview in-year financial reports	Financial Monitoring Reports are reported to the NHS Board and included in the Board Papers. See Board Papers
Funding opportunities	Funding opportunities	Staff Lottery/Appeals Society - Apply for funding Glasgow Club Funding for research Bursary Scheme for Staff

CLASS 5: HOW WE MANAGE OUR HUMAN, PHYSICAL AND INFORMATION RESOURCES

Class description:

Information about how we manage the human, physical and information resources of the authority.

The information we publish under this class includes:

Description

How to access it/details of any charges

Human Resources		
<p>Current policies</p>	<p>Human resources policies which are currently in use, for example recruitment, discipline and grievance, standard of business conduct, stress, whistleblowing, volunteering, working time and policies for our staff, single equality scheme.</p> <p>Not all HR policies are accessible within this guide but all are publicly available. Please contact the Freedom of Information Manager for further information (see contact details in Section 2)</p>	<p>HR Policies</p> <ul style="list-style-type: none"> • Attendance Management Policy • Dignity at Work Policy • Disciplinary Policy • Employee Capability Policy • Equal Pay Statement • Gender Based Violence Policy • Grievance Policy • Managing Workforce Change Policy • Mental Health and Wellbeing Policy • Personal Use of Social Media • Staff Uniform/Dress Policy • WorkLife Balance • Whistleblowing is included in the Code of Conduct for Staff
<p>Strategies</p>	<p>Information about our key priorities including the staff governance action plan</p>	<p>Facing The Future Together (video) A Fairer NHS - Staff Survey NHS Scotland Staff Governance Standard Chairman's Awards</p>
<p>Staffing</p>	<p>Information about our staffing establishment is published by the Information Services Division of NHS National Services Scotland (ISD).</p> <p>Please note that NHS Greater Glasgow and Clyde is not responsible for the content of external websites.</p>	<p>http://www.isdscotland.org Workforce Plan 2013/14 Workforce Planning is also included in the Local Delivery Plan</p>

Employee relations	Information about partnership arrangements and facilities agreements in place including area partnership forums, HR forums and staff development groups	Facilities Agreement Partnership Agreement
Equality and Diversity at NHS Greater Glasgow and Clyde	Annual report	Equal Access to Health Equality Scheme Equal Opportunities / Rights at Work
Volunteering	Working with us	Volunteering
Jobs at NHS Greater Glasgow and Clyde	<p>Our current vacancies can be found on the NHS Scotland Recruitment website*</p> <p>* This is an external website. NHS Greater Glasgow and Clyde is not responsible for the content of this site.</p>	https://jobs.scot.nhs.uk/ Work for us / Recruitment services Work Experience
Information Resources		
Records management	<p>Information on records management including codes of practice, records management plan, health records policy, administrative records policy, and the removal of data from vacated properties policy.</p> <p>A records management plan requires to be produced under the Public Records (Scotland) Act 2011 which should then be approved by the Keeper of the</p>	Records management Retention, Destruction and Archiving of Health Records Model Records Management Plan Decommissioning Protocol

	Records of Scotland. This plan will be published on our website when it becomes available.	
Information assurance and management	Information on using, protecting and the fair processing of another individual's personal information; information security, including the information assurance strategy, information governance standards, information asset registers, IG toolkit, fair processing notice, data protection principles, Caldicott guardian principles, and how to submit subject access requests.	Information Governance Policy Information Governance Strategy IT Security Policy Information Sharing Protocol Caldicott Confidentiality and Data Protection Policy Data Protection and Privacy Access to Records / Seeing your notes
Freedom of Information	Information about the freedom of information policy and how to submit a request	Freedom of Information Policy How to request information
Knowledge management	<p>Information on the knowledge interaction implementation group including a list of projects being carried out and contact details for further information.</p> <p>Information on knowledge information strategy in the NHS is published by NHS Education for Scotland (NES). Please note that NHS Greater Glasgow and Clyde is not responsible for the content of this site.</p>	NHS Education for Scotland http://www.nes.scot.nhs.uk

<p>Statistics</p>	<p>Health information is published by the Information Services Division of NHS National Services Scotland (ISD). You can find statistical information here on cancer, child health, deaths, dental care, drugs and alcohol misuse, emergency care, equality and diversity, eye care, finance, general practice, health and social care, health conditions, heart diseases, hospital care, maternity and births, mental health, prescribing and medicines, public health, quality indicators, healthcare audits, sexual health, stroke and waiting times. Please note that NHS Greater Glasgow and Clyde is not responsible for the content of external sites.</p>	<p>Information Services Division http://www.isdscotland.org</p>
<p>Lists and registers</p>	<p>Information we are currently required to hold in publicly available registers:</p> <p>Independent contractors:</p>	<p><u>Pharmaceutical List</u></p>
<p>Physical Resources</p>		
<p>Property or rental</p>	<p>Property management information, including:</p> <ul style="list-style-type: none"> • Property and Asset Management Strategy which details the property owned and occupied by NHS Greater Glasgow and Clyde • Fire policy and procedures and annual fire safety report which 	<p><u>Property and Asset Management Strategy 2011-2016</u></p> <p><u>Fire Safety Policy</u> <u>Willful Fire Raising Policy</u></p>

	<p>details compliance and management of fire safety;</p> <ul style="list-style-type: none"> • Sustainability policy and annual report setting out objectives and actions on sustainability <p>PFI contracts</p> <p>Initial agreements, outline business cases and full business cases which are published in line with Scottish Capital Investment Manual guidance.</p> <p>Capital Projects</p>	<p>EcoSmart (including EcoSmart policies)</p> <p>PFI Contracts</p> <p>Outline and Full Business Cases</p> <p>Proposed Capital Plan New Hospitals and Health Centres New South Glasgow Hospitals development</p>
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CLASS 6: HOW WE PROCURE GOODS AND SERVICES FROM EXTERNAL PROVIDERS

<p>Class description: Information about how we procure goods and services, and our contracts with external providers</p>		
<p>The information we publish under this class includes:</p>	<p>Description</p>	<p>How to access it/details of any charges</p>
<p>Procurement policies</p>	<p>Procurement Homepage</p>	<p>Procurement</p>
<p>Invitations to Tender</p>	<p>Invitations to tender can be found on the Public Contracts Scotland portal*</p>	<p>Public Contracts Scotland* Tender support information</p>

	*NHS Greater Glasgow and Clyde is not responsible for the content of external websites.	
Contracts	<p>A list of contracts which have gone through formal tendering can be found at Public Contracts Scotland Advertising Portal*</p> <p>* NHS Greater Glasgow and Clyde is not responsible for the content of external websites.</p>	Public Contracts Scotland*

CLASS 7: HOW WE ARE PERFORMING

Class description:

Information about how we perform as an organisation, and how well we deliver our functions and services.

The information we publish under this class includes:	Description	How to access it/details of any charges
Key Performance Indicators	<p>Information on NHS Greater Glasgow and Clyde's key performance indicators and performance against them. This includes information such as:</p> <ul style="list-style-type: none"> • Local Delivery Plans • HEAT Targets • Access to Treatment / waiting times • Delayed Discharges 	<p>Meeting Our Targets Performance Monitoring Local Delivery Plans HEAT Target Performance Summary 2012/13 HEAT Target Performance Summary 2011/12 HEAT Target Performance Summary 2010/11 Access to treatment / waiting times Delayed discharges</p>

	<ul style="list-style-type: none"> • Infection Control reports and information • Healthcare Associated Infection (HAI) reports 	Infection Control Publications and Reports (including HAI reports)
Audits & Inspections	Information about audits and inspections carried out by external bodies - for example, Healthcare Environment Inspectorate (HEI).	Audit Scotland Annual Report 2012/13 Audit Scotland Annual Report 2011/12 Inspecting and Improving
Annual Performance Report	Includes information on the Annual Accountability Review and Annual Accounts.	Annual Reports and Reviews Director of Public Health Reports
Patient feedback	Information on how to provide feedback on our services.	Patient Feedback
Complaints	Complaints statistics	Complaints Statistics (ISD) Quarterly Complaints Reports (Board Papers)
Scottish Public Service Ombudsman (SPSO)	Findings and our responses	SPSO

CLASS 8: COMMERCIAL PUBLICATIONS

Class description:

Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet, for example bookshop, museum or research journal

The information we publish under this class includes:	Description	How to access it/details of any charges
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We do not publish any information in this class