

NHS HIGHLAND

GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION SCHEME 2014

Contents

- SECTION 1:** Introduction to NHS Highland's Guide to Information
- SECTION 2:** About NHS Highland
- SECTION 3:** Accessing information under the Guide
- SECTION 4:** Information that we may withhold
- SECTION 5:** Our Charging Policy
- SECTION 6:** Our Copyright Policy
- SECTION 7:** Records Management Policy
- SECTION 8:** Contact details for enquiries, feedback and complaints
- SECTION 9:** How to access information which is not available in the Guide to Information
- SECTION 10:** Classes of Information

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 Highland 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 [Link to NHS Highland Publication Scheme 2014](#). 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 Highland 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 Highland

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 Highland

Our Mission

To provide quality of care to every person every day

Our mission is our overarching statement of intent describing in a sentence what we are trying to achieve. It is constant and what we are always striving to do.

Our Vision

To deliver better health, better care and better value

Our vision starts to set out how we are going to work towards getting closer to our mission. It looks into the future and captures our aims around what we are trying to deliver and why.

We can describe each element of our vision in a bit more detail as follows:



- delivering **better health** for our communities through population-wide and individually focussed initiatives. These aim to maximise health and wellbeing and prevent illness. It's all about trying to keep people well.
- delivering **better care** through quick access to modern services. Care should be delivered in the most appropriate setting and in clean and infection-free facilities by well-trained, motivated and professional staff. It's also about making sure that everyone has a positive experience of care, which reinforces the importance of being person-centred;
- delivering **better value** for the use of the public money we spend. This is to ensure that money is spent only on what is needed and has evident therapeutic benefits.

Our values:

To listen

To treat people with respect

To treat people with dignity

Our values set out how we relate to and treat each other. This is relevant to everyone in Highland. Our values shape our behaviours and actions. It is not only what we do that is important; the way we do things matters enormously. This is pivotal to the Highland Quality Approach.

NHS Highland 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 Highlands and Argyll and Bute.

Health Boards also work with independent contractors - 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). Health 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 Highland**, visit [NHS Highland Website](#)

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 Officer

NHS Highland

Assynt House

Beechwood Park

Inverness, IV2 3BW

Tel : 01463 717123

or email us at High-UHB.FOIRRequestsHighland@nhs.net

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 Officer
NHS Highland
Assynt House
Beechwood Park
Inverness, IV2 3BW

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.

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

Providing access to information does not mean that copyright has been waived, nor does it give the recipient the right to re-use information for commercial purposes. If you intend to re-use information obtained from the Scheme, and you are unsure whether you have the right to do so, please make a request to the Freedom of Information Officer, e-mail - High-UHB.FOIRRequestsHighland@nhs.net 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.ogps.gov.uk or contact the Freedom of Information Officer, e-mail - High-UHB.FOIRRequestsHighland@nhs.net.

The Publication Scheme may contain information where the copyright holder is not NHS Highland. 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 Highland regards its records as a major asset of the Company. 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 Highland 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.

You may, for example wish to tell us about:

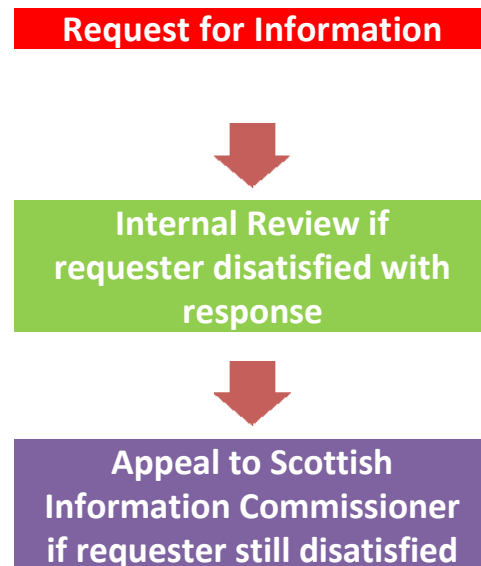
- other information that you would like to see included in the guide;
- whether you found the guide easy to use;
- whether you found the guide to information useful;
- whether our staff were helpful;
- other ways in which our guide to information can be improved.

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 3 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 responses 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.



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:

¹Verbal requests for environmental information carry similar rights

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, Data Protection and the EIRs should be directed to:

Freedom of Information Officer

NHS Highland

Assynt House

Beechwood Park

Inverness, IV2 3BW

Tel : 01463 717123

or email us at High-UHB.FOIRRequestsHighland@nhs.net

Website : <http://www.nhshighland.scot.nhs.uk/Pages/Welcome.aspx>

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:

Freedom of Information Officer

NHS Highland

Assynt House

Beechwood Park

Inverness, IV2 3BW

Tel : 01463 717123

or email us at High-UHB.FOIRequestsHighland@nhs.net

Website : <http://www.nhshighland.scot.nhs.uk/Pages/Welcome.aspx>

Charges for information which is not available under the scheme:

The charges for information which is available under NHS Highland's Guide to Information are set out under "Section 5 – Our Charging Policy".

If you submit a request to us for information which 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 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 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, 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 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 e.g. 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 Highland of providing the

- 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).

[Health Rights Information Scotland](#) (HRIS) has produced a number of publications that give details of your rights in relation to NHS healthcare.

CLASS 1: ABOUT INSERT ORGANISATION'S NAME

Class description:

Information about NHS Highland, 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		
Organisation's Purpose, Mission Statement Vision & Values	Our Purpose, vision & values / mission statement describes why we are here? Where we are going & how do we deliver.	http://www.nhshighland.scot.nhs.uk/AboutUs/HQA/Pages/Vision.aspx
Contact Details	Address and contact details for NHS Highland headquarters and hospitals are available at	NHS Highland Headquarters- http://www.nhshighland.scot.nhs.uk/Meetings/Pages/NHSHighlandBoard.aspx Details of Hospitals and other services - http://www.nhshighland.scot.nhs.uk/Services/Pages/ServiceDefault.aspx
Organisational Chart	Details the organisational structure of NHS Highland areas.	http://www.nhshighland.scot.nhs.uk/OurAreas/Pages/Welcome.aspx
Our Board	Details of Board Members and Executive Directors, and their contact details.	http://www.nhshighland.scot.nhs.uk/Meetings/Pages/NHSHighlandBoard.aspx

	<p>The Board papers 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>http://www.nhshighland.scot.nhs.uk/Meetings/BoardsMeetings/Pages/Welcome.aspx</p> <p>http://www.nhshighland.scot.nhs.uk/Meetings/Pages/Welcome.aspx</p> <p>http://www.nhshighland.scot.nhs.uk/Meetings/pages/codeconduct.aspx</p> <p>http://www.nhshighland.scot.nhs.uk/Meetings/Pages/NHSHighlandBoard.aspx</p>
Directors	List of NHS Highland Directors including their roles and responsibilities.	<p>http://www.nhshighland.scot.nhs.uk/Meetings/Pages/NHSHighlandBoard.aspx</p>
Governance	<p>Details of NHS Highland's corporate governance e.g. governance policy, risk register, codes of conduct, standing orders and other governance information. Our policies, including standing orders, code of conduct can be found at</p> <p>Our register of interests can be accessed at</p>	<p>Details of NHS Highland's Governance Committees can be found at:</p> <p>http://www.nhshighland.scot.nhs.uk/Meetings/Pages/NHSHighlandBoard.aspx</p> <p>http://www.nhshighland.scot.nhs.uk/Meetings/pages/codeconduct.aspx</p>

News	News about NHS Highland e.g. news releases, newsletters.	http://www.nhshighland.scot.nhs.uk/News/Pages/news.aspx
Accountability and Audit Relationships	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>Healthcare Improvement Scotland – undertake HAI and HEI inspections http://www.healthcareimprovementscotland.org/welcome_to_healthcare_improvem.aspx</p> <p>Care Commission – carry out inspections of our Care Facilities http://www.scswis.com</p> <p>Audit Scotland – audit NHS Highland’s annual accounts http://www.audit-scotland.gov.uk</p> <p>Annual Review – Scottish Government led review of NHS Highland’s Performance http://www.nhshighland.scot.nhs.uk/News/Events/Pages/annualreview2013.aspx</p>
External relations and working with others		
Partnership Opportunities	Information on working in partnership with NHS Highland. E.g. Public consultant and engagement, volunteering.	http://www.nhshighland.scot.nhs.uk/News/PublicConsultation/Pages/Welcome.aspx
Partnership Agreements and Strategic Agreements with other organisations.	Details of our Partnership Agreements and any other strategic agreements we have with other bodies e.g. Memoranda of Understanding. Information Sharing Protocols [Contract information can be	Partnership Agreement with Highland Council - April 2012

	found in Class 6.] Agreements with other Health Boards or other public authorities for the provision of services	
Information on rights, how to make a		
How to complain or make a comment	How to complain or make a comment e.g. complaints policy, and contact details.	http://www.nhshighland.scot.nhs.uk/Feedback/Pages/welcome.aspx
How to make a freedom of information request	How to request information, contacts details for FOI section/unit.	http://www.nhshighland.scot.nhs.uk/Pages/FreedomofInformation.aspx
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 Highland about you.	Currently under development – link will be added once web page is up and running. In the meantime any requests can be routed through: High-UHB.FOIRequestsHighland@nhs.net
Model Publication Scheme 2014	NHS Highland has adopted the Scottish Information Commissioner’s Model Publication Scheme 2014.	http://www.nhshighland.scot.nhs.uk/Pages/FreedomofInformation.aspx
Guide to Information	NHS Highland’s Guide to Information it makes available under the Model	http://www.nhshighland.scot.nhs.uk/Pages/FreedomofInformation.aspx

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	<p>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.</p> <p>Local Delivery Plans.</p> <p>Corporate strategies, policies</p>	<p>NHS Highland – Highland Quality Approach http://www.nhshighland.scot.nhs.uk/AboutUs/HQA/Pages/Welcome.aspx</p> <p>http://www.nhshighland.scot.nhs.uk/Publications/Pages/LocalDeliveryPlan2010-2011.aspx</p> <p>http://www.nhshighland.scot.nhs.uk/Publications/Pages/publicationsmain.aspx</p>
Our Services	Service finder – an A to Z of the services we provide	http://www.nhshighland.scot.nhs.uk/Services/Pages/ServiceDefault.aspx
Our Hospitals Visiting times	Visiting hours can be access via the homepage and clicking on the relevant hospital	<p>Hospital Visiting Times http://www.nhshighland.scot.nhs.uk/Services/Pages/Hospitals.aspx</p>

	Alternatively you can phone – 01463 704000	
Corporate policies and procedures.	Corporate-wide policies can found. For example, Whistleblowing policy, CCTV policy.	http://www.nhshighland.scot.nhs.uk/Publications/Pages/publicationsmain.aspx
How to access our services	Information about how to locate health services. This includes:	http://www.nhshighland.scot.nhs.uk/Services/Pages/ServiceDefault.aspx
	Directions and maps to main hospitals Please click on the name of the hospital or clinic in the Hospital box on our Home page	http://www.nhshighland.scot.nhs.uk/Services/Pages/Hospitals.aspx
	Alternatively you can phone – 01463 704000	
	Description of the services provided by Community Health and Care Partnerships	http://www.nhshighland.scot.nhs.uk/OurAreas/Pages/Welcome.aspx
	Directory of Health Centres and Clinic Premises. Please look under the Hospital box on our Home page Alternatively you can phone – 01463 704000	http://www.nhshighland.scot.nhs.uk/Services/Pages/ServiceDefault.aspx

	<p>Services which accept referral from members of the public directly include this information in the alphabetical service directory from our home page,</p> <p>Alternatively you can phone – 01463 704000</p>	
<p>Jobs at NHS Highland</p>	<p>Our current vacancies can be found on the NHS Scotland Recruitment website*</p> <p>* This is an external website NHS Highland is not responsible for the content of this site.</p>	<p>https://jobs.scot.nhs.uk/</p> <p>Other details regarding NHS Highland recruitment can be found here http://www.nhshighland.scot.nhs.uk/Careers/Pages/Home.aspx</p>
<p>CLASS 3: HOW WE TAKE DECISIONS AND WHAT WE HAVE DECIDED</p>		

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.	http://www.nhshighland.scot.nhs.uk/Meetings/BoardsMeetings/Pages/Welcome.aspx
Board standing orders for the conduct of business		http://www.nhshighland.scot.nhs.uk/Meetings/pages/codeconduct.aspx
Schemes of delegation		http://www.nhshighland.scot.nhs.uk/Meetings/pages/codeconduct.aspx
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.	http://www.nhshighland.scot.nhs.uk/News/PublicConsultation/Pages/Welcome.aspx
Reports of Regulatory Inspections	Reports of regulatory inspections, audits and investigations carried out by Health Care Improvement Scotland and the Care Inspectorate	Healthcare Improvement Scotland – undertake HAI and HEI inspections http://www.healthcareimprovementscotland.org/welcome_to_healthcare_improvem.a_spx
		Care Commission – carry out inspections of our Care Facilities http://www.scswis.com

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	http://www.nhshighland.scot.nhs.uk/Publications/Pages/Publications.aspx http://www.nhshighland.scot.nhs.uk/Publications/Pages/Publications.aspx http://www.nhshighland.scot.nhs.uk/Publications/Pages/Publications.aspx
Annual Accounts (Endowment Funds)	Statutory financial statements Trustees report and Statement of Trustees Responsibilities Independent Auditors Report	http://www.nhshighland.scot.nhs.uk/Publications/Pages/Publications.aspx
Public Services Reform (Scotland) Act 2010	Public Relations Expenditure Overseas Travel Expenditure Hospitality and Entertainment	http://www.nhshighland.scot.nhs.uk/Meetings/Pages/PublicServicesReform.aspx

	<p>Expenditure</p> <p>Supplier payments over £25,000</p> <p>Employees with remuneration in excess of £150,000?</p> <p>Sustainable economic growth information</p> <p>Efficiency, Effectiveness and Economy information</p>	
Financial Plan	Revenue /Capital Financial Plan	<p>Agreed at the NHS Highland Board Meetings in April every year</p> <p>http://www.nhshighland.scot.nhs.uk/Meetings/BoardsMeetings/Pages/welcome.aspx</p>
Financial Polices	<p>Standing Financial Instructions</p> <p>Scheme of Delegation</p> <p>Expenses policy</p>	<p>http://www.nhshighland.scot.nhs.uk/Meetings/pages/codeconduct.aspx</p>
Financial Monitoring Reports	<p>Overview in-year financial reports</p> <p>Board Member Expenses</p>	<p>Reported to the Board every 2 months.</p> <p>http://www.nhshighland.scot.nhs.uk/Meetings/BoardsMeetings/Pages/Welcome.aspx</p> <p>http://www.nhshighland.scot.nhs.uk/Meetings/Pages/NHSHighlandBoard.aspx</p>

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		
Current policies	Human resources policies which are currently in use including recruitment, discipline and grievance, standard of business conduct, stress, whistleblowing, volunteering, working time and policies for our staff, single equality scheme	NHS Highland Partnership Forum ratify all HR policies – these can be found here: http://www.nhshighland.scot.nhs.uk/Meetings/AreaPartnershipForum/Pages/Welcome.aspx
Strategies	Information about our key priorities including the staff governance action plan	http://www.nhshighland.scot.nhs.uk/Meetings/BoardsMeetings/Pages/Welcome.aspx
Staffing	Information about our staffing establishment is published by the Information Services Division of NHS National Services Scotland (ISD). Please note that NHS Highland is not responsible	http://www.isdscotland.org/Health-Topics/Workforce/Overall-Staff-and-Turnover

	for the content of this website.	
Employee relations	Information about partnership arrangements and facilities agreements in place including area partnership forums, HR forums and staff development groups	Staff Governance Committee: http://www.nhshighland.scot.nhs.uk/Meetings/StaffGovernance/Pages/Welcome.aspx NHS Highland Partnership Forum: http://www.nhshighland.scot.nhs.uk/Meetings/AreaPartnershipForum/Pages/Welcome.aspx
Equality and Diversity at NHS Highland	Annual report	http://www.nhshighland.scot.nhs.uk/publications/pages/equalityoutcomesreport20132015.aspx
Registers	Staff interests Gifts and hospitality	http://www.nhshighland.scot.nhs.uk/Meetings/pages/codeconduct.aspx
Volunteering	Working with us	http://www.nhshighland.scot.nhs.uk/careers/pages/volunteer.aspx
Jobs at NHS Highland	Our current vacancies can be found on the NHS Scotland Recruitment website* * This is an external website NHS Highland is not responsible for the content of this site.	https://jobs.scot.nhs.uk/
Information Resources		
Records management	Information on records management including codes of practice, records	NHS Highland is in the process of developing its Records Management Plan which will bring together a number of associated documents – A link will be provided once complete.

	management plan, health records policy, administrative records policy, and the removal of data from vacated properties policy.	
Information assurance and management	Information on using, protecting and the fair processing of another person's personal information and also 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.	NHS Highland is in the process of developing its Records Management Plan which will bring together a number of associated documents – A link will be provided once complete
Freedom of Information	Information about the freedom of information policy and how to submit a request	http://www.nhshighland.scot.nhs.uk/Pages/FreedomofInformation.aspx
Knowledge management	Information on the knowledge interaction implementation group	http://www.nes.scot.nhs.uk

	<p>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 Highland is not responsible for the content of this site.</p>	
<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</p>	<p>http://www.isdscotland.org</p>

	and medicines, public health, quality indicators, healthcare audits, sexual health, stroke and waiting times. Please note that NHS Highland is not responsible for the content of this site.	
Physical Resources		
Property or rental	<p>Property management information is published including -</p> <ul style="list-style-type: none"> - Property and Asset Management Strategy which details the property owned and occupied by NHS Highland. - Fire policy and procedures and annual fire safety report which detail compliance and management of fire safety - Sustainability policy and annual report setting out objectives and 	<p>Property & Asset Management Strategy is presented annually to NHS Highland http://www.nhshighland.scot.nhs.uk/Meetings/BoardsMeetings/Pages/welcome.aspx</p> <hr/> <p>Policies and reports relating to Fire Safety will be presented to the Health & Safety Committee (site under construction) http://www.nhshighland.scot.nhs.uk/Meetings/HealthSafety/Pages/Welcome.aspx</p> <hr/> <p>No current information on this subject area.</p>

	<p>actions on sustainability</p> <p>PFI contracts</p> <p>Initial agreements, outline business cases and full business cases are published in line with Scottish Capital Investment Manual guidance.</p>	<p>Business Cases are initially discussed and agreed at the Asset Management Group meeting – papers accessed through link below: http://www.nhshighland.scot.nhs.uk/Meetings/AssetManagement/Pages/welcome.aspx</p> <p>Final Approval for Business Cases are made by the NHS Highland Board – papers here: http://www.nhshighland.scot.nhs.uk/Meetings/BoardsMeetings/Pages/Welcome.aspx</p>
--	---	---

CLASS 6: HOW WE PROCURE GOODS AND SERVICES FROM EXTERNAL PROVIDERS

Class description:
Information about how we procure goods and services, and our contracts with external providers

The information we publish under this class includes:	Description	How to access it/details of any charges
Procurement Policies	Standing Financial Instructions	Standing Financial Instructions are reviewed and considered by the Audit Committee. http://www.nhshighland.scot.nhs.uk/Meetings/Audit/Pages/Welcome.aspx
	Procurement Strategy and Procurement Annual Report	Click HERE or below http://www.nhshighland.scot.nhs.uk/AboutUs/Procurement/Pages/ProcurementPublications.aspx
	NHS Highland Conditions of Contract – Goods and Services	Click HERE or below http://www.nhshighland.scot.nhs.uk/AboutUs/Procurement/Pages/SupplyingNHSHighland.aspx
Procurement Contact	Contact details for enquiries	Procurement Dept, Zone 12, Raigmore Hospital, Inverness, IV2 3UJ Tel: 01463 705713 Email: high-UHB.contracting@nhs.net
Invitations to Tender	<p>Invitations to tender can be found on the Public Contracts Scotland Advertising Portal*</p> <p>* This is an external website NHS Highland is not responsible for the content of this site.</p>	https://www.publiccontractsscotland.gov.uk/search/search_mainpage.aspx

Contracts	A register of contracts which have gone through formal tendering can be found at Public Contracts Scotland Advertising Portal* * This is an external website NHS Highland is not responsible for the content of this site.	https://www.publiccontractsscotland.gov.uk/Contracts/Contracts_Search.aspx?AuthID=AA00302
------------------	---	---

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	Information on NHS Highland key performance indicators and performance against them. This includes information such as: <ul style="list-style-type: none"> • Local Delivery Plans • HEAT Targets • Access to Treatment / waiting times • Delayed Discharges • Infection Control reports and information • Healthcare Associated Infection (HAI) reports 	This information is presented to the Board every two months through the Improvement Committee Assurance Report http://www.nhshighland.scot.nhs.uk/Meetings/BoardsMeetings/Pages/Welcome.aspx
Audits & Inspections	Information about audits and inspections carried out by external bodies - for example, Healthcare Environment Inspectorate	Healthcare Improvement Scotland – undertake HAI and HEI inspections http://www.healthcareimprovementscotland.org/welcome_to_healthcare_improvem.aspx Care Commission – carry out inspections of our Care Facilities http://www.scswis.com

	(HEI).	Audit Scotland – audit NHS Highland’s annual accounts http://www.audit-scotland.gov.uk
Annual Performance Report	Includes information on the Annual Accountability Review and Annual Accounts.	Annual Review – Scottish Government led review of NHS Highland’s Performance http://www.nhshighland.scot.nhs.uk/News/Events/Pages/annualreview2013.aspx
Patient feedback	Information on how to provide feedback on our services.	http://www.nhshighland.scot.nhs.uk/Feedback/Pages/welcome.aspx
Complaints	Complaints statistics	Complaints information is presented to the NHS Highland Board through the Minutes/papers of the Improvement Committee and the Clinical Governance Assurance Reports. http://www.nhshighland.scot.nhs.uk/Meetings/BoardsMeetings/Pages/Welcome.aspx
Scottish Public Service Ombudsman (SPSO)	Findings and our responses	http://www.spsso.org.uk/our-findings

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
e.g. bookshop, museum or research journal**

**The information we
publish under this
class includes:**

Description

How to access it/details of any charges

We do not publish any information in this class