

# NHS NATIONAL WAITING TIMES CENTRE GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION SCHEME 2014

## Contents

- SECTION 1:** Introduction to NHS National Waiting Time Centre Board Guide to Information
- SECTION 2:** About NHS National Waiting Times Centre
- 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 National Waiting Times Centre 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 [insert web link to the Model Publication Scheme 2014 on your website](#). It is also available on the Scottish Information Commissioner's website at [www.itspublicknowledge.info/MPS](http://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 National Waiting Times Centre 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 National Waiting Times Centre**

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 National Waiting Times Centre**

**Our purpose:** As a national resource for NHSScotland, the Golden Jubilee National Hospital is a major centre for regional and national heart and lung services, orthopaedics and other key specialties. We carry out a range of planned procedures to assist our NHS Board colleagues in reducing patient waiting times and are also home to a range of regional and national services.

### **Our values:**

#### **Our five shared values are:**

We will treat everyone with **dignity and respect**.

We will take **responsibility** to do our jobs well.

We will demonstrate our commitment to **quality**.

We will work **effectively** with others in **teams**.

We will display a **“can do” attitude** at every opportunity

NHS National Waiting Times Centre 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 Scotland (Anyone, living anywhere in Scotland, can be referred by their local NHS Board for an operation or diagnostic test in our current range of specialties)

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 National Waiting Times Centre, visit <http://www.nhsgoldenjubilee.co.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:

Sharon Stott

Information Governance Manager

NHS National Waiting Times Centre

Agamemnon Street

Clydebank

G81 4DY

Direct Line: 0141 951 5765

Email: [Sharon.Stott@gjnh.scot.nhs.uk](mailto:Sharon.Stott@gjnh.scot.nhs.uk)

Website: [www.NHSGoldenJubilee.co.uk](http://www.NHSGoldenJubilee.co.uk)

**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:

Sharon Stott

Information Governance Manager

NHS National Waiting Times Centre

Agamemnon Street

Clydebank

G81 4DY

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:

<b>Size of paper/alternative format</b>	<b>Black and White Pence per sheet</b>	<b>Colour Pence per sheet</b>
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"

This charging schedule does not apply to our commercial publications (see Class 8 below). These items are offered for sale through retail outlets such as book shops, academic journal websites or museum shops and their price reflects a 'market value' which may include the cost of production.

## **Section 6: Copyright**

NHS National Waiting Times Centre 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 Sharon Stott, Information Governance Manager, National Waiting Times Centre, Agamemnon Street, Clydebank, G81 4DY 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](http://www.oqps.gov.uk) or contact Sharon Stott, Information Governance Manager, National Waiting Times Centre, Agamemnon Street, Clydebank, G81 4DY.

The Publication Scheme may contain information where the copyright holder is not NHS National Waiting Times Centre. 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 National Waiting Times Centre, 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 National Waiting Times Centre, 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:

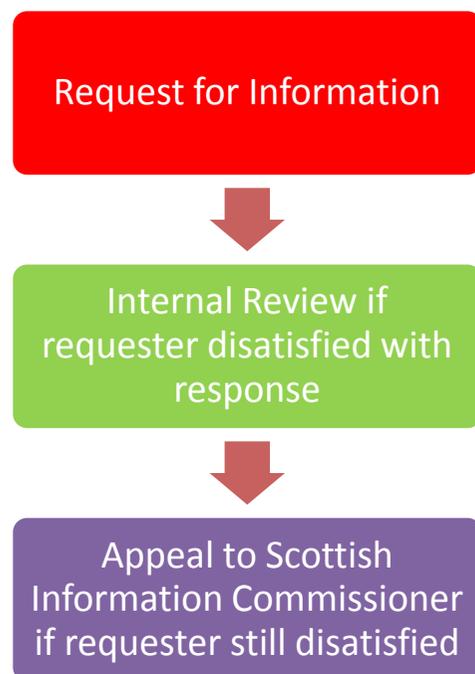
- other information that you would like to see included in the guide;
- whether you found the guide easy to use;
- whether you found the guide to information useful;
- whether our staff were helpful;
- other ways in which our guide to information can be improved.

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 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 writing<sup>1</sup> 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:

**Scottish Information Commissioner**  
Kinburn Castle

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<sup>1</sup> Verbal requests for environmental information carry similar rights

Doubledykes Road  
St Andrews  
Fife  
KY16 9DS  
Tel: 01334 464610  
Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)  
Website: [www.itspublicknowledge.info/YourRights](http://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:

Communications Department  
NHS National Waiting Times Centre  
Beardmore Street  
Clydebank  
Glasgow  
G81 4HX  
Email: [enquiries@gjnh.scot.nhs.uk](mailto:enquiries@gjnh.scot.nhs.uk)  
Telephone: 0141 951 5000  
Website: <http://www.nhsgoldenjubilee.co.uk/>

## **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:

Communications Department  
National Waiting Times Centre Board  
Beardmore Street  
Clydebank  
Glasgow  
Postcode: G81 4HX  
Email: [enquiries@gjnh.scot.nhs.uk](mailto:enquiries@gjnh.scot.nhs.uk)  
Telephone: 0141 951 5000  
Website: <http://www.nhsgoldenjubilee.co.uk/>

#### **Charges for information which is not available under the scheme:**

The charges for information which is available under NHS National Waiting Times Centre 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 National Waiting Times Centre 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).

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

**\* Blue text indicates suggested additional entries for multi-function special health boards and national support organisations**

CLASS 1: ABOUT National Waiting Times Centre Board

**Class description:**

**Information about NHS National Waiting Times Centre, who we are, where to find us, how to contact us, how we are managed and our external relations.**

<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
<b>About Us</b>		<a href="http://www.nhsgoldenjubilee.co.uk/about/">http://www.nhsgoldenjubilee.co.uk/about/</a>
<p>It should be noted that the NHS National Waiting Times Centre manages the Golden Jubilee National Hospital, which is part of the Golden Jubilee Foundation Family, which also includes the Golden Jubilee Innovation Centre, Golden Jubilee Conference Hotel and the Golden Jubilee Research Institute.</p>		
<b>Organisation's Purpose, Mission Statement Vision &amp; Values</b>	<b>Our Purpose, vision &amp; values / mission statement describes why we are here? Where we are going &amp; how do we deliver.</b>	<a href="http://www.nhsgoldenjubilee.co.uk/about/">http://www.nhsgoldenjubilee.co.uk/about/</a>
<b>Contact Details</b>	<b>Address and contact details for NHS National Waiting Times Centre</b>	<a href="http://www.nhsgoldenjubilee.co.uk/contact-us/">http://www.nhsgoldenjubilee.co.uk/contact-us/</a>
<b>Organisational Chart</b>	<b>Details the organisational structure of NHS National Waiting Times Centre</b>	<a href="http://www.nhsgoldenjubilee.co.uk/about/organisational-char/">http://www.nhsgoldenjubilee.co.uk/about/organisational-char/</a>

Our Board	<p>Details of Board Members and Executive Directors, and their contact details.</p> <p>The Board minutes and agendas.</p> <p>Schedule of forthcoming Board meeting dates.</p> <p>Board Members Declarations of Interest and their Register of Gifts and Hospitality.</p>	<p><a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/">http://www.nhsgoldenjubilee.co.uk/about/our-board/</a></p> <p><a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/meeting-minutes/">http://www.nhsgoldenjubilee.co.uk/about/our-board/meeting-minutes/</a></p> <p><a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/meeting-dates/">http://www.nhsgoldenjubilee.co.uk/about/our-board/meeting-dates/</a></p> <p><a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/conduct/">http://www.nhsgoldenjubilee.co.uk/about/our-board/conduct/</a></p>
Directors	List of NHS National Waiting Times Centre Directors including their roles and responsibilities.	<p><a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/executive-members/">http://www.nhsgoldenjubilee.co.uk/about/our-board/executive-members/</a></p>
Governance	<p>Details of NHS National Waiting Times Centre Corporate governance e.g. governance policy, risk register, codes of conduct, standing orders and other governance information.</p> <p>Our policies</p> <p>Our standing orders</p>	<p><a href="http://www.nhsgoldenjubilee.co.uk/publications/policies/public-policies/">http://www.nhsgoldenjubilee.co.uk/publications/policies/public-policies/</a></p> <p><a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/standing-orders/">http://www.nhsgoldenjubilee.co.uk/about/our-board/standing-orders/</a></p>

	Our code of conduct Our register of interests	<a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/conduct/">http://www.nhsgoldenjubilee.co.uk/about/our-board/conduct/</a> <a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/conduct/">http://www.nhsgoldenjubilee.co.uk/about/our-board/conduct/</a>
News	News about National Waiting Times Centre Board e.g. news releases, newsletters.	<a href="http://www.nhsgoldenjubilee.co.uk/news/">http://www.nhsgoldenjubilee.co.uk/news/</a>
Accountability and Audit Relationships	Details of bodies we are audited and/or regulated by, and the nature of our relationship with them – for example, <b>Healthcare Environment Inspectorate (HEI), Annual Review.</b>	Healthcare Improvement Scotland oversee, and publish reports of, all our inspections on their website: <a href="http://www.healthcareimprovementscotland.org/welcome_to_healthcare_improvem.aspx">http://www.healthcareimprovementscotland.org/welcome_to_healthcare_improvem.aspx</a>
<b>External relations and working with others</b>		
Partnership Opportunities	Information on working in partnership with National Waiting Times Centre Board E.g. Public consultant and engagement, volunteering.	<a href="http://www.nhsgoldenjubilee.co.uk/recruitment/voluntary-work/">http://www.nhsgoldenjubilee.co.uk/recruitment/voluntary-work/</a> <a href="http://www.nhsgoldenjubilee.co.uk/files/8313/3761/1910/Volunteers_Policy.pdf">http://www.nhsgoldenjubilee.co.uk/files/8313/3761/1910/Volunteers_Policy.pdf</a>
Partnership	Details of our Partnership	

<p>Agreements and Strategic Agreements with other organisations.</p>	<p>Agreements and any other strategic agreements we have with other bodies e.g. 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><a href="http://www.nhsgoldenjubilee.co.uk/files/7713/8755/2402/NWTCB_Management_Statement.pdf">http://www.nhsgoldenjubilee.co.uk/files/7713/8755/2402/NWTCB_Management_Statement.pdf</a>  <a href="http://www.nhsgoldenjubilee.co.uk/files/9513/7778/6315/AccessPolicy.pdf">http://www.nhsgoldenjubilee.co.uk/files/9513/7778/6315/AccessPolicy.pdf</a>  <a href="http://www.nhsgoldenjubilee.co.uk/files/1213/7846/0551/Our_access_policy.pdf">http://www.nhsgoldenjubilee.co.uk/files/1213/7846/0551/Our_access_policy.pdf</a>  <a href="http://www.nhsgoldenjubilee.co.uk/our-services/">http://www.nhsgoldenjubilee.co.uk/our-services/</a></p>
<p><b>Information on rights, how to make a request</b></p>		
<p>How to complain or make a comment</p>	<p>How to complain or make a comment e.g. complaints policy, and contact details.</p>	<p><a href="http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/have-your-say/">http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/have-your-say/</a>  <a href="http://www.nhsgoldenjubilee.co.uk/files/6213/3761/1895/complaint_policy.pdf">http://www.nhsgoldenjubilee.co.uk/files/6213/3761/1895/complaint_policy.pdf</a></p>
<p>How to make a freedom of information request</p>	<p>How to request information, contacts details for FOI section/unit.</p>	<p><a href="http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/freedom-of-information/">http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/freedom-of-information/</a></p>
<p>How to make a request for</p>	<p>How to apply your rights under the Data Protection</p>	<p><a href="http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/data-protection/">http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/data-protection/</a></p>

personal information	Act 1998 and request personal information held by NHS National Waiting Times Centre about you.	
Model Publication Scheme 2014	NHS National Waiting Times Centre has adopted the Scottish Information Commissioner's Model Publication Scheme 2014.	<a href="http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/freedom-of-information/">http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/freedom-of-information/</a>
Guide to Information	NHS National Waiting Times Centre Guide to Information it makes available under the Model Publication Scheme 2014.	<a href="http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/freedom-of-information/">http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/freedom-of-information/</a>

## 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.**

**Option for special health boards and national support organisations with a large number of specialist publications -**

The quickest way to access to our reports, publications and tools is using the publications section of our website:

<http://www.nhsgoldenjubilee.co.uk/publications/>

The information we publish under this	Description	How to access it/details of any charges
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<b>class includes:</b>		
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.	<a href="http://www.nhsgoldenjubilee.co.uk/about/">http://www.nhsgoldenjubilee.co.uk/about/</a>
	Local Delivery Plans.	<a href="http://www.nhsgoldenjubilee.co.uk/publications/plans/local-delivery-plans/">http://www.nhsgoldenjubilee.co.uk/publications/plans/local-delivery-plans/</a>
	Corporate strategies	<a href="http://www.nhsgoldenjubilee.co.uk/publications/strategies/">http://www.nhsgoldenjubilee.co.uk/publications/strategies/</a>
	Policies	<a href="http://www.nhsgoldenjubilee.co.uk/publications/policies/public-policies/">http://www.nhsgoldenjubilee.co.uk/publications/policies/public-policies/</a>
Our Services	Service finder – an A to Z of the services we provide	<a href="http://www.nhsgoldenjubilee.co.uk/our-services/">http://www.nhsgoldenjubilee.co.uk/our-services/</a>
Our Hospitals Visiting times	Visiting hours can be access via the homepage and clicking on the relevant hospital	<a href="http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/useful-information/visiting-times/">http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/useful-information/visiting-times/</a>
	Alternatively you can phone – 0141 951 5000	
Corporate policies and procedures.	Corporate-wide policies can found. For example, Whistleblowing policy, CCTV policy.	<a href="http://www.nhsgoldenjubilee.co.uk/publications/policies/public-policies/">http://www.nhsgoldenjubilee.co.uk/publications/policies/public-policies/</a> <a href="http://www.nhsgoldenjubilee.co.uk/publications/policies/staff-policies/">http://www.nhsgoldenjubilee.co.uk/publications/policies/staff-policies/</a>
How to access our services	Information about how to locate health services. This includes:	<a href="http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/travelling-hospital/address/">http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/travelling-hospital/address/</a>  <a href="http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/travelling-hospital/address/">http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/travelling-hospital/address/</a>

	<p>Directions and maps to main hospital.</p> <p>Alternatively you can phone – 0141 951 5000</p> <p>Alternatively you can phone our Communications Department –</p>	<p><a href="http://www.nhsgoldenjubilee.co.uk/contact-us/">http://www.nhsgoldenjubilee.co.uk/contact-us/</a></p> <p>0141 951 5195 / 5175 / 5073</p>
Jobs at NHS National Waiting Times Centre	Our current vacancies can be found on	<p><a href="http://www.nhsgoldenjubilee.co.uk/recruitment/">http://www.nhsgoldenjubilee.co.uk/recruitment/</a></p> <p>Or available in hard copy from ... Human Resources Department, Golden Jubilee National Hospital Agamemnon Street Clydebank Glasgow G81 4DY</p> <p>email: <a href="mailto:recruitment@gjnh.scot.nhs.uk">recruitment@gjnh.scot.nhs.uk</a></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
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<p>NHS Board meetings</p>	<p>Agendas and papers for past NHS Board meetings and approved minutes of Board meetings.</p>	<p><a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/meeting-dates/">http://www.nhsgoldenjubilee.co.uk/about/our-board/meeting-dates/</a>  <a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/meeting-agendas/">http://www.nhsgoldenjubilee.co.uk/about/our-board/meeting-agendas/</a>  <a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/meeting-minutes/">http://www.nhsgoldenjubilee.co.uk/about/our-board/meeting-minutes/</a>  <a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/board-papers1/">http://www.nhsgoldenjubilee.co.uk/about/our-board/board-papers1/</a></p>
<p>Board standing orders for the conduct of business</p>		<p><a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/standing-orders/">http://www.nhsgoldenjubilee.co.uk/about/our-board/standing-orders/</a></p>
<p>Schemes of delegation</p>		<p><a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/standing-orders/">http://www.nhsgoldenjubilee.co.uk/about/our-board/standing-orders/</a></p>
<p>Public consultation and engagement strategies</p>	<p>Details of how we inform and engage with service users, families and key stakeholders. Details of current and previous public consultations.</p>	<p>Published ad-hoc as and when required:  <a href="http://www.nhsgoldenjubilee.co.uk/publications/">http://www.nhsgoldenjubilee.co.uk/publications/</a></p>
<p>Reports of Regulatory Inspections</p>	<p>Reports of regulatory inspections, audits and investigations carried out</p>	<p>Published ad-hoc as and when required:  <a href="http://www.nhsgoldenjubilee.co.uk/publications/">http://www.nhsgoldenjubilee.co.uk/publications/</a>    Healthcare Improvement Scotland oversee, and publish reports of, all our inspections on their website:  <a href="http://www.healthcareimprovementscotland.org/welcome_to_healthcare_improvem.a_spx">http://www.healthcareimprovementscotland.org/welcome_to_healthcare_improvem.a_spx</a></p>

## 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)	<p>Statutory financial statements Directors report including Board member and senior employees' remuneration.</p> <p>Governance statement</p> <p>Independent auditors report</p>	<p><a href="http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-accounts/">http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-accounts/</a> <a href="http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-reports/">http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-reports/</a></p> <p><a href="http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-accounts/">http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-accounts/</a> <a href="http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-reports/">http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-reports/</a></p> <p><a href="http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-accounts/">http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-accounts/</a> <a href="http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-reports/">http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-reports/</a></p>
Annual Accounts (Endowment Funds)	<p>Statutory financial statements Trustees report and Statement of Trustees Responsibilities Independent Auditors Report</p>	<p><a href="http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-reports/">http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-reports/</a></p>
Public Services Reform (Scotland) Act 2010	<p>Public Relations Expenditure</p> <p>Overseas Travel Expenditure</p> <p>Hospitality/Entertainment</p>	<p><a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/public-spending-psra/">http://www.nhsgoldenjubilee.co.uk/about/our-board/public-spending-psra/</a></p> <p><a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/public-spending-psra/">http://www.nhsgoldenjubilee.co.uk/about/our-board/public-spending-psra/</a></p> <p><a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/public-spending-psra/">http://www.nhsgoldenjubilee.co.uk/about/our-board/public-spending-psra/</a></p>

	Expenditure  Supplier payments over £25,000  Employees with remuneration in excess of £150,000?	<a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/public-spending-psra/">http://www.nhsgoldenjubilee.co.uk/about/our-board/public-spending-psra/</a>  <a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/public-spending-psra/">http://www.nhsgoldenjubilee.co.uk/about/our-board/public-spending-psra/</a>
Financial Plan	Revenue /Capital Financial Plan	<a href="http://www.nhsgoldenjubilee.co.uk/publications/">http://www.nhsgoldenjubilee.co.uk/publications/</a>
Financial Polices	Standing Financial Instructions  Scheme of Delegation  Expenses policy	<a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/standing-orders/">http://www.nhsgoldenjubilee.co.uk/about/our-board/standing-orders/</a>  <a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/standing-orders/">http://www.nhsgoldenjubilee.co.uk/about/our-board/standing-orders/</a>  <a href="http://www.nhsgoldenjubilee.co.uk/publications/policies/public-policies/">http://www.nhsgoldenjubilee.co.uk/publications/policies/public-policies/</a>
Financial Monitoring Reports	Overview in-year financial reports  Board Member Expenses	<a href="http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-reports/">http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-reports/</a>  <a href="http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-reports/">http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-reports/</a>

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

**Class description:**

<b>Information about how we manage the human, physical and information resources of the authority.</b>		
<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
<b>Human Resources</b>		
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	<a href="http://www.nhsgoldenjubilee.co.uk/staff/policies/">http://www.nhsgoldenjubilee.co.uk/staff/policies/</a>
Strategies	Information about our key priorities including the staff governance action plan	<a href="http://www.nhsgoldenjubilee.co.uk/publications/strategies/">http://www.nhsgoldenjubilee.co.uk/publications/strategies/</a>
Staffing	Our Workforce Plan  Information about our staffing establishment is published by the Information Services Division of NHS National Services Scotland (ISD). Please note that NHS National Waiting Times Centre is not responsible for the content of this website.	<a href="http://www.nhsgoldenjubilee.co.uk/publications/plans/workforce-plans/">http://www.nhsgoldenjubilee.co.uk/publications/plans/workforce-plans/</a>  <a href="http://www.isdscotland.org/">http://www.isdscotland.org/</a>

Employee relations	Information about partnership arrangements and facilities agreements in place including area partnership forums, HR forums and staff development groups	<a href="http://www.nhsgoldenjubilee.co.uk/staff/partnership-working/">http://www.nhsgoldenjubilee.co.uk/staff/partnership-working/</a>
Equality and Diversity at NHS National Waiting Times Centre	Annual report	<a href="http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-reports/">http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-reports/</a>
Registers	Staff interests/Gifts and hospitality	<a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/conduct/">http://www.nhsgoldenjubilee.co.uk/about/our-board/conduct/</a>
Volunteering	Working with us	<a href="http://www.nhsgoldenjubilee.co.uk/recruitment/voluntary-work/">http://www.nhsgoldenjubilee.co.uk/recruitment/voluntary-work/</a>
Jobs at NHS National Waiting Times Centre	Our current vacancies can be found on	<a href="http://www.nhsgoldenjubilee.co.uk/recruitment/opportunities/">http://www.nhsgoldenjubilee.co.uk/recruitment/opportunities/</a>
<b>Information Resources</b>		
Records management	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.	<a href="http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/data-protection/">http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/data-protection/</a> <a href="#">Model Records Management Plan</a>
Information assurance and management	Information on using, protecting and the fair processing of another person's personal	<a href="http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/your-rights/patients-rights/">http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/your-rights/patients-rights/</a> <a href="http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/data-protection/">http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/data-protection/</a>

	<p>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.</p>	<p><a href="http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/freedom-of-information/">http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/freedom-of-information/</a></p>
Freedom of Information	<p>Information about the freedom of information policy and how to submit a request</p>	<p><a href="http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/freedom-of-information/">http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/freedom-of-information/</a></p>
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 National Waiting Times Centre is not responsible for the content of this site.</p>	<p><a href="http://www.nes.scot.nhs.uk/">http://www.nes.scot.nhs.uk/</a></p>

Statistics	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 [enter board name] is not responsible for the content of this site.	<a href="http://www.isdscotland.org/">http://www.isdscotland.org/</a>
Lists and registers	Information we are currently required to hold in publicly available registers:	<a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/">http://www.nhsgoldenjubilee.co.uk/about/our-board/</a>
<b>Physical Resources</b>		
Property or rental	Property management information is published  PFI contracts	<a href="http://www.nhsgoldenjubilee.co.uk/publications/strategies/">http://www.nhsgoldenjubilee.co.uk/publications/strategies/</a>

	Initial agreements, outline business cases and full business cases are published in line with Scottish Capital Investment Manual guidance.	Not applicable to NWTC  <a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/business-cases/">http://www.nhsgoldenjubilee.co.uk/about/our-board/business-cases/</a> <a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/contracting-opportunities/">http://www.nhsgoldenjubilee.co.uk/about/our-board/contracting-opportunities/</a>
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## 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**

<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
<b>Procurement Policies</b>	Standing Financial Instructions	<a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/standing-orders/">http://www.nhsgoldenjubilee.co.uk/about/our-board/standing-orders/</a>
<b>Invitations to Tender</b>	<p>Contracting opportunities</p> <p>Invitations to tender can be found on the Public Contracts Scotland Advertising Portal*</p> <p>* This is an external website NHS National Waiting Times Centre is not responsible for the content of this site.</p>	<p><a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/contracting-opportunities/">http://www.nhsgoldenjubilee.co.uk/about/our-board/contracting-opportunities/</a></p> <p><a href="http://www.publiccontractsscotland.gov.uk/">http://www.publiccontractsscotland.gov.uk/</a></p>
<b>Contracts</b>	<p>Contracting opportunities</p> <p>A list of contracts which have gone through formal tendering can be found at Public Contracts Scotland Advertising Portal*</p> <p>* This is an external website NHS National Waiting Times</p>	<p><a href="http://www.nhsgoldenjubilee.co.uk/about/our-board/contracting-opportunities/">http://www.nhsgoldenjubilee.co.uk/about/our-board/contracting-opportunities/</a></p> <p><a href="http://www.publiccontractsscotland.gov.uk/">http://www.publiccontractsscotland.gov.uk/</a></p>

	Centre is not responsible for the content of this site.	
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## 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 National Waiting Times Centre key performance indicators and performance against them. This includes information such as: <ul style="list-style-type: none"> <li>• Local Delivery Plans</li> <li>• HEAT Targets</li> <li>• Access to Treatment / waiting times</li> <li>• Infection Control reports and information</li> </ul>	<a href="http://www.nhsgoldenjubilee.co.uk/publications/plans/local-delivery-plans/">http://www.nhsgoldenjubilee.co.uk/publications/plans/local-delivery-plans/</a> <a href="http://www.nhsgoldenjubilee.co.uk/publications/plans/local-delivery-plans/">http://www.nhsgoldenjubilee.co.uk/publications/plans/local-delivery-plans/</a> <a href="http://www.nhsgoldenjubilee.co.uk/publications/reports/waiting-times-report/">http://www.nhsgoldenjubilee.co.uk/publications/reports/waiting-times-report/</a> <a href="http://www.nhsgoldenjubilee.co.uk/publications/reports/infection-control-reports/">http://www.nhsgoldenjubilee.co.uk/publications/reports/infection-control-reports/</a>

	<ul style="list-style-type: none"> <li>Healthcare Associated Infection (HAI) reports</li> </ul>	<a href="http://www.nhsgoldenjubilee.co.uk/publications/reports/hairst-report/">http://www.nhsgoldenjubilee.co.uk/publications/reports/hairst-report/</a>
Audits & Inspections	Information about audits and inspections carried out by external bodies - for example, <b>Healthcare Environment Inspectorate (HEI)</b> .	<p>Published ad-hoc as and when required:  <a href="http://www.nhsgoldenjubilee.co.uk/publications/">http://www.nhsgoldenjubilee.co.uk/publications/</a></p> <p>Healthcare Improvement Scotland oversee, and publish reports of, all our inspections on their website:  <a href="http://www.healthcareimprovementscotland.org/welcome_to_healthcare_improvem.aspx">http://www.healthcareimprovementscotland.org/welcome_to_healthcare_improvem.aspx</a></p>
Annual Performance Report	Includes information on the Annual Accountability Review and Annual Accounts.	<a href="http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-review/">http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-review/</a> <a href="http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-accounts/">http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-accounts/</a> <a href="http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-reports/">http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-reports/</a>
Patient feedback	Information on how to provide feedback on our services.	<a href="http://www.nhsgoldenjubilee.co.uk/contact-us/">http://www.nhsgoldenjubilee.co.uk/contact-us/</a> <a href="http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/have-your-say/">http://www.nhsgoldenjubilee.co.uk/patients-and-visitors/have-your-say/</a>
Complaints	Complaints statistics	<a href="http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-reports/">http://www.nhsgoldenjubilee.co.uk/publications/annual-progress/annual-reports/</a>
Scottish Public Service Ombudsman (SPSO)	Findings and our responses	<p>Published ad-hoc as and when required:  <a href="http://www.nhsgoldenjubilee.co.uk/publications/">http://www.nhsgoldenjubilee.co.uk/publications/</a></p> <p>The SPSP publishes their findings on their website:  <a href="http://www.spsso.org.uk/">http://www.spsso.org.uk/</a></p>

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<b>CLASS 8: COMMERCIAL PUBLICATIONS</b>		
<b>Class description:</b>		
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		
<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
<b>We do not publish any information in this class</b>		
If you do produce commercial publications add them in here.	Add description of publication	Not applicable to NWTC