

NHS Lothian

GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION SCHEME 2014

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Section 1: Introduction

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

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

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

You can see this scheme on our website at <http://www.nhslothian.scot.nhs.uk/YourRights/FOI/Pages/default.aspx>. 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 Lothian 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 Lothian

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 Lothian

Our role:

It is our responsibility to monitor, protect and improve the health of the people who live in Edinburgh and the Lothians.

With a population of around 800,000, our staff are caring for the second-largest residential population in Scotland. But many of our services also extend to patients from all over the country.

NHS Lothian provides a wide range of specialist services for people from across Scotland, including liver and kidney transplantation, neo-natal intensive care, cancer services and complex surgery.

We invest around £1 billion a year in health care services, which are aimed at preventing ill health wherever possible, and are provided by local health centres and hospitals.

Health services cannot be provided in isolation, however. NHS Lothian is committed to forging closer links with our partners in care, and we work with local authorities - including the City of Edinburgh Council, East Lothian, Midlothian and West Lothian councils - to support and inform their work to improve health through better housing, social work and environmental health services.

Tackling inequalities in access to health services is a major priority for NHS Lothian, as is engaging with patients, staff and local communities to ensure that their views are the driving force behind the continuing improvement of our services.

Our values:

Care and Compassion

- We will demonstrate our compassion and caring through our action and words;
- We will take time to ensure each person feels listened to, secure, understood and is treated compassionately;
- We will be visible, approachable and contribute to creating a calm and friendly atmosphere;
- We will provide a safe and caring setting for patients and staff, and an efficient, effective and seamless care experience;
- We will meet people's needs for information and involvement in all care, treatment and support decisions.

Dignity and Respect

- We will be polite and courteous in our communications and actions;
- We will demonstrate respect for dignity, choice, privacy and confidentiality;
- We will recognise and value uniqueness and diversity;
- We will be sincere, honest and constructive in giving, and open to receiving, feedback;
- We maintain a professional attitude and appearance.

Quality

- We will demonstrate a commitment to doing our best;
- We will encourage and explore ideas for improvement and innovation;
- We will seek out opportunities to enhance our skills and expertise;
- We will work together to achieve high quality services;
- We will use our knowledge and enthusiasm to implement positive change and overcome challenges.

Teamwork

- We will understand and value each other's role and contribution;
- We will be fair, thoughtful, welcoming and kind to colleagues;
- We will offer support, advice and encouragement to others;
- We will maximise each other's potential and contribution through shared learning and development;
- We will recognise, share and celebrate our successes, big and small.

Openness, Honesty and Responsibility

- We will build trust by displaying transparency and doing what we say we will do;
- We will commit to doing what is right - even when challenged;
- We will welcome feedback as a means of informing improvements;
- We will use our resources and each other's time efficiently and wisely;
- We will maintain and enhance public confidence in our service;
- We will be a positive role model.

NHS Lothian 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 Edinburgh and the Lothians.

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 Lothian**, visit <http://www.nhslothian.scot.nhs.uk/Pages/default.aspx>.

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:

Mr Richard Mutch,
Freedom of Information Communications Manager,
Waverley Gate,
2-4 Waterloo Place,
Edinburgh,
EH1 3EG

Tel: 0131 465 5687

Email: richard.mutch@nhslothian.scot.nhs.uk

Website: <http://www.nhslothian.scot.nhs.uk/YourRights/FOI/Pages/default.aspx>

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:

Mr Richard Mutch,
Freedom of Information Communications Manager,
Waverley Gate,
2-4 Waterloo Place,
Edinburgh,
EH1 3EG

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 Lothian 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 Mr Richard Mutch, Freedom of Information Communications Manager, Waverley Gate, 2-4 Waterloo Place, Edinburgh, EH1 3EG 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 <http://www.scotland.gov.uk/Topics/Government/queensprinterforScotland> or contact Mr Richard Mutch.

The Publication Scheme may contain information where the copyright holder is not insert the name of your organisation. 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 Lothian 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 Lothian 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:

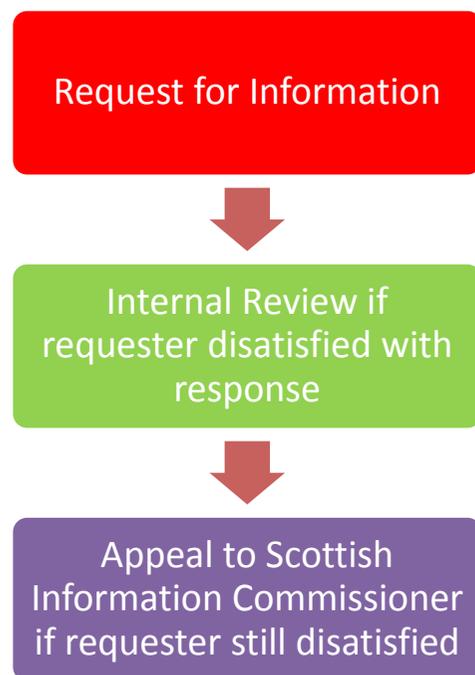
- other information that you would like to see included in the guide;
- whether you found the guide easy to use;
- whether you found the guide to information useful;
- whether our staff were helpful;
- other ways in which our guide to information can be improved.

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 and responded to twenty working days of receipt.

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:

¹ Verbal 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:

Mr Richard Mutch,
Freedom of Information Communications Manager,
Waverley Gate,
2-4 Waterloo Place,
Edinburgh,
EH1 3EG

Tel: 0131 465 5687

Email: richard.mutch@nhslothian.scot.nhs.uk

Website: <http://www.nhslothian.scot.nhs.uk/YourRights/FOI/Pages/default.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:

Mr Richard Mutch,
Freedom of Information Communications Manager,
Waverley Gate,
2-4 Waterloo Place,
Edinburgh,
EH1 3EG

Tel: 0131 465 5687

Email: richard.mutch@nhslothian.scot.nhs.uk

Website: <http://www.nhslothian.scot.nhs.uk/YourRights/FOI/Pages/default.aspx>

Charges for information which is not available under the scheme:

The charges for information which is available under NHS Lothian 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 Lothian 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.

CLASS 1: ABOUT NHS LoTHIAN

Class description:

Information about NHS Lothian, 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 and Values	Our Purpose, vision and values / mission statement describes why we are here, where we are going and how we deliver.	Our purpose: http://www.nhslothian.scot.nhs.uk/OurOrganisation/Pages/default.aspx Our values: http://www.nhslothian.scot.nhs.uk/OurOrganisation/Pages/OurValues.aspx
Contact Details	Address and contact details for NHS Lothian headquarters and hospitals.	Contact details for NHS Lothian Headquarters at Waverley Gate: http://www.nhslothian.scot.nhs.uk/ContactUs/Pages/default.aspx Contact details for NHS Lothian University Hospital Services at the Royal Infirmary of Edinburgh: http://www.nhslothian.scot.nhs.uk/GoingToHospital/Locations/RIE/Pages/default.aspx Contact details for the Western General Hospital: http://www.nhslothian.scot.nhs.uk/GoingToHospital/Locations/WGH/Pages/default.aspx

		<p>spx</p> <p>Contact details for St John’s Hospital, Livingston: http://www.nhsllothian.scot.nhs.uk/GoingToHospital/Locations/StJohnsHospital/Pages/default.aspx</p> <p>Contact details for East Lothian Community Health Partnership: http://www.nhsllothian.scot.nhs.uk/Community/EastLothianCHP/Pages/default.aspx</p> <p>Contact details for Edinburgh Community Health Partnership: http://www.nhsllothian.scot.nhs.uk/Community/EdinburghCHP/Pages/default.aspx</p> <p>Contact details for Midlothian Community Health Partnership: http://www.nhsllothian.scot.nhs.uk/Community/MidlothianCHP/AboutMidlothianCHP/Pages/HowToContactUs.aspx</p> <p>Contact details for West Lothian Community Health Care Partnership: http://www.westlothianchcp.org.uk/contact/</p> <p>Contact details for individual hospitals can be found on the left hand menu from this page: http://www.nhsllothian.scot.nhs.uk/GoingToHospital/Locations/Pages/default.aspx</p>
Organisational Chart	Details of the organisational structure of NHS Lothian.	<p>Information about NHS Lothian Board Committees can be accessed from the links on the left hand menu on this page: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/BoardCommittees/Pages/default.aspx</p>

Our Board	Details of Board Members and Executive Directors, and their contact details.	<p>Details about NHS Lothian Executive Directors: http://www.nhslothian.scot.nhs.uk/OurOrganisation/Pages/default.aspx</p> <p>List of NHS Lothian Board Members: http://www.nhslothian.scot.nhs.uk/OurOrganisation/BoardCommittees/LothianNHSBoard/BoardMembers/Pages/default.aspx</p> <p>Contact Details for NHS Lothian Headquarters: http://www.nhslothian.scot.nhs.uk/ContactUs/Pages/default.aspx</p>
	The Board papers can be found here.	<p>Previous Board meeting papers: http://www.nhslothian.scot.nhs.uk/OurOrganisation/BoardCommittees/LothianNHSBoard/BoardPapers/Pages/default.aspx</p>
	Schedule of forthcoming Board meeting dates.	<p>Schedule of forthcoming Board meeting dates: http://www.nhslothian.scot.nhs.uk/OurOrganisation/BoardCommittees/LothianNHSBoard/BoardMeetings/Pages/default.aspx</p>
	Board Members Declarations of Interest and their Register of Gifts and Hospitality.	<p>Board Members declaration of Interests: http://www.nhslothian.scot.nhs.uk/YourRights/FOI/Documents/Lothian_NHS_Register_interests.pdf</p> <p>Board Members register of gifts and hospitality: http://www.nhslothian.scot.nhs.uk/OurOrganisation/BoardCommittees/LothianNHSBoard/BoardMembers/Documents/GiftsHospitalityRegister.pdf</p>
	Board Members expenses are published here.	<p>Details of expenses paid to Board Members and Executive Directors, contained within NHS Lothian's Annual Accounts: http://www.nhslothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Pages/Financial.</p>

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Directors	List of NHS Lothian's Directors including their roles and responsibilities.	List of NHS Lothian Executive Directors with responsibilities: http://www.nhslothian.scot.nhs.uk/OurOrganisation/Pages/default.aspx
Governance	<p>Details of NHS Lothian's corporate governance e.g. governance policy, risk register, codes of conduct, standing orders and other governance information.</p> <p>Our policies, including standing orders, code of conduct can be found at</p>	<p>Board Members Code of Conduct: http://www.nhslothian.scot.nhs.uk/YourRights/FOI/Documents/Code_Conduct_Board_Mmbrs.pdf</p> <p>Board Standing Orders for the Conduct of Business: http://www.nhslothian.scot.nhs.uk/OurOrganisation/BoardCommittees/LothianNHSBoard/BoardMeetings/BoardPapers/BoardPapersPreMay2011/9.5%20Standing%20Orders%20Pack.pdf contained within the Board papers</p> <p>Corporate Risk Register – contained within Board Papers each month: http://www.nhslothian.scot.nhs.uk/OurOrganisation/BoardCommittees/LothianNHSBoard/BoardMeetings/BoardPapers/Pages/default.aspx</p> <p>Key Documents about the Organisation: http://www.nhslothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Pages/default.aspx</p>
	Our register of interests can be accessed at	Board Members declaration of Interests: http://www.nhslothian.scot.nhs.uk/YourRights/FOI/Documents/Lothian_NHS_Register_interests.pdf
News	News about NHS Lothian e.g. news releases, newsletters.	Latest News: http://www.nhslothian.scot.nhs.uk/MediaCentre/PressReleases/2014/Pages/default.aspx

		aspx NHS Lothian Media Centre: http://www.nhsllothian.scot.nhs.uk/MediaCentre/Pages/default.aspx Links to newsletters and publications can be found from the left hand menu on this page: http://www.nhsllothian.scot.nhs.uk/MediaCentre/Publications/Pages/default.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.	This information will be available online shortly. If you would like access to this information in the meantime, please use the contact details given in section 3 above.
External relations and working with others		
Partnership Opportunities	Information on working in partnership with NHS Lothian. E.g. Public consultant and engagement, volunteering.	Information on how members of the public can get involved: http://www.nhsllothian.scot.nhs.uk/WorkingWithUs/GetInvolved/Pages/default.aspx Information on voluntary services and how to volunteer: http://www.nhsllothian.scot.nhs.uk/WorkingWithUs/GetInvolved/Volunteering/Pages/default.aspx Consultation Zone: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/Consultations/Pages/default.aspx
Partnership Agreements and Strategic Agreements with	Details of our Partnership Agreements and any other strategic agreements we have with other bodies e.g.	This information will be available online shortly. If you would like access to this information in the meantime, please use the contact details given in section 3 above.

other organisations.	Memoranda of Understanding. Information Sharing Protocols [Contract information can be found in Class 6.]	
	Agreements with other Health Boards or other public authorities for the provision of services	Information on Community Planning Partnerships: http://www.nhsllothian.scot.nhs.uk/WorkingWithUs/Partnerships/Pages/default.aspx Joint Health Protection Plan: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Documents/nhsllothianHealthProtectionPlan.pdf
Information on rights, how to make a request		
How to complain or make a comment	How to complain or make a comment e.g. complaints policy, and contact details.	Feedback: http://www.nhsllothian.scot.nhs.uk/YourRights/ComplimentsConcernsComplaints/Pages/default.aspx
How to make a freedom of information request	How to request information, contacts details for FOI section/unit.	How to request information: http://www.nhsllothian.scot.nhs.uk/YourRights/FOI/Pages/RequestingInformation.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 Lothian about you.	Data Protection Request for information form: http://www.nhsllothian.scot.nhs.uk/YourRights/FOI/Documents/dpa.pdf
Model Publication Scheme 2014	NHS Lothian has adopted the Scottish Information Commissioner's Model Publication Scheme 2014.	NHS Lothian Model Publication Scheme: http://www.nhsllothian.scot.nhs.uk/YourRights/FOI/Pages/default.aspx

Guide to Information	NHS Lothian's Guide to Information it makes available under the Model Publication Scheme 2014.	NHS Lothian Guide to Information: http://www.nhsllothian.scot.nhs.uk/YourRights/FOI/Pages/default.aspx
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CLASS 2: HOW WE DELIVER OUR FUNCTIONS AND SERVICES

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

The information we publish under this class includes:	Description	How to access it / details of any charges
Corporate Strategy	Provides a high level overview on where we are as an organisation, what we are aiming to achieve and the actions we need to take to get there.	Information about NHS Lothian's Strategic Plan, 2014-2024: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/OurHealthOurCareOurFuture/Pages/default.aspx NHS Lothian Draft Strategic Plan 2014-2024: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/OurHealthOurCareOurFuture/Documents/SP%20V7.3%20210414.pdf NHS Lothian Draft Strategic Plan Supporting Documents: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/OurHealthOurCareOurFuture/SupportingDocuments/Pages/default.aspx
	Local Delivery Plans	Local Delivery Plans:

		http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Pages/default.aspx
	Corporate strategies, policies	Corporate strategies and policies including the NHS Lothian Joint Health Protection Plan, the NHS Lothian Disability Equality Scheme, the NHS Lothian Gender Equality Annual Report and the NHS Lothian Equality and Diversity Strategy: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Pages/default.aspx
Our Services	Service finder – an A to Z of the services we provide	Health Services A-Z: http://www.nhsllothian.scot.nhs.uk/Services/A-Z/Pages/default.aspx Links to details of Community Services: http://www.nhsllothian.scot.nhs.uk/Services/Pages/default.aspx
Our Hospitals Visiting times	Visiting hours Alternatively you can phone the switchboard on 0131 536 9000.	The number to call to find out visiting hours can be found on this page by clicking on the relevant hospital: http://www.nhsllothian.scot.nhs.uk/GoingToHospital/Locations/Pages/default.aspx
Corporate policies and procedures.	Corporate-wide policies	Corporate strategies and policies including the NHS Lothian Joint Health Protection Plan, the NHS Lothian Disability Equality Scheme, the NHS Lothian Gender Equality Annual Report and the NHS Lothian Equality and Diversity Strategy: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Pages/default.aspx NHS Lothian Tobacco Policy: http://www.nhsllothian.scot.nhs.uk/GoingToHospital/Patients/Documents/TobaccoPolicy.pdf Equality and Diversity scheme:

		http://www.nhsllothian.scot.nhs.uk/YourRights/EqualityDiversity/Pages/default.aspx
How to access our services	Information about how to locate health services. This includes:	<p>Information about NHS Lothian's Services: http://www.nhsllothian.scot.nhs.uk/Services/Pages/default.aspx</p> <p>A-Z Directory of Services Provided: http://www.nhsllothian.scot.nhs.uk/Services/A-Z/Pages/default.aspx</p> <p>Links to details of Community Services: http://www.nhsllothian.scot.nhs.uk/Services/Pages/default.aspx</p>
	<p>Directions and maps to main hospitals.</p> <p>Alternatively you can phone the switchboard on 0131 536 9000.</p>	<p><u>Directions and maps to main hospitals:</u></p> <p>Royal Infirmary of Edinburgh: http://www.nhsllothian.scot.nhs.uk/GoingToHospital/Locations/RIE/Pages/default.aspx http://www.nhsllothian.scot.nhs.uk/GoingToHospital/Locations/RIE/Documents/Infirmary_Map.pdf</p> <p>Royal Hospital for Sick Children: http://www.nhsllothian.scot.nhs.uk/GoingToHospital/Locations/RHSC/Pages/default.aspx</p> <p>St John's Hospital, Livingston: http://www.nhsllothian.scot.nhs.uk/GoingToHospital/Locations/StJohnsHospital/Pages/default.aspx</p> <p>Western General Hospital: http://www.nhsllothian.scot.nhs.uk/GoingToHospital/Locations/Pages/WesternGener</p>

		<p>allHospital.aspx</p> <p>http://www.nhsllothian.scot.nhs.uk/GoingToHospital/Locations/Documents/WesternMap.pdf</p>
	<p>Description of the services provided by Community Health and Care Partnerships</p>	<p><u>Description of the services provided by Community Health and Care Partnerships:</u></p> <p>East Lothian Community Health Partnership: http://www.nhsllothian.scot.nhs.uk/Community/EastLothianCHP/Pages/default.aspx</p> <p>http://www.nhsllothian.scot.nhs.uk/Community/EastLothianCHP/Services/Pages/default.aspx</p> <p>Edinburgh Community Health Partnership: http://www.nhsllothian.scot.nhs.uk/Community/EdinburghCHP/Pages/default.aspx</p> <p>http://www.nhsllothian.scot.nhs.uk/Community/EdinburghCHP/Services/Pages/default.aspx</p> <p>Midlothian Community Health Partnership: http://www.nhsllothian.scot.nhs.uk/Community/MidlothianCHP/AboutMidlothianCHP/Pages/default.aspx</p> <p>http://www.nhsllothian.scot.nhs.uk/Community/MidlothianCHP/Services/Pages/default.aspx</p> <p>West Lothian Community Health and Care Partnership:</p>

		http://www.nhslothian.scot.nhs.uk/Community/WestLothianCHCP/Pages/default.aspx http://www.westlothianchcp.org.uk/what/service/
<p>Directory of Health Centres and Clinic Premises.</p> <p>Alternatively you can phone the switchboard on 0131 536 9000.</p>	<p>Details of Health Centres can be found by contacting the relevant Community Health Partnership, contact details of which can be found here:</p> <p>http://www.nhslothian.scot.nhs.uk/Community/Pages/default.aspx</p>	
<p>Services which accept referral from members of the public directly.</p> <p>Alternatively you can phone the switchboard on 0131 536 9000.</p>	<p><u>Self-referral/open access services:</u></p> <p>Department of Genitourinary Medicine (GUM):</p> <p>http://www.nhslothian.scot.nhs.uk/GoingToHospital/Locations/Pages/Chalmers.aspx</p> <p>http://www.lothiansexualhealth.scot.nhs.uk/Pages/default.aspx</p> <p>HIV Testing / Counselling:</p> <p>http://www.nhslothian.scot.nhs.uk/OurOrganisation/Strategies/Documents/SexualHealthandHIVStrategy.pdf</p> <p>Smoking Cessation:</p> <p>http://www.nhslothian.scot.nhs.uk/HealthInformation/HealthAwareness/Smoking/Pages/default.aspx</p> <p>http://www.nhslothian.scot.nhs.uk/HealthInformation/HealthAwareness/Smoking/Pages/StopSmokingService.aspx</p> <p>Family Planning:</p>	

		<p>http://www.nhslothian.scot.nhs.uk/Services/A-Z/FamilyPlanning/Pages/default.aspx</p> <p>http://www.lothiansexualhealth.scot.nhs.uk/Pages/default.aspx</p> <p>Accident and Emergency: http://www.nhslothian.scot.nhs.uk/Services/Emergencies/EmergencyDepartmentsAE/Pages/default.aspx</p> <p>http://www.nhslothian.scot.nhs.uk/Services/Emergencies/Pages/default.aspx</p> <p>GP Out Of Hours Service: http://www.nhslothian.scot.nhs.uk/Services/Emergencies/OutOfHours/Pages/default.aspx</p> <p>Harm Reduction Team - Needle Exchange: http://www.nhslothian.scot.nhs.uk/Services/A-Z/HarmReductionTeam/Pages/default.aspx</p> <p>Physiotherapy Service: http://www.nhslothian.scot.nhs.uk/Services/A-Z/Physiotherapy/Pages/default.aspx</p> <p><u>Information on how to find health services provided by:</u></p> <p>General Medical Practitioners (GPs): http://www.nhslothian.scot.nhs.uk/Services/GPs/Pages/default.aspx</p> <p>Dentists: http://www.nhslothian.scot.nhs.uk/Services/Dentists/Pages/default.aspx</p>
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		<p>Pharmacies: http://www.nhslothian.scot.nhs.uk/Services/Pharmacies/Pages/default.aspx</p> <p>Opticians: http://www.nhslothian.scot.nhs.uk/Services/Opticians/Pages/default.aspx</p>
Jobs at NHS Lothian	<p>Our current vacancies can be found on the NHS Scotland Recruitment website*</p> <p>* This is an external website; NHS Lothian is not responsible for its content.</p>	https://jobs.scot.nhs.uk/

CLASS 3: HOW WE TAKE DECISIONS AND WHAT WE HAVE DECIDED		
Class description:		
Information about the decisions we take how we make decisions and how we involve others.		
The information we publish under this class includes:	Description	How to access it / details of any charges
NHS Board meetings	Agendas and papers for past NHS Board meetings and approved minutes of Board meetings.	<p>Previous Board minutes and papers: http://www.nhslothian.scot.nhs.uk/OurOrganisation/BoardCommittees/LothianNHSBoard/BoardMeetings/BoardPapers/Pages/default.aspx</p>
Board standing orders for the conduct of business		<p>Board Standing Orders for the Conduct of Business: http://www.nhslothian.scot.nhs.uk/OurOrganisation/BoardCommittees/LothianNHSBoard/BoardMeetings/BoardPapers/BoardPapersPreMay2011/9.5%20Standing%2</p>

		0Orders%20Pack.pdf contained within the Board papers.
Schemes of delegation		This information will be available online shortly. If you would like access to this information in the meantime, please use the contact details given in section 3 above.
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.	<p>Consultation pages: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/Consultations/Pages/default.aspx</p> <p>Information about Patient Focus and Public Involvement (PFPI) in NHS Lothian: http://www.nhsllothian.scot.nhs.uk/WorkingWithUs/GetInvolved/Pages/PFPI.aspx http://www.nhsllothian.scot.nhs.uk/WorkingWithUs/GetInvolved/Pages/PolicyPapers.aspx</p>
Reports of Regulatory Inspections	Reports of regulatory inspections, audits and investigations carried out by NHS Lothian.	This information will be available online shortly. If you would like access to this information in the meantime, please use the contact details given in section 3 above.

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.	<p>NHS Lothian Annual Accounts: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Pages/Financial.aspx</p> <p>Board Members and Executive Directors Remuneration, contained within NHS Lothian's Annual Accounts: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Pages/Financial.aspx</p>
	Governance statement and Independent auditors report	Governance Statement and Independent Auditors Report, contained within NHS Lothian's Annual Accounts: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Pages/Financial.aspx
Annual Accounts (Endowment Funds)	Statutory financial statements Trustees report and Statement of Trustees Responsibilities, and independent auditors report.	<p>The Edinburgh and Lothians Health Foundation annual report and accounts, impact reports, and directory of grants and restricted funds can be found on their website: www.elhf.co.uk</p> <p>NHS Lothian Annual Accounts: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Pages/Financial.aspx</p>
Public Services Reform (Scotland) Act 2010	<p>Public Relations Expenditure</p> <p>Overseas Travel Expenditure</p> <p>Hospitality and Entertainment Expenditure</p> <p>Supplier payments over £25,000</p>	<p>Public Services Reform Act expenditure disclosures (most recent): http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Documents/PSRA%20Expenditure%20disclosures%202011-12.pdf</p> <p>Public Services Reform Act expenditure disclosures (previous): http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Pages/Financial.aspx</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>NHS Lothian 5 Year Capital Plan – Planning for the Future: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/BoardCommittees/LothianNHSBoard/BoardMeetings/BoardPapers/BoardPapersPreMay2011/6.2%20Planning%20for%20the%20Future.pdf</p>
Financial Polices	Standing Financial Instructions Scheme of Delegation Expenses policy	<p>Financial Standing Orders: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/BoardCommittees/LothianNHSBoard/BoardMeetings/BoardPapers/BoardPapersPreMay2011/9.5%20Standing%20Orders%20Pack.pdf</p>
Financial Monitoring Reports	Overview in-year financial reports	This information will be available online shortly. If you would like access to this information in the meantime, please use the contact details given in section 3 above.
	Board Member Expenses	<p>Details of expenses paid to Board Members and Executive Directors, contained within NHS Lothian's Annual Accounts: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Pages/Financial.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	Employment policies: http://www.nhsllothian.scot.nhs.uk/WorkingWithUs/Employment/Pages/default.aspx Equal opportunities: http://www.nhsllothian.scot.nhs.uk/WorkingWithUs/Employment/Pages/EqualOpportunities.aspx Code of conduct for staff: http://www.nhsllothian.scot.nhs.uk/YourRights/FOI/Documents/Code_Conduct_Board_Mmbrs.pdf Information on voluntary services and how to volunteer: http://www.nhsllothian.scot.nhs.uk/WorkingWithUs/GetInvolved/Volunteering/Pages/default.aspx
Strategies	Information about our key priorities including the staff governance action plan	Workforce Plans: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Pages/WorkforcePlanning.aspx

Staffing	<p>Information about our staffing establishment is published by the Information Services Division of NHS National Services Scotland (ISD).</p> <p>Please note that NHS Lothian is not responsible for the content of this website.</p>	<p>https://isdscotland.scot.nhs.uk/Health-Topics/Workforce/Publications/2014-02-25/2014-02-25-Workforce-Report.pdf?14956301451</p>
Employee relations	<p>Information about partnership arrangements and facilities agreements in place including area partnership forums, HR forums and staff development groups</p>	<p>Area / Staff Partnership Forum minutes; contained within Board Papers: http://www.nhslothian.scot.nhs.uk/OurOrganisation/BoardCommittees/LothianNHSBoard/BoardPapers/Pages/default.aspx</p>
Equality and Diversity at NHS Lothian	<p>Annual report</p>	<p>Equality and Diversity policies and information: http://www.nhslothian.scot.nhs.uk/YourRights/EqualityDiversity/KeyDocuments/Pages/default.aspx</p>
Registers	<p>Staff interests Gifts and hospitality</p>	<p>Board Members declaration of Interests: http://www.nhslothian.scot.nhs.uk/YourRights/FOI/Documents/Lothian_NHS_Register_interests.pdf</p> <p>Board Members register of gifts and hospitality: http://www.nhslothian.scot.nhs.uk/OurOrganisation/BoardCommittees/LothianNHSBoard/BoardMembers/Documents/GiftsHospitalityRegister.pdf</p>

Volunteering	Working with us	Information on voluntary services and how to volunteer: http://www.nhslothian.scot.nhs.uk/WorkingWithUs/GetInvolved/Volunteering/Pages/default.aspx
Jobs at NHS Lothian	Our current vacancies can be found on the NHS Scotland Recruitment website* * This is an external website NHS Lothian 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 management plan, health records policy, administrative records policy, and the removal of data from vacated properties policy.	This information will be available online shortly. If you would like access to this information in the meantime, please use the contact details given in section 3 above.
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,	Health Rights Information: http://www.nhslothian.scot.nhs.uk/YourRights/HealthRights/Pages/default.aspx Information on how to make a Subject Access Request and Data Protection Principles: http://www.nhslothian.scot.nhs.uk/YourRights/FOI/Documents/dpa.pdf More information will be available online shortly. If you would like access to this information in the meantime, please use the contact details given in section 3 above.

	and how to submit subject access requests.	
Freedom of Information	Information about the freedom of information policy and how to submit a request	Information on how to make a Freedom of Information request: http://www.nhslothian.scot.nhs.uk/YourRights/FOI/Pages/RequestingInformation.aspx
Knowledge management	Information on the knowledge interaction implementation group including a list of projects being carried out and contact details for further information. Information on knowledge information strategy in the NHS is published by NHS Education for Scotland (NES). Please note that NHS Lothian is not responsible for the content of this site.	This information will be available online shortly. If you would like access to this information in the meantime, please use the contact details given in section 3 above.
Statistics	Health information is published by the Information Services Division of NHS National Services Scotland (ISD). Please note that NHS Lothian is not responsible for the content of this site.	You can find statistical information on the Information Services Division website 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. http://www.isdscotland.org/
Physical Resources		
Property or rental	Property and Asset	Appendix 11b to the Draft Strategic Plan: Property and Asset Management

	Management Strategy which details the property owned and occupied by NHS Lothian,	Investment Programme 2014/15 – 2018/19 http://www.nhslothian.scot.nhs.uk/OurOrganisation/OurHealthOurCareOurFuture/SupportingDocuments/OurHealthOurCareOurFuture/Appendix%2011b%20Property%20and%20Asset%2014-15%2018-19%20Programme.pdf
	Fire policy and procedures and annual fire safety report which detail compliance and management of fire safety	This information will be available online shortly. If you would like access to this information in the meantime, please use the contact details given in section 3 above.
	Sustainability policy and annual report setting out objectives and actions on sustainability	This information will be available online shortly. If you would like access to this information in the meantime, please use the contact details given in section 3 above.
	PFI contracts	Royal Infirmary of Edinburgh Private Finance Agreements: http://www.nhslothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Pages/RIE-PFI-Agreements.aspx Midlothian Community Hospital Full Business Case http://www.nhslothian.scot.nhs.uk/GoingToHospital/Locations/MLCH/Documents/mlch_full_business_case_addendum.pdf
	Initial agreements, outline business cases and full business cases are published in line with Scottish Capital Investment Manual guidance.	Full Business Cases for Capital Schemes: http://www.nhslothian.scot.nhs.uk/OurOrganisation/Projects/Pages/default.aspx Musselburgh Primary Care Centre Business Case: http://www.nhslothian.scot.nhs.uk/Community/EastLothianCHP/Documents/FBC%20Musselburgh.pdf Midlothian Community Hospital Business Case : http://www.nhslothian.scot.nhs.uk/GoingToHospital/Locations/MLCH/Documents/mlch_full_business_case.pdf Royal Victoria Building Business Case:

	<p>http://www.nhsllothian.scot.nhs.uk/GoingToHospital/Locations/WGH/RVB/NewBuilding/Documents/RVH-FullBusinessCase.pdf</p> <p>Wester Hailes Healthy Living Centre Business Case: http://www.nhsllothian.scot.nhs.uk/Community/EdinburghCHP/HealthyLivingCentre/Documents/WHHLC-BusinessCase.pdf</p> <p>Royal Hospital for Sick Children and Department of Clinical Neurosciences Re-provision Business Case: http://www.nhsllothian.scot.nhs.uk/GoingToHospital/Locations/RHSCDCNRIECampusWorks/BusinessCase/Documents/RHSC%20DCN%20OBC.pdf</p> <p>Royal Edinburgh Hospital Campus Review Business Case: http://www.nhsllothian.scot.nhs.uk/GoingToHospital/Locations/REH/CampusReview/Pages/default.aspx</p> <p>Re-provision of Lothian Sexual Health Services (Chalmers Sexual Health Centre) Business Case: http://www.nhsllothian.scot.nhs.uk/GoingToHospital/Locations/Documents/Chalmers%20Business%20Case%202007.pdf</p>
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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

The information we publish under this class includes:	Description	How to access it / details of any charges
Procurement Policies	Standing Financial Instructions	Financial Standing Orders: http://www.nhslothian.scot.nhs.uk/OurOrganisation/BoardCommittees/LothianNHSBoard/BoardMeetings/BoardPapers/BoardPapersPreMay2011/9.5%20Standing%20Orders%20Pack.pdf
Invitations to Tender	Invitations to tender can be found on the Public Contracts Scotland Advertising Portal* * This is an external website NHS Lothian is not responsible for the content of this site.	http://www.publiccontractsscotland.gov.uk/search/search_mainpage.aspx
Contracts	A list of contracts which have gone through formal tendering can be found at Public Contracts Scotland Advertising Portal* * This is an external website NHS Lothian is not responsible for the content of this site.	http://www.publiccontractsscotland.gov.uk/Default.aspx

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 Lothian's key performance indicators and performance against them.	Local Delivery Plans	Local Delivery Plans: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Pages/default.aspx
	HEAT Targets	<p>Reports on Board's Annual performance against Scottish Government HEAT targets covering: Health Improvement; Efficiency and Governance; Access to Services; and Treatment (most recent): http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/AnnualReviews/NHSLothianHEATTargets2013.pdf</p> <p>Reports on Board's Annual performance against Scottish Government HEAT targets covering (previous): http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Pages/AnnualReviews.aspx</p> <p>More information about HEAT targets can be found on the Scottish Government website: http://www.scotland.gov.uk/About/Performance/scotPerforms/partnerstories/NHSScotlandperformance</p>
	Access to Treatment / Waiting	Information on waiting times targets:

	Times	<p>http://www.nhsllothian.scot.nhs.uk/YourRights/HealthRights/WaitingTimes/Pages/default.aspx</p> <p>Local Access Policy: http://www.nhsllothian.scot.nhs.uk/YourRights/HealthRights/WaitingTimes/Documents/LocalAccessPolicy.pdf</p> <p>Patient Information Leaflet: Your Hospital Waiting Times Explained http://www.nhsllothian.scot.nhs.uk/YourRights/HealthRights/WaitingTimes/Documents/YourHospitalWaitingTimesExplained.pdf</p> <p>Press Release: http://www.nhsllothian.scot.nhs.uk/MediaCentre/PressReleases/2014/Pages/NHSLothiantoSpendover%C2%A337mtoTackleWaitingTimes.aspx</p> <p>Compliance with Scottish Government waiting times targets for clinical appointments and compliance statistics: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Documents/LocalDeliveryPlan.pdf</p>
	Delayed Discharges	This information will be available online shortly. If you would like access to this information in the meantime, please use the contact details given in section 3 above.
	Infection Control Reports and Information	Local reports on compliance with HIS Standards for HAI (Healthcare Associated Infections) Infection Control http://www.nhsllothian.scot.nhs.uk/Services/A-Z/InfectionControl/Pages/InfectionControlReports.aspx
	Healthcare Associated Infection (HAI) reports	Local reports on compliance with HIS Standards for HAI (Healthcare Associated Infections) Infection Control

		<p>http://www.nhsllothian.scot.nhs.uk/Services/A-Z/InfectionControl/Pages/InfectionControlReports.aspx</p> <p>Information on Healthcare Associated Infection: http://www.nhsllothian.scot.nhs.uk/Services/A-Z/InfectionControl/Pages/HealthcareAssociatedInfections.aspx</p>
	Corporate Risk Register	<p>Corporate Risk Register – contained within Board Papers each month: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/BoardCommittees/LothianNHSBoard/BoardMeetings/BoardPapers/Pages/default.aspx</p>
	Clinical Governance reports	<p>Clinical effectiveness reports; within Board papers: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/BoardCommittees/LothianNHSBoard/BoardPapers/Pages/default.aspx</p>
Audits and Inspections	Information about audits and inspections carried out by external bodies - for example, Healthcare Environment Inspectorate (HEI). Children's Services Inspections.	<p>Audit Reports http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Audits/Pages/default.aspx</p> <p>Scottish Public Service Ombudsman findings and NHS Lothian's responses: http://www.nhsllothian.scot.nhs.uk/YourRights/Pages/Ombudsman.aspx</p> <p>Reports on the Annual Review Meeting with the Scottish Government: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Pages/AnnualReviews.aspx</p> <p>All Healthcare Environment Inspectorate Reports can be found on Healthcare Improvement Scotland's website here: http://www.healthcareimprovementscotland.org/our_work/inspecting_and_regulating</p>

		<p>g_care/nhs_hospitals_and_services/hei_inspections/all_hei_reports.aspx</p> <p>All Older People in Acute Hospitals Inspection Reports can be found on Healthcare Improvement Scotland's website here: http://www.healthcareimprovementscotland.org/our_work/inspecting_and_regulating_care/caring_for_older_people.aspx</p> <p>All Joint Inspection of Children's and Young People's Services Reports can be found on the Care Inspectorate's website here: http://www.scswis.com/index.php?option=com_docman&task=cat_view&gid=540&Itemid=378</p>
Annual Performance Report	Includes information on the Annual Accountability Review and Annual Accounts.	<p>Annual Review Reports: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Pages/AnnualReviews.aspx</p> <p>NHS Lothian Annual Accounts: http://www.nhsllothian.scot.nhs.uk/OurOrganisation/KeyDocuments/Pages/FinancialDocuments.aspx</p>
Patient feedback	Information on how to provide feedback on our services.	<p>Giving feedback or making a complaint about the NHS Information Leaflet: http://www.nhsllothian.scot.nhs.uk/YourRights/ComplimentsConcernsComplaints/Documents/NHSLothianMakingAComplaint.pdf</p> <p>Information about making a complaint: http://www.nhsllothian.scot.nhs.uk/YourRights/ComplimentsConcernsComplaints/Pages/MakingAComplaint.aspx</p>

		<p>Information about raising a concern: http://www.nhslothian.scot.nhs.uk/YourRights/ComplimentsConcernsComplaints/Pages/RaisingAConcern.aspx</p> <p>Information about the citizen's advice bureau's services: http://www.nhslothian.scot.nhs.uk/YourRights/ComplimentsConcernsComplaints/Documents/CAB%20IASS.pdf</p>
Complaints	Complaints statistics	<p>Complaints statistics; contained within Board Papers – Quality Report: http://www.nhslothian.scot.nhs.uk/OurOrganisation/BoardCommittees/LothianNHSBoard/BoardMeetings/BoardPapers/Pages/default.aspx</p>
Scottish Public Service Ombudsman (SPSO)	Findings and our responses	<p>Scottish Public Service Ombudsman findings and NHS Lothian's responses: http://www.nhslothian.scot.nhs.uk/YourRights/Pages/Ombudsman.aspx</p>

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