

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

### GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION SCHEME

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## Section 1: Introduction

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

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

NHS Greater Glasgow and Clyde has adopted the **Model Publication Scheme** which has been produced and approved by the Scottish Information Commissioner.

You can see this scheme on our website at [Guide to Information Available Through the Model Publication Scheme - NHSGGC](#). It is also available on the Scottish Information Commissioner's website at [www.itspubliknowledge.info/MPS](http://www.itspubliknowledge.info/MPS)

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

The purpose of the Guide to Information is to:

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

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

## **Section 2: About NHS Greater Glasgow and Clyde**

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

### **Introducing NHS Greater Glasgow and Clyde**

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

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

and which covers the local authority areas of:

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

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

The main governing Body of NHS Greater Glasgow & Clyde is the Board, which comprises a Chairman, 5 Executive Directors and 27 other Members who have overall responsibility for the strategic decisions and management of the organisation. For more information on the Board see Section 10 – Classes of information - Class 1.

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

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

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

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

To find out more about **NHS Greater Glasgow and Clyde**, visit [www.nhsggc.org.uk](http://www.nhsggc.org.uk)

### **Section 3: Accessing Information Under the Scheme**

#### **Availability and formats**

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

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

**Online:**

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

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

Telephone: 0141 201 4460

Email: [foi@ggc.scot.nhs.uk](mailto:foi@ggc.scot.nhs.uk)

Website: [www.nhsggc.org.uk](http://www.nhsggc.org.uk)

Freedom of Information microsite: [Freedom Of Information - NHSGGC](#)

**By email:**

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

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

**By phone:**

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

**By post:**

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

Please address your request to:

Freedom of Information Manager  
NHS Greater Glasgow and Clyde Corporate Headquarters  
JB Russell House

Gartnavel Royal Hospital  
1055 Great Western Road  
GLASGOW G12 0XH

Telephone: 0141 201 4460  
Email: [foi@ggc.scot.nhs.uk](mailto:foi@ggc.scot.nhs.uk)

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. 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 and in maintaining this Guide to Information is to be as open as possible. You should note, however, that there may be limited circumstances where information will be withheld from one of the classes of information listed in "Section 10 – Classes of Information". Information will only be withheld, however, where the Act (or, in the case of environmental information, the EIRs) expressly permits it.

Information may be withheld, for example, where its disclosure would breach the law of confidentiality, harm an organisation's commercial interests, or endanger the protection of the environment.

Information may also be withheld if it is another person's personal information, and its release would breach the data protection legislation.

Whenever information is withheld we will inform you of this, and will set out why that information cannot be released. Even where information is withheld it will, in many cases, be possible to provide copies with the withheld information edited out. If you wish to complain about any information which has been withheld from you, please refer to Section 8 – Contact details for enquiries, feedback and complaints.

## Section 5: Our Charging Policy

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

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

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

Photocopying charges are shown below:

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

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

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

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

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

## **Section 6: Copyright**

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

Providing access to information does not mean that copyright has been waived, nor does it give the recipient the right to re-use information for commercial purposes. If you intend to re-use information obtained from the Scheme, and you are unsure whether you have the right to do so, please make a request to re-use the information to:

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

Telephone: 0141 201 4460  
Email: [foi@ggc.scot.nhs.uk](mailto:foi@ggc.scot.nhs.uk)  
Website: [www.nhsggc.org.uk](http://www.nhsggc.org.uk)  
Freedom of Information microsite: [Freedom Of Information - NHSGGC](#)

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 the Freedom of Information Manager (as above).



The Publication Scheme may contain information where the copyright holder is not NHS Greater Glasgow and Clyde. In most cases, the copyright holder will be obvious from the documents. In cases where the copyright is unclear it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder. This includes, for example, Ordnance Survey Maps, which are Crown Copyright.

## **Section 7: Records Management Policy**

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

## **Section 8: Contact details for enquiries, feedback and complaints**

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

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

Telephone: 0141 201 4460  
Email: [foi@ggc.scot.nhs.uk](mailto:foi@ggc.scot.nhs.uk)  
Website: [www.nhsqgc.org.uk](http://www.nhsqgc.org.uk)  
Freedom of Information microsite: [Freedom Of Information - NHSGGC](#)

You may, for example wish to tell us about:

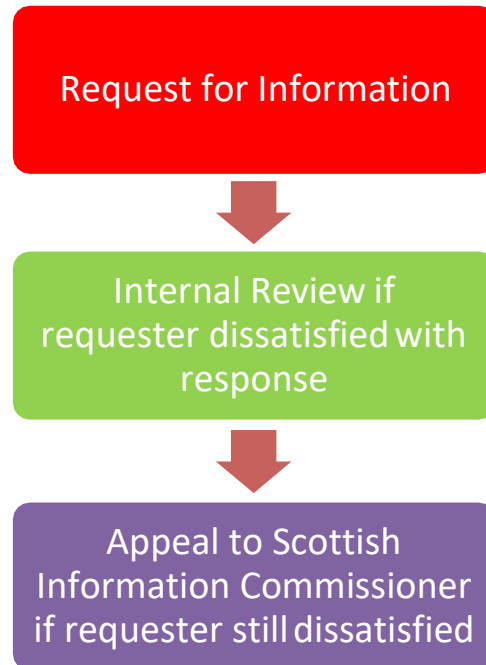
- other information that you would like to see included in the guide;
- whether you found the guide easy to use;
- whether you found the guide to information useful;
- whether our staff were helpful;
- other ways in which our guide to information can be improved.

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 (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 response to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

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



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

The Commissioner's office can be contacted as follows:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife KY16 9DS  
Tel: 01334 464610  
Email: [enquiries@itspublicknowledge.info](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 and the EIRs should be directed to:

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

Telephone: 0141 201 4460

Email: [foi@ggc.scot.nhs.uk](mailto:foi@ggc.scot.nhs.uk)

Website: [www.nhsggc.org.uk](http://www.nhsggc.org.uk)

Freedom of Information microsite: [Freedom Of Information - NHSGGC](#)

## **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 (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 (and described in this Guide), please write to:

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

Freedom of Information Manager  
NHS Greater Glasgow and Clyde Corporate Headquarters  
JB Russell House  
Gartnavel Royal Hospital

1055 Great Western Road  
GLASGOW G12 0XH

Telephone: 0141 201 4460

Email: [foi@ggc.scot.nhs.uk](mailto:foi@ggc.scot.nhs.uk)

Website: [www.nhsggc.org.uk](http://www.nhsggc.org.uk)

Freedom of Information microsite: [Freedom Of Information - NHSGGC](#)

For requests under the Data Protection legislation please contact:

Information Governance Manager  
NHS Greater Glasgow and Clyde  
Smithhills Paisley  
1 Smithhill Street  
PAISLEY PA1 1EB

Telephone: 0141 355 2020

Email: [data.protection@ggc.scot.nhs.uk](mailto:data.protection@ggc.scot.nhs.uk)

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

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

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

General information requests:

- There will be no charge for information requests that cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, or for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

### **Charges for environmental information:**

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

We do not charge for the time to determine whether we hold the environmental information requested, or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you, for example photocopying and postage. In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been

calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

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

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

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

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

**Charge for request for your own personal data:**


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

## Section 10 – Classes of Information

| CLASS 1: ABOUT NHS GREATER GLASGOW AND CLYDE  |   |   |
|---|---|---|
| <p><b>Class description:</b><br/> <b>Information about NHS Greater Glasgow and Clyde, who we are, where to find us, how to contact us, how we are managed and our external relations.</b></p> |   |   |
| The information we publish under this class includes:   | Description   | How to access it/details of any charges   |
| <b>About Us</b>   | NHS Greater Glasgow and Clyde is the largest Health Board in the UK. We provide healthcare to over 1.2 million people and employ around 38,000 staff. | <a href="#">Who we are - NHSGGC</a>   |
| Organisation's Purpose, Mission Statement, Vision and Values  | Our Purpose, vision and values / mission statement describes why we are here, where we are going and how do we deliver.                               | <a href="#">Our Aims and Objectives - NHSGGC</a>  |
| Contact Details   | Address and contact details for NHS Greater Glasgow and Clyde's headquarters and hospitals.   | <a href="#">Useful Contacts - NHSGGC</a>  |
| Organisational Chart  | Gives details of the organisational structure of NHS Greater Glasgow and Clyde.   | <a href="#">Board Membership Structure</a><br><a href="#">NHSGGC Outline Organisational Chart</a><br><a href="#">Acute Services Structure</a> |



|                   |  |   |
|-------------------|--|---|
| <p>Our Board</p>  | <p>Profiles of Board Members and Executive Directors.</p> <p>Papers for Board meetings can be found here.</p> <p>Schedule of forthcoming Board meeting dates.</p> <p>Board Members Declarations of Interest and their Register of Gifts and Hospitality.</p> <p>Board Members expenses are published here.</p> | <p><a href="#">Meet the Board - NHSGGC</a></p> <p><a href="#">NHSGGC - NHSGGC Board Meeting Agendas, Papers &amp; Minutes</a></p> <p><a href="#">Board Meetings - NHSGGC</a></p> <p><a href="#">Meet the Board - NHSGGC</a> - <i>view each member's profile to see individual interests</i></p> <p><a href="#">Meet the Board - NHSGGC</a> - <i>view each member's profile to see expenses claims</i></p> |
| <p>Governance</p> | <p>Details of NHS Greater Glasgow and Clyde's corporate governance, for example governance policy, risk register, codes of conduct, standing orders and other governance information.</p>  | <p><a href="#">2023 Annual Review of Governance – Operating Requirements</a></p> <p>- <i>Includes Board Code of Conduct, NHSGGC Standing Orders, Standing Financial Instructions, Scheme of Delegation and Board standing committee annual reports and terms of reference</i></p> <p><a href="#">Corporate Risk Register</a></p> <p><a href="#">Code of Conduct for Staff - webpage</a></p>               |

|  |   |  |
|--|---|--|
| News                                   | News about NHS Greater Glasgow and Clyde, for example news releases, newsletters.   |  <p><a href="#">NHSGGC News - NHSGGC</a></p> <p><a href="#">Staff News NHSGGC news updates</a></p>   |
| Accountability and Audit Relationships | Details of bodies we are audited and/or regulated by, and the nature of our relationship with them – for example, Healthcare Environment Inspectorate (HEI), Annual Review. | <p>Audit Scotland <a href="http://www.audit-scotland.gov.uk">http://www.audit-scotland.gov.uk</a></p> <p><a href="#">NHS Greater Glasgow and Clyde annual audit 2021/22  </a></p> <p><a href="#">Audit Scotland (audit-scotland.gov.uk) – latest audit report and plan</a></p> <p><a href="#">Annual Reviews -</a> <i>The purpose of these events is to hold the NHS Board to account for our delivery against the Annual Delivery Plan</i></p> <p>Healthcare Improvement Scotland <a href="#">NHS hospitals and services (healthcareimprovementscotland.org)</a> - <i>healthcare inspection reports can be found here</i></p> |

| <b>External relations and working with others</b>                         |  |   |
|---|--|---|
| Partnership Opportunities   | Information on working in partnership with NHS Greater Glasgow and Clyde, for example public consultations and engagement, volunteering.   | <a href="#">Get Involved - NHSGGC</a>   |
| Partnership Agreements and Strategic Agreements with other organisations. | <p>Details of our Partnership Agreements and any other strategic agreements we have with other bodies for example Memoranda of Understanding and Information Sharing Protocols<br/>[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="#">Safe Havens - A Safe Haven is a secure physical location and agreed set of administrative arrangements designed to safely store NHS data for research</a></p> <p><a href="#">Information Sharing Protocol</a></p> <p><a href="#">Partnership Agreement</a></p> <p>This information is currently not available within this guide but is publicly available. Please contact the <a href="#">Freedom of Information Manager</a> for further information (see contact details in Section 2).</p> |
| <b>Information on rights, how to make a request</b>                       |  |   |
| How to complain or make a comment   | How to complain or make a comment, for example complaints policy, and contact details.   | <p><a href="#">Making a Complaint</a></p> <p><a href="#">Care Opinion</a> – <i>leave your feedback here and receive a response</i></p>  |

|   |  |   |
|---|--|---|
| <p>How to make a freedom of information request</p>   | <p>How to request information, contacts details for FOI section/unit.<br/>Rights of appeal under FOI/EIR if you are dissatisfied.</p>                | <p><a href="#">Freedom Of Information - NHSGGC</a> – <i>this includes information on rights of appeal</i></p> |
| <p>How to make a request for personal information</p> | <p>How to apply your rights under the Data Protection Act 1998 and request personal information held by NHS Greater Glasgow and Clyde about you.</p> | <p><a href="#">Access to Records - NHSGGC</a></p>   |
| <p>Model Publication Scheme</p>                       | <p>NHS Greater Glasgow and Clyde has adopted the Scottish Information Commissioner’s Model Publication Scheme</p>                                    | <p><a href="#">Scottish Information Commissioner - Model Publication Scheme (updated July 2017)</a></p>       |
| <p>Guide to Information</p>                           | <p>NHS Greater Glasgow and Clyde’s Guide to Information it makes available under the Model Publication Scheme</p>                                    | <p><a href="#">Guide to information available under the Publication Scheme</a></p>                            |

## 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. | <a href="#">Moving Forward together - NHSGGC</a> – a strategy for a new model of care across NHSGGC |
|   | Local Delivery Plans.  | <a href="#">Draft Local Delivery Plan 2017/18</a><br><a href="#">Previous Local Delivery Plans</a>  |

|                                    |   |  |
|------------------------------------|---|--|
|                                    | Corporate strategies, policies  | <a href="#">Risk Management Strategy</a><br><a href="#">Workforce Strategy</a><br><a href="#">Healthcare Quality Strategy</a><br><a href="#">Corporate Plan 2013-2016</a><br><a href="#">Corporate Planning and Policy Frameworks</a><br><a href="#">Planning Frameworks</a><br><a href="#">Clinical Governance Policy</a> |
| Our Services                       | Service finder – an A to Z of the services we provide   | <a href="#">Services A-Z</a>   |
| Our Hospitals Visiting times       | Details about visiting hours and important information for visitors can be accessed here:   | <a href="#">information about visiting - NHSGGC</a>  |
| Corporate policies and procedures. | <p>A selection of corporate policies are listed here.</p> <p>Not all corporate policies are accessible within this guide but all are publicly available, either through the NHSGGC website or on request.</p> <p>Please contact the <a href="#">Freedom of Information Manager</a> for further information (see</p> | <a href="#">Travel and Car Parking - NHSGGC</a><br><a href="#">Corporate Use of Social Media</a><br><a href="#">Freedom of Information Policy</a><br><a href="#">Health and Safety Policies</a> – for example: <ul style="list-style-type: none"> <li>- Asbestos</li> <li>- Fire Safety</li> </ul>                         |

contact details in Section 2).

- Lone Working
- Moving and Handling
- Stress in the Workplace
- Violence Reduction

[Human Resource Policies](#) - for example:

- Attendance Management
- Disciplinary
- Flexible Working
- Grievance
- Paternity Leave

|                                   |  |   |
|-----------------------------------|--|---|
|                                   |  | <ul style="list-style-type: none"> <li>- Whistleblowing</li> <li>- Workforce Change</li> </ul> <p><a href="#">Outbreak and Incident Management Policies</a></p> <p><a href="#">Infection Prevention and Control Policies</a></p> <p><a href="#">Interpreting Policy</a></p> <p><a href="#">Smokefree Policy</a></p> |
| <p>How to access our services</p> | <p>Information about how to locate health services. This includes:</p> <p>Information about main hospitals. Please click on the name of the hospital for more detailed information, including location map, telephone number, wards and visiting times.</p> <p>Directory of Health Centres and Clinic Premises</p> | <p><a href="#">Hospitals and other locations</a></p> <p><a href="#">Transport, Travel and Parking - Information for Patients and Visitors - NHSGGC</a></p> <p><a href="#">List of main hospitals</a></p> <p><a href="#">Health Centres and Clinics</a></p>  |



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|  | <p>Primary Care Services (each section has directions to find your nearest service):<br/> Dental Services/General Dental Practitioners<br/> GPs/GP Surgeries<br/> Optometrists and Opticians<br/> Pharmacies</p> | <p><a href="#">Dental Services</a><br/> <a href="#">GP Surgeries</a><br/> <a href="#">Optometrists and Opticians</a><br/> <a href="#">Pharmacies</a></p> |
| <p>Jobs at NHS Greater Glasgow and Clyde</p> | <p>Our current vacancies can be found on the NHS Scotland Recruitment website*</p> <p>* This is an external website. NHS Greater Glasgow and Clyde is not responsible for the content of this site.</p>          | <p><a href="https://jobs.scot.nhs.uk/">https://jobs.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  |
|---|--|--|
| NHS Board meetings                                    | Agendas and papers for past NHS Board meetings and approved minutes of Board meetings. | <a href="#">NHS Board Meetings</a>   |
| Board standing orders for the conduct of business     |  | <a href="#">2023 Annual Review of Governance – Operating Requirements</a><br>- <i>Includes Board Code of Conduct, NHSGGC Standing Orders, Standing Financial Instructions, Scheme of Delegation and Board standing committee annual reports and terms of reference</i> |
| Schemes of delegation                                 |  | <a href="#">2023 Annual Review of Governance – Operating Requirements</a><br>- <i>Includes Board Code of Conduct, NHSGGC Standing Orders, Standing Financial Instructions, Scheme of Delegation and Board standing committee annual reports and terms of reference</i> |

|   |  |   |
|---|--|---|
| 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. | <a href="#">Public Consultation and Engagement</a>  |
| Reports of Regulatory Inspections             | Reports of regulatory inspections, audits and investigations.  | <a href="#">Audit Scotland</a><br><br><a href="#">Care Inspectorate</a><br><br><a href="#">Healthcare Improvement Scotland</a><br><br><a href="#">Scottish Public Service Ombudsman</a> |

## 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<br>Directors report including Board member and senior employees' remuneration.<br><br>Governance statement<br><br>Independent auditors report | Annual Accounts (Exchequer):<br><a href="#">Annual Report and Consolidated Accounts 2021-2022 - NHSGGC</a><br><a href="#">Annual Report and Consolidated Accounts 2020-2021 - NHSGGC</a><br><a href="#">Annual Report and Consolidated Accounts 2019-2020 - NHSGGC</a><br><br>The Governance statement is included within the Annual Accounts<br><br><a href="#">NHS Greater Glasgow and Clyde annual audit 2021/22   Audit Scotland (audit-scotland.gov.uk)</a><br><br><a href="#">NHS Greater Glasgow and Clyde annual audit 2020/21   Audit Scotland (audit-scotland.gov.uk)</a><br><br><a href="#">NHS Greater Glasgow and Clyde annual audit report 2019/20   Audit Scotland (audit-scotland.gov.uk)</a> |

|                                   |   |   |
|-----------------------------------|---|---|
| Annual Accounts (Endowment Funds) | Statutory financial statements<br>Trustees report and Statement of Trustees Responsibilities<br>Independent Auditors Report   | <a href="#">Endowment Funds Annual Accounts 2016/17</a><br><a href="#">Endowment Funds Annual Accounts 2015/16</a><br><a href="#">Endowment Funds Annual Accounts 2014/15</a> |
| Business Cases                    | Full and outline business cases for current and earlier capital projects, for example: <ul style="list-style-type: none"> <li>- Clydebank Community Care Services</li> <li>- Greenock Health and Care Centre</li> <li>- Gorbals Health and Care Centre</li> <li>- Woodside Health and Care Centre</li> <li>- Inverclyde Older People's Mental Health</li> </ul> | <a href="#">Business Cases</a>  |
| PFI contracts                     |   |   |

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|---|--|--|
| <p>Public Services Reform (Scotland) Act 2010</p> | <p>The Public Services Reform (Scotland) Act 2010 requires that we publish, as soon as is reasonably practicable after the end of the financial year, a statement of any expenditure incurred during the financial year on or in connection with:</p> <ul style="list-style-type: none"> <li>• external consultancy;</li> <li>• hospitality and entertainment;</li> <li>• overseas travel;</li> <li>• public relations;</li> <li>• payments with a value in excess of £25,000 (not including remuneration); and</li> <li>• the number of members or employees (if any) who received remuneration in excess of £150,000.</li> </ul> <p>Sustainable economic growth information</p> <p>Efficiency, Effectiveness and Economy information</p> | <p><a href="#">Annual Disclosures</a></p> <p><a href="#">EcoSmart</a></p> <p><a href="#">EcoSmart Policies</a></p> |
| <p>Payment Statistics</p>                         | <p>The Scottish Government is committed to supporting business during the current economic climate by paying bills more quickly. The intention is to achieve payment of all undisputed invoices, where possible, within 10 working days, across all public bodies.</p> <p>The information here provides details of the</p>   | <p><a href="#">Payment Statistics</a></p>  |

|  |   |  |
|--|---|--|
|  | number and percentage of invoices paid within 10 and 30 days. |  |
|--|---|--|

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|------------------------------|--|--|
| Financial Plan               | Revenue/Capital Financial Plan   | <a href="#">Board Paper 22/61 Financial Plan 2022/23 - 2024/25 - 23 August 2022 - NHSGGC</a>   |
| Financial Polices            | Standing Financial Instructions<br>Scheme of Delegation<br>Expenses policy | <a href="#">2023 Annual Review of Governance – Operating Requirements</a><br><ul style="list-style-type: none"> <li>- <i>Includes Board Code of Conduct, NHSGGC Standing Orders, Standing Financial Instructions, Scheme of Delegation and Board standing committee annual reports and terms of reference</i></li> </ul> <a href="#">Expenses Policy</a> |
| Financial Monitoring Reports | Overview in-year financial reports   | Financial Monitoring Reports are reported to each NHS Board meeting and are included in the Board Papers.<br>See <a href="#">Board Papers</a>  |
| Funding opportunities        | Funding opportunities  | <a href="#">Research and Development</a><br><br><a href="#">Bursary Scheme for Staff</a>   |

## 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   |
|---|--|---|
| <b>Human Resources</b>                                |  |   |
| <p>Current policies</p>                               | <p>Human resources policies which are currently in use, for example recruitment, discipline and grievance, standard of business conduct, stress, whistleblowing, volunteering, working time and policies for our staff, single equality scheme.</p> <p>Not all HR policies are accessible within this guide but all are publicly available. Please contact the <a href="#">Freedom of Information Manager</a> for further information (see contact details in Section 2)</p> <p>This information provides links to the current policy. If historic information for earlier policies is required, please contact the Freedom of Information Manager who will be happy to assist with enquiries.</p> | <p>A full list of Human Resources (HR) Policies can be found at this link:<br/> <a href="#">Policies - NHSGGC</a></p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• <a href="#">Attendance Management Policy</a></li> <li>• <a href="#">Gender Based Violence Policy</a></li> <li>• <a href="#">Gender Reassignment Policy</a></li> <li>• <a href="#">Grievance Policy</a></li> <li>• <a href="#">Mental Health and Wellbeing Policy</a></li> <li>• <a href="#">Personal Use of Social Media</a></li> <li>• <a href="#">Staff Uniform/Dress Policy</a></li> <li>• <a href="#">Workforce Change</a></li> <li>• <a href="#">Whistleblowing Policy</a></li> </ul> |



|            |   |   |
|------------|---|---|
| Strategies | Information about our key priorities  | <a href="#">Moving Forward together - NHSGGC</a><br><a href="#">Staff Governance</a><br><a href="#">NHS Scotland Staff Governance</a><br><a href="#">iMatter – Staff Experience Continuous Improvement Tool</a> |
| Staffing   | <p>Current information about our staffing establishment is published by NHS Education for Scotland. Links to historic data are on that website also.</p> <p>Please note that NHS Greater Glasgow and Clyde is not responsible for the content of external websites.</p> | <a href="#">NHS Scotland Workforce Data</a><br><a href="#">Workforce Planning - NHSGGC</a>  |

|   |   |   |
|---|---|---|
| Employee relations                                      | Information about partnership arrangements and facilities agreements in place including area partnership forums, HR forums and staff development groups   | <a href="#">Facilities Agreement</a><br><a href="#">Partnership Agreement</a>   |
| Equality and Diversity at NHS Greater Glasgow and Clyde | We are working to ensure that no-one is treated in an unlawful and discriminatory manner in the workplace because of their age, disability, sex, gender reassignment, marriage or civil partnership, pregnancy or maternity status, race, religion or belief, or sexual orientation. NHS Greater Glasgow and Clyde's vision is to be a just and inclusive organisation in which everyone who receives services or works for us has the opportunity to fulfil their potential. | <a href="#">Equality, Diversity and Inclusion - NHSGGC</a><br><a href="#">Equal Access to Health</a><br><br><a href="#">Equalities in Health website</a><br><br><a href="#">Workforce Equality Action Plan 2023/24 - NHSGGC</a>                 |
| Volunteering  | Working with us   | <a href="#">Volunteering</a>  |
| Jobs at NHS Greater Glasgow and Clyde                   | Provides information on our Recruitment Service, vacancies, modern apprenticeships and how to gain work experience.<br>Our current vacancies can be found on the NHS Scotland Recruitment website*  | <a href="https://jobs.scot.nhs.uk/">https://jobs.scot.nhs.uk/</a><br><a href="#">The Recruitment Service</a><br><a href="#">Work Experience</a><br><a href="#">Modern Apprenticeships</a><br><br><a href="#">Employability and Young People</a> |

\* This is an external website. NHS  
Greater Glasgow and Clyde is not  
responsible for the content of this site.

| <b>Information Resources</b>         |   |   |
|--------------------------------------|---|---|
| Records management                   | NHSGGC has produced a Records Management Plan as required under the Public Records (Scotland) Act 2011 which has been approved by the Keeper of the Records of Scotland.  | <a href="#">Records Management Plan</a><br><a href="#">Decommissioning Protocol</a><br><a href="#">Model Records Management Plan   National Records of Scotland (nrscotland.gov.uk)</a>   |
| Information assurance and management | Information on using, protecting and the fair processing of another individual's personal information; information security, including the information assurance strategy, information governance standards, information asset registers, IG toolkit, fair processing notice, data protection principles, Caldicott guardian principles, and how to submit subject access requests. | <a href="#">Information Governance Policy</a><br><a href="#">Information Sharing Protocol</a><br><a href="#">Caldicott Principles</a><br><a href="#">Data Protection and Privacy</a><br><a href="#">Access to Records / Seeing your notes</a> |
| NHSGGC Safe Haven                    | The Safe Haven is a large research resource which links health information datasets at patient level, in order to provide answers to clinical research questions and inform health service improvement.   | <a href="#">NHSGGC Safe Haven</a>   |



|                     |   |  |
|---------------------|---|--|
|                     | <ul style="list-style-type: none"> <li>• Accident and Emergency (A&amp;E) performance</li> <li>• hospital waiting times</li> <li>• the numbers of cancelled operations</li> <li>• healthcare associated infections (HAI)</li> <li>• numbers of patients who remain in hospital longer than they need to be (delayed discharges)</li> <li>• numbers of hospital beds</li> <li>• hospital deaths</li> </ul> <p>Please note that NHS Greater Glasgow and Clyde is not responsible for the content of external sites.</p> |  |
| Lists and registers | Information we are currently required to hold in publicly available registers.  | For further information please contact the Freedom of Information Manager (see Section 2 for contact details). |

| <b>Physical Resources</b> |   |   |
|---------------------------|---|---|
| <p>Property or rental</p> | <p>Property management information, including:</p> <ul style="list-style-type: none"> <li>• Property and Asset Management Strategy which details the property owned and occupied by NHS Greater Glasgow and Clyde</li> <li>• Fire policy and procedures and annual fire safety report which details compliance and management of fire safety;</li> <li>• Sustainability policy and annual report setting out objectives and actions on sustainability</li> </ul> <p>Initial agreements, outline business cases and full business cases which are published in line with Scottish Capital Investment Manual guidance.</p> <p>PFI contracts</p> <p>Capital Projects</p> | <p><a href="#">Property and Asset Management Strategy 2016-20</a><br/> <a href="#">Property and Asset Management Strategy 2016-17</a><br/> <a href="#">Property and Asset Management Strategy 2015-19</a></p> <p><a href="#">Fire Safety Guidance</a></p> <p><a href="#">Willful Fire Raising Policy</a></p> <p><a href="#">EcoSmart (including EcoSmart policies)</a></p> <p><a href="#">Climate Change and Sustainability Strategy 2023 -2028 - NHSGGC</a></p> <p><a href="#">NHSGGC Sustainability Policy 2023 - NHSGGC</a></p> <p><a href="#">Outline and Full Business Cases</a></p> <p><a href="#">PFI Contracts</a></p> <p><a href="#">NHSGGC Board Paper 23/26 - NHSGGC Finance Plan 2023-24 - Capital - 25 April 2023 - NHSGGC</a></p> |

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

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

| <b>The information we publish under this class includes:</b> | <b>Description</b>  | <b>How to access it/details of any charges</b>  |
|--|---|---|
| Procurement policies   | Procurement Homepage includes information on: <ul style="list-style-type: none"> <li>- NHSGGC Contracts Register</li> <li>- Procurement Strategy</li> <li>- Tender Support Information</li> <li>- National Procurement</li> </ul> | <a href="#">Procurement</a><br><br>For earlier versions of the Procurement Strategy, please contact the Freedom of Information Manager (contact details in Section 2) |
| Invitations to Tender  | Invitations to tender can be found on the Public Contracts Scotland portal*<br><br>*NHS Greater Glasgow and Clyde is not responsible for the content of external websites.  | <a href="#">Public Contracts Scotland</a> *   |
| Contracts  | A list of contracts which have gone through formal tendering can be found at Public Contracts Scotland Advertising Portal*<br><br>* NHS Greater Glasgow and Clyde is not responsible for the content of external websites.        | <a href="#">Public Contracts Scotland</a> *<br><br><a href="#">Contracts Register</a>   |



## CLASS 7: HOW WE ARE PERFORMING

### Class description:

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

| The information we publish under this class includes: | Description   | How to access it/details of any charges   |
|---|---|---|
| Key Performance Indicators                            | <p>An Integrated Performance Report is presented at each NHS Board meeting, showing information on NHS Greater Glasgow and Clyde's key performance indicators and performance against them. This includes information such as:</p> <ul style="list-style-type: none"> <li>• Local Delivery Plans</li> <li>• HEAT Targets</li> <li>• Infection Control reports and information</li> <li>• Healthcare Associated Infection (HAI) reports</li> </ul> | <p>Integrated Performance Reports can be found within the <a href="#">Board papers</a> for each meeting</p> <p><a href="#">Local Delivery Plans</a></p> <p><a href="#">2016-17 Performance at a glance</a> <a href="#">2015-16 Performance at a glance</a> <a href="#">2014-15 Performance at a glance</a></p> <p><a href="#">Reports and Publications - NHSGGC</a> – infection control reports</p> <p><a href="#">NHS Performs (external link)</a></p> |

|  |   |  |
|--|---|--|
| Audits & Inspections                     | Information about audits and inspections carried out by external bodies - for example, Healthcare Improvement Scotland (HIS). | <p>Audit Scotland <a href="http://www.audit-scotland.gov.uk">http://www.audit-scotland.gov.uk</a>:<br/> <a href="#">NHS Greater Glasgow and Clyde annual audit 2021/22  </a><br/> <a href="#">Audit Scotland (audit-scotland.gov.uk) – latest audit report and plan</a></p> <p>Healthcare Improvement Scotland <a href="#">NHS hospitals and services (healthcareimprovementscotland.org)</a> - <i>healthcare inspection reports can be found here</i></p> |
| Annual Performance Report                | Includes information on the Annual Accountability Review and Annual Accounts.   | <p><a href="#">Annual Reports and Reviews</a><br/> <a href="#">Director of Public Health Reports</a></p>   |
| Patient feedback                         | Information on how to provide feedback on our services.   | <p><a href="#">Patient Feedback</a></p>  |
| Complaints                               | Complaints statistics   | <p><a href="#">Annual report on NHS complaints -2021 to 2022 - Annual report on complaints - Publications - Public Health Scotland</a></p> <p>Quarterly complaints reports are available within the <a href="#">Board papers</a></p>   |
| Scottish Public Service Ombudsman (SPSO) | Findings and our responses  | <p><a href="#">SPSO</a></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, for example bookshop, museum or research journal

| The information we publish under this class includes: | Description | How to access it/details of any charges |
|---|-------------|---|
|---|-------------|---|

We do not publish any information in this class

## CLASS 9: OPEN DATA

### Class description:

Open data made available by the authority as described by the Scottish Government's Open Data Strategy and Resource Pack, available under an open licence

| The information we publish under this class includes: | Description | How to access it/details of any charges |
|---|-------------|---|
|---|-------------|---|

We do not currently publish any information in this class

Revised 25 January 2016  
Revised 14 June 2016  
Revised 6 January 2017  
Revised 1 March 2018  
Revised 22 November 2023