

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; and
- tell the public how to access the information and whether information is available free of charge or on payment.

NHS Ayrshire & Arran has adopted the **Model Publication Scheme (MPS)** which has been produced and approved by the Scottish Information Commissioner.

You can see this scheme on our website at <http://www.nhsaaa.net/contact-us/freedom-of-information/> .
It is also available on the Scottish Information Commissioner's website at www.itspublicknowledge.info/MPS

You can also contact us at the address on page 4 if you prefer us to provide a different format of the Model Publication Scheme, or this guide to information.

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 Ayrshire & Arran 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; and
- 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 Ayrshire & Arran

NHSScotland is made up of 14 territorial NHS Boards, seven special NHS Boards and one public health body. Each NHS Board is accountable to the Scottish Ministers. Territorial 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 territorial NHS Boards by providing a range of important specialist and national services.

Introducing NHS Ayrshire & Arran

Our purpose: Working together to achieve the healthiest life possible for everyone in Ayrshire and Arran.

Our values: Caring, Safe, Respectful.

NHS Ayrshire & Arran is responsible for 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 Ayrshire and Arran.

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, in the case of family doctors, General Practitioners (GPs). 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 Ayrshire & Arran, visit <http://www.nhsaaa.net/about-us/how-we-make-decisions/whos-who/>

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, www.nhsaaa.net. 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 to access the information falling within each ‘class’.

Online:

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

Freedom of Information Officer
14 Lister Street
University Hospital Crosshouse
Kilmarnock
KA2 0BB

Telephone: 01563 826112
Email: foi@aapct.scot.nhs.uk
Website: www.nhsaaa.net

By email:

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

By telephone:

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

Hard copy:

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

By post:

You can also request hard copies of any information in the guide by post. Please address your request to:

Freedom of Information Officer
14 Lister Street
University Hospital Crosshouse
Kilmarnock
KA2 0BB

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 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 where - for example, 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 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.

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:

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 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 First Class post.

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 in 'Section 10: Classes of information'.

Section 6: Copyright

NHS Ayrshire & Arran 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 contact the Freedom of Information Officer to request to re-use the information (contact details on page 4). Your request will be considered under the **Re-use of Public Sector Information Regulations 2005** which may provide the right to impose a charge. In the event that a charge is payable you will be advised what this is and how it is calculated. If you require more information on the re-use of information go to www.oqps.gov.uk or contact the Freedom of Information Officer (contact details on page 4).

The Publication Scheme may contain information where the copyright holder is not NHS Ayrshire & Arran. 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 Ordnance Survey Maps - for example, which are Crown Copyright.

Section 7: Records Management Policy

NHS Ayrshire & Arran 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 Ayrshire & Arran'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 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.

For example, you may wish to tell us:

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

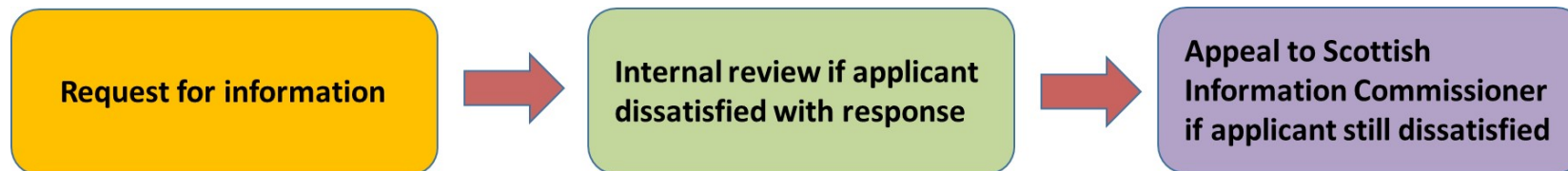
Our aim is to make our guide to information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the guide then please contact us and we will try and resolve your complaint as quickly as possible.

We will acknowledge any complaint within three working days of receipt and we will respond in full within 20 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 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.

¹ Verbal requests for environmental information carry similar rights



The Commissioner's website has a guide to this three-step process. The Commissioner operates an enquiry service Monday to Friday from 9am to 5pm and can be contacted at:

Scottish Information Commissioner

Kinburn Castle
Doubledykes
Road St
Andrews
Fife
KY16 9DS

Telephone: 01334 464610

Email: enquiries@itspublicknowledge.info

Website: www.itspublicknowledge.info/YourRights

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

Freedom of Information Officer
14 Lister Street
University Hospital Crosshouse
Kilmarnock
KA2 0BB

Telephone: 01563 826112

Email: foi@aapct.scot.nhs.uk

Section 9: How to access information which is not available in the guide to information

If the information you are seeking is not available through the Model Publication Scheme (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 legislation provides a right of access to any personal information about you that we hold.

Again, these rights are subject to certain exemptions or exceptions. Should you wish to request a copy of any information that we hold that is not available under the Model Publication Scheme 2014 (and described in this guide), please write to:

For requests under Freedom of Information and EIRs:

Freedom of Information Officer
14 Lister Street
University Hospital Crosshouse
Kilmarnock
KA2 0BB

Telephone: 01563 826112
Email: foi@aapct.scot.nhs.uk

For requests under Data Protection legislation:

Information Governance Manager
14 Lister Street
University Hospital Crosshouse
Kilmarnock
KA2 0BB

Telephone: 01563 826721
Email: InformationGovernance@aapct.scot.nhs.uk

Charges for information which is not available under the scheme:

The charges for information which is available under NHS Ayrshire & Arran's guide to information are set out under 'Section 5: Our Charging Policy'.

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

General information requests:

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10 per cent 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 per cent of the remaining £500.
- We are not obliged to respond to requests which will cost us more than £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member's 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 - 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 Ayrshire & Arran 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 First Class post.
- 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 per cent 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 per cent 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

A copy of your personal data should be provided free. An organisation may charge for additional copies. An organisation can only charge a fee if it thinks the request is 'manifestly unfounded or excessive'. If so, it may ask for a reasonable fee for administrative costs associated with the request.

[NHS inform](#) has a number of publications that give details of your rights in relation to NHS healthcare.

Section 10: Classes of information

CLASS 1: ABOUT NHS AYRSHIRE & ARRAN		
Class description: Information about NHS Ayrshire & Arran, 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
General information about NHS Ayrshire & Arran		
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.	https://www.nhsaaa.net/about-us/
Contact details	Address and contact details for NHS Ayrshire & Arran headquarters and hospitals are available at.	www.nhsaaa.net/contact-Us
Our hospitals visiting times	Visiting hours can be accessed by clicking on the relevant hospital. Alternatively you can telephone – 0800 169 1441	https://www.nhsaaa.net/hospitals/
Organisational chart	Details the organisational structure of NHS Ayrshire & Arran.	https://www.nhsaaa.net/about-us/structure-charts/
Our Board	Details of Board Members and Executive Directors, and their contact details. Details of Board papers including a Schedule of forthcoming Board meeting dates, Board Members' Declarations of Interest and their Register of Gifts and Hospitality and Board Members' expenses.	https://www.nhsaaa.net/about-us/how-we-make-decisions/whos-who/ https://www.nhsaaa.net/about-us/how-we-make-decisions/ayrshire-and-arran-nhs-board/
Directors	List of NHS Ayrshire & Arran's Directors including their roles and responsibilities.	https://www.nhsaaa.net/about-us/how-we-make-decisions/whos-who/

Customer care commitments	Our vision for customer service is that you feel welcomed by friendly people who treat you as an individual; and that we listen carefully to what you have to say, showing you the courtesy and respect everyone deserves.	https://www.nhsaaa.net/about-us/how-to-get-involved/our-customer-care-commitments/
Feedback and complaints	How to complain or make a comment – for example, complaints policy and contact details.	https://www.nhsaaa.net/about-us/feedback-and-complaints/
Model Publication Scheme 2014	NHS Ayrshire & Arran has adopted the Scottish Information Commissioner’s Model Publication Scheme	https://www.nhsaaa.net/media/8327/modelpublicationschemeguideforscottishpublicauthorities2017.pdf
Guide to information	NHS Ayrshire & Arran’s guide to information it makes available under the Model Publication Scheme	https://www.nhsaaa.net/contact-us/freedom-of-information/
How to make a freedom of information request	How to request information, contacts details for FOI section/unit.	https://www.nhsaaa.net/contact-us/freedom-of-information/
How to make a request for personal information	How to apply your rights under the GDPR and Data Protection Act 2018 and request personal information held by NHS Ayrshire & Arran about you.	https://www.nhsaaa.net/about-us/how-to-get-involved/your-rights/ https://www.nhsaaa.net/data-protection-notice/
How the authority is run		
Governance	Details of NHS Ayrshire & Arran’s corporate governance – for example, governance policy, risk register, codes of conduct, standing orders and other governance information. Our policies, including standing orders, code of conduct can be found at: Our register of interests can be accessed at:	https://www.nhsaaa.net/about-us/how-we-make-decisions/ https://www.nhsaaa.net/about-us/how-we-make-decisions/ayrshire-and-arran-nhs-board/
Directors	List of NHS Ayrshire & Arran’s Directors including their roles and responsibilities.	https://www.nhsaaa.net/about-us/how-we-make-decisions/whos-who/

Corporate planning		
Mission statement	Mission statement	https://www.nhsaaa.net/about-us/
Corporate planning	All our corporate plans and decisions can be found in Board papers.	https://www.nhsaaa.net/about-us/how-we-make-decisions/ayrshire-and-arran-nhs-board/
Corporate policies	Equality policy Bullying and harassment etc.	https://www.nhsaaa.net/about-us/how-we-make-decisions/policies/
External relations		
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.	https://www.nhsaaa.net/about-us/how-we-perform/
Partnership Opportunities	Information on working in partnership with NHS Ayrshire & Arran – for example, public consultant and engagement, volunteering.	https://www.nhsaaa.net/about-us/how-to-get-involved/
Partnership Agreements and Strategic Agreements with other organisations.	Details of our Partnership Agreements and any other strategic agreements we have with other bodies – for example, Memoranda of Understanding. Information Sharing Protocols [Contract information can be found in Class 6.] Agreements with other Health Boards or other public authorities for the provision of services.	https://www.nhsaaa.net/services-a-to-z/integration-of-health-and-social-care/ To be added
News	News about NHS Ayrshire & Arran – for example, news releases, newsletters.	https://www.nhsaaa.net/news/ https://www.nhsaaa.net/news/stop-press/

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
Functions		
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.	http://www.nhsaaa.net/about-us/ http://www.nhsaaa.net/about-us/how-we-make-decisions/
Corporate policies and procedures.	Corporate-wide policies. For example, Whistleblowing policy, CCTV policy.	https://www.nhsaaa.net/about-us/how-we-make-decisions/policies/
Our services	Service finder – an A to Z of the services we provide	https://www.nhsaaa.net/services-a-to-z/
How to access our services	<p>Information on how to locate health services. This includes:</p> <p>Directions and maps to main hospitals. Please click on the name of the hospital in the 'Hospital' box on our Home page. Alternatively you can telephone 0800 169 1441.</p> <p>Description of the services provided by Integration of Health and Social Care.</p> <p>Directory of Health Centres and Clinic Premises. Please look under the 'Find your nearest' box on our Home page. Alternatively you can telephone 0800 169 1441.</p> <p>Services which accept referral from members of the public Directly. Alternatively you can telephone 0800 169 1441.</p>	https://www.nhsaaa.net/contact-us/ https://www.nhsaaa.net/hospitals/ https://www.nhsaaa.net/services-a-to-z/integration-of-health-and-social-care/ https://www.nhsaaa.net/find-my-nearest/ https://www.nhsaaa.net/services-a-to-z/

Feedback and complaints	How to complain or make a comment – for example, complaints policy, and contact details.	https://www.nhsaaa.net/about-us/feedback-and-complaints/
Jobs at NHS Ayrshire & Arran	<p>Our current vacancies can be found on the NHS Scotland website and Medical jobs*</p> <p>* These are external websites hosted by NHSScotland. NHS Ayrshire & Arran is not responsible for the site content.</p>	https://www.nhsaaa.net/about-us/nhs-ayrshire-arran-jobs/

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.	https://www.nhsaaa.net/about-us/how-we-make-decisions/ayrshire-and-arran-nhs-board/
Board standing orders for the conduct of business		https://www.nhsaaa.net/about-us/how-we-make-decisions/ayrshire-and-arran-nhs-board/
Schemes of delegation		https://www.nhsaaa.net/about-us/how-we-make-decisions/ayrshire-and-arran-nhs-board/
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.	https://www.nhsaaa.net/about-us/how-to-get-involved/
Reports of Regulatory Inspections	Reports of regulatory inspections, audits and investigations carried out by NHS Ayrshire & Arran	https://www.nhsaaa.net/about-us/how-we-perform/

CLASS 4: WHAT WE SPEND AND HOW WE SPEND IT

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

The information we publish under this class includes:	Description	How to access it/details of any charges
Annual Accounts (Exchequer)	Statutory financial statements Directors report including Board member and senior employees' remuneration. Governance statement Independent auditors report	All information in annual accounts https://www.nhsaaa.net/publications/publications-a-to-z/annual-accounts/
Annual Accounts (Endowment Funds)	Statutory financial statements Trustees report and Statement of Trustees Responsibilities Independent Auditors Report	https://www.nhsaaa.net/about-us/how-to-get-involved/charity-endowment-fund/governance-of-the-charity-fund/
Public Services Reform (Scotland) Act 2010	<ul style="list-style-type: none"> • Public Relations Expenditure • Overseas Travel Expenditure • Hospitality and Entertainment Expenditure • Supplier payments over £25,000 • Employees with remuneration in excess of £150,000 • Sustainable economic growth information • Efficiency, Effectiveness and Economy information 	https://www.nhsaaa.net/about-us/how-we-make-decisions/ - for all information
Financial Plan	Revenue /Capital Financial Plan	Reported in the Board Papers https://www.nhsaaa.net/about-us/how-we-make-decisions/ayrshire-and-arran-nhs-board/
Financial Polices	Standing Financial Instructions Scheme of Delegation Expenses policy	https://www.nhsaaa.net/about-us/how-we-make-decisions/ayrshire-and-arran-nhs-board/ https://www.nhsaaa.net/media/2610/201606-standingfinancialins.pdf

Financial Monitoring Reports	Overview in-year financial reports	https://www.nhsaaa.net/publications/publications-a-to-z/annual-accounts/
Capital funding plans	All decisions report in Board papers	https://www.nhsaaa.net/about-us/how-we-make-decisions/ayrshire-and-arran-nhs-board/
Board members remuneration	Other than expenses	To be found in annual accounts in remuneration report https://www.nhsaaa.net/publications/publications-a-to-z/annual-accounts/
Board member expenses	Board Member Expenses	https://www.nhsaaa.net/about-us/how-we-make-decisions/ayrshire-and-arran-nhs-board/

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 staff, single equality scheme.	https://www.nhsaaa.net/about-us/how-we-make-decisions/policies/
Strategies	Information about our key priorities including the staff governance action plan Workforce plans	https://www.nhsaaa.net/about-us/how-we-make-decisions/staff-governance-committee/ https://www.nhsaaa.net/publications/publications-a-to-z/staff-health-safety-and-wellbeing-strategy-2016-2019/ https://www.nhsaaa.net/about-us/how-we-make-decisions/staff-governance-committee/
Staffing	Information about our staffing establishment is published by the Information Services Division of NHS National Services Scotland (ISD). Please note that NHS Ayrshire & Arran is not responsible for the site content.	www.isdscotland.org/Health-Topics/Workforce/
Employee relations	Information about partnership arrangements and facilities agreements in place including area partnership forums, HR forums and staff development groups.	https://www.nhsaaa.net/about-us/how-we-make-decisions/area-partnership-forum/ http://www.nhsaaa.net/about-us/how-we-make-decisions/staff-governance-committee/

Equality and Diversity at NHS Ayrshire & Arran	Mainstreaming report	https://www.nhsaaa.net/services-a-to-z/equality-and-diversity/
Registers	Staff interests Gifts and hospitality	https://www.nhsaaa.net/about-us/how-we-make-decisions/ayrshire-and-arran-nhs-board/
Volunteering	Working with us	https://www.nhsaaa.net/about-us/how-to-get-involved/ Scroll to the bottom of the page
Jobs at NHS Ayrshire & Arran	Our current vacancies can be found on the NHS Scotland website and Medical jobs* * These are external websites hosted by NHSScotland. NHS Ayrshire & Arran is not responsible for the site content.	https://www.nhsaaa.net/about-us/nhs-ayrshire-arran-jobs/
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.	https://www.nhsaaa.net/publications/publications-a-to-z/record-management-plan-nhs-ayrshire-arran/ http://www.nhsaaa.net/about-us/how-we-make-decisions/policies/ direct link to document – https://www.nhsaaa.net/media/7383/corporate-records-management-policy-v04-1-2018-05-16-final.pdf
Customer care commitments	Our vision for customer service is that you feel welcomed by friendly people who treat you as an individual; and that we listen carefully to what you have to say, showing you the courtesy and respect everyone deserves.	https://www.nhsaaa.net/about-us/how-to-get-involved/our-customer-care-commitments/

Feedback and complaints	How to complain or make a comment – for example, complaints policy, and contact details.	https://www.nhsaaa.net/about-us/feedback-and-complaints/
Model Publication Scheme 2014	NHS Ayrshire & Arran has adopted the Scottish Information Commissioner's Model Publication Scheme	https://www.nhsaaa.net/media/8327/modelpublicationschemeguideforscottishpublicauthorities2017.pdf
Guide to information	NHS Ayrshire & Arran's guide to information it makes available under the Model Publication Scheme	https://www.nhsaaa.net/contact-us/freedom-of-information/
How to make a freedom of information request	How to request information, contacts details for FOI section/unit.	https://www.nhsaaa.net/contact-us/freedom-of-information/
How to make a request for personal information	How to apply your rights under the GDPR and Data Protection Act 2018 and request personal information held by NHS Ayrshire & Arran about you.	https://www.nhsaaa.net/about-us/how-to-get-involved/your-rights/ https://www.nhsaaa.net/data-protection-notice/ Scroll down to 'The right of access' section to find out how to request your personal information.
Information assurance and management	Information on using, protecting and the fair processing of another person's personal information and also information security, including the information assurance strategy, information governance standards, information asset registers, IG toolkit, fair processing notice, data protection principles, Caldicott guardian principles, and how to submit subject access requests.	https://www.nhsaaa.net/about-us/how-to-get-involved/your-rights/ https://www.nhsaaa.net/data-protection-notice/

<p>Knowledge management</p>	<p>Information on the knowledge interaction implementation group including a list of projects being carried out and contact details for further information.</p> <p>Information on knowledge information strategy in the NHS is published by NHS Education for Scotland (NES).</p> <p>Please note that NHS Ayrshire & Arran is not responsible for the site content.</p>	<p>NHS Education for Scotland http://www.nes.scot.nhs.uk/</p>
<p>Statistics</p>	<p>Health information is published by the Information Services Division of NHS National Services Scotland (ISD).</p> <p>You can find statistical information here on cancer, child health, deaths, dental care, drugs and alcohol misuse, emergency care, equality and diversity, eye care, finance, general practice, health and social care, health conditions, heart diseases, hospital care, maternity and births, mental health, prescribing and medicines, public health, quality indicators, healthcare audits, sexual health, stroke and waiting times.</p> <p>Please note that NHS Ayrshire & Arran is not responsible for the content of this site.</p>	<p>www.isdscotland.org/</p>

Physical Resources		
<p>Property or rental</p>	<p>Property management information is published including: Property and Asset Management Strategy which details the property owned and occupied by NHS Ayrshire & Arran.</p> <p>Fire policy and procedures and annual fire safety report which detail compliance and management of fire safety</p> <p>Sustainability policy and annual report setting out objectives and actions on sustainability.</p> <p>New Builds Initial agreements, outline business cases and full business cases are published in line with Scottish Capital Investment Manual guidance.</p> <p>Public Finance Initiative (PFI) contracts (These may be subject to removal of data where an exemption applies e.g. disclosure would disclose trade secrets or prejudice substantially the commercial interests of any party)</p>	<p>https://www.nhsaaa.net/media/2266/20170626bmp08.pdf</p> <p>Annual fire safety report to be added</p> <p>To be added</p> <p>Approved outline and Full Business Cases for Capital Schemes https://www.nhsaaa.net/about-us/how-we-make-decisions/ayrshire-and-arran-nhs-board/ https://www.nhsaaa.net/hospitals/</p> <p>Please note these are large documents - they have not been published on the website. Parts of them are available on request to the Freedom of Information Officer. Also, should you require a paper copy please contact the Freedom of Information Officer. Please call 01563 826111, email foi@aapct.scot.nhs.uk or write to The Freedom of Information Officer, 14 Lister Street, University Hospital Crosshouse, Kilmarnock, KA2 0BB.</p>

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

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

The information we publish under this class includes:	Description	How to access it/details of any charges
Procurement Policies	Standing Financial Instructions How we procure services: <ul style="list-style-type: none">• the Procurement strategy• the Procurement policy• the Procurement Operating Procedures	https://www.nhsaaa.net/about-us/how-we-make-decisions/ayrshire-and-arran-nhs-board/ https://www.nhsaaa.net/services-a-to-z/procurement/
Invitations to Tender	Invitations to tender can be found on the Public Contracts Scotland Advertising Portal* * This is an external website, NHS Ayrshire & Arran is not responsible for the site content	www.publiccontractsscotland.gov.uk
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 Ayrshire & Arran is not responsible for the site content	www.publiccontractsscotland.gov.uk https://www.publiccontractsscotland.gov.uk/Contracts/Contracts_Search.aspx?AuthID=AA00060

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 Ayrshire & Arran's key performance indicators and performance against them. This includes information such as: <ul style="list-style-type: none"> • Access to Treatment / waiting times • Delayed Discharges • Infection Control reports and information • Healthcare Associated Infection (HAI) reports 	https://www.nhsaaa.net/about-us/how-we-perform/ Waiting times report is a standing item in Board papers https://www.nhsaaa.net/about-us/how-we-make-decisions/ayrshire-and-arran-nhs-board/
Audits & Inspections	Information about audits and inspections carried out by external bodies - for example, Healthcare Environment Inspectorate (HEI).	https://www.nhsaaa.net/about-us/how-we-perform/
Annual Performance Report	Includes information on the Annual Accountability Review and Annual Accounts.	https://www.nhsaaa.net/about-us/how-we-perform/ https://www.nhsaaa.net/publications/publications-a-to-z/annual-accounts/
Patient feedback	Information on how to provide feedback on our services.	https://www.nhsaaa.net/about-us/feedback-and-complaints/
Complaints	Complaints statistics	https://www.nhsaaa.net/media/7835/20190819bmp05.pdf
Scottish Public Service Ombudsman (SPSO)	Findings and our responses	https://www.nhsaaa.net/about-us/how-we-perform/ombudsman-reports/

CLASS 8: COMMERCIAL PUBLICATIONS

Class description: Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal

The information we publish under this class includes:

Description

How to access it/details of any charges

We do not publish any information in this class

CLASS 9: OPEN DATA

Class description: Open data made available by the authority as described by the Scottish Government's Open Data Resource Pack19 and available under an open licence.

The information we publish under this class includes:	Description	How to access it/details of any charges
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Open Data is published by NHS National Services on behalf of all NHSScotland, users can drill down to NHS Ayrshire & Arran specific datasets. All data will be published on the following website

<https://www.opendata.nhs.scot/about>