

THE HILLINGDON HOSPITALS NHS FOUNDATION TRUST

PUBLICATION SCHEME

FOR

THE FREEDOM OF INFORMATION ACT 2000



Author: Freedom of Information Officer

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Version Chart

Version	Amendments	Date	Author
1.0		Dec 2008	FOI Officer
1.0	Replacement of Trust Board biographical details with approved IBP versions.	May 2009	FOI Officer
1.0	Section 5.9 – Charging Regimes section revised to include details of Trust charges for providing information in different types of media.	Sept 2009	FOI Officer
1.1	Annual review and update Sections updated: 1.4.1 Chairman’s biography 2.8 Funding 2.9 Procurement & Tendering 3.6 Clinical Governance 3.7 Care Quality Commission 3.10 Service User Surveys 4.2 PPI 5.4 Complaints 7.1 Clinical Services – Care of the Elderly 7.1 Clinical Services - Endoscopy 7.1 Clinical Services – Stroke Unit 7.1 Clinical Services - Rehabilitation 7.2 Non-Clinical Services – E & T 7.2 Non-Clinical Services – Occ Health	June 2010	FOI Officer
Minor amendment Version number not changed	Section 5.8 - Charging Regimes Specialist Copies of Information section amended to comply with new DH guidance.	Jan 2011	FOI Officer
1.02 Draft	Annual review and update	November 2011	FOI Officer
2.0	Review and updates approved by the Information Governance Steering Group	November 2011	FOI Officer

Welcome to

The Hillingdon Hospitals NHS Foundation Trust

Publication Scheme

The Publication Scheme is in three parts as follows:

- PART ONE: Introduction
- PART TWO: The Classes of Information
- PART THREE: Inspection and Monitoring Bodies,
Useful Resources
Index to the Publication Scheme

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PART ONE: Introduction

What is a Publication Scheme?

The purpose of the Freedom of Information Act is to promote greater openness by public authorities, which includes The Hillingdon Hospitals NHS Foundation Trust. Under Section 19 of the Freedom of Information Act 2000, The Hillingdon Hospitals NHS Foundation Trust has a legal duty to adopt and maintain a Publication Scheme for the publication of Trust information. This Publication Scheme has been developed in accordance with the Information Commissioners new model scheme and is effective from 1 January 2009.

It is a guide to the information routinely published by The Hillingdon Hospitals NHS Foundation Trust. It is a description of the information about our Trust, which we make publicly available. It is important to us that this Scheme meets your needs and it has been designed to be a route map so that you can easily find information about The Hillingdon Hospitals NHS Foundation Trust. The scheme will be subject to an annual review.

The Freedom of Information Act does not change the right of patients to protection of their patient confidentiality in accordance with the Data Protection Act 1998, Article 8 of the Human Rights Convention, and at common law. Maintaining the legal right to patient confidentiality continues to be an important commitment on our part, and to help with this, we have an individual called a Caldicott Guardian who has responsibility to ensure the protection of patient confidentiality throughout the Trust in accordance with your legal rights. Our Caldicott Guardian at The Hillingdon Hospitals NHS Foundation Trust is:

Mr. Nick Nicholas
The Hillingdon Hospitals NHS Foundation Trust
Pield Heath Road
Uxbridge
Middlesex
UB8 3NN

Information Management

Information falling into the classes will be retained in line with the Records Management: NHS Code of Practice Retention and Disposal schedules, whereby information is held, retained and destroyed in accordance with Department of Health guidance. Information required for the business purposes of the Trust is stored at the Trust.

Copyright

The material available through this Publication Scheme is subject to The Hillingdon Hospitals NHS Foundation Trust's copyright unless otherwise indicated. Unless expressly specified on the material to the contrary, it may be reproduced free of charge in any format or medium, provided it is reproduced accurately and not used in a misleading manner. Where any of the copyright items in this Scheme are being re-published or copied to others, you must identify the source of the material and acknowledge the copyright status. Permission to reproduce material does not extend to any material accessed through the Publication Scheme that is the copyright of third parties. You must obtain authorisation to reproduce such material from the copyright holders concerned. For Guidance Notes on a range of copyright issues, please visit the National Archives website:

<http://www.nationalarchives.gov.uk/information-management/legislation-and-regulations.htm>
or contact:

National Archives
Kew
Richmond
Surrey
TW9 4DU

Crown copyright, Licensing and Public Sector Information
Tel 020 8876 3444

Advice and Assistance

The Hillingdon Hospitals NHS Foundation Trust will provide any advice and assistance regarding this publication scheme. Please contact the FOI Officer (details on Page 9) for further information. If you require specific assistance because of a disability or learning difficulty, we will provide all reasonable advice and assistance with your query.

Rights of Access to Information

The Data Protection Act (1998)

Under the Data Protection Act 1998, you are also entitled to access your own clinical records or any other personal information held about you. To discuss this further or obtain copies of your records, please contact:

Medico-Legal Department
Greenacres Centre
The Hillingdon Hospitals NHS Foundation Trust
Pield Heath Road
Uxbridge
Middlesex
UB8 3NN

The Freedom of Information Act (2000)

The Freedom of Information Act 2000 recognises that everyone has the right to know how public services like The Hillingdon Hospitals NHS Foundation Trust are organised and run, how much they cost and how you can make complaints if you need to. You have the right to know which services are being provided, the targets that are being set, the standards of services that are expected, and the results achieved.

Since the Act came into force on 1st January 2005, The Hillingdon Hospitals NHS Foundation Trust has had to respond to requests for information that it holds and to create a right of access to that information. The rights to request and access this information are subject to some exemptions, which the Trust has to take into consideration before deciding what information can be released.

When dealing with requests for information under the Freedom of Information Act (2000), we will withhold information that is exempt under the Act or that is personal, confidential or sensitive information about individuals that is protected under the Data Protection Act (1998). This does not affect your rights to information requested under the Data Protection Act (1998).

Environmental Information Regulations

The Environmental Information Regulations, which came into force in 1993, set the standard for the release of information about the environment in which we live and work.

Feedback

If you have any questions, comments or complaints regarding this publication scheme, they should be sent in writing to:

Helen Cobb
Assistant Director, Governance
c/o Corporate Governance Department
Greenacres Centre
The Hillingdon Hospitals NHS Foundation Trust
Pield Heath Road
Uxbridge
Middlesex
UB8 3NN

Email: Helen.cobb@thh.nhs.uk

If you require copies of this Scheme, any information contained in it, or any advice and assistance, please contact:

Freedom of Information Officer
Corporate Governance Department
Old Research Hut
The Hillingdon Hospitals NHS Foundation Trust
Pield Heath Road
Uxbridge, Middlesex, UB8 3NN
Tel: 01895 279639

Email: foi@thh.nhs.uk

PART TWO: The Classes of Information

The Information that The Hillingdon Hospitals NHS Foundation Trust holds is grouped into broad categories as follows:

- Class 1:** Who we are and what we do
- Class 2:** What we spend and how we spend it
- Class 3:** What are our priorities and how are we doing
- Class 4:** How we make decisions
- Class 5:** Our policies and procedures
- Class 6:** Lists and Registers
- Class 7:** The services we offer

We will state how you can obtain the information outlined within each class. This will be either from the Freedom of Information Officer or via the Trust website. The publications are all free unless otherwise indicated. Where information is provided at a cost, the charges will be as explained on Page 28.

Any document available on the Trust website, transmitted electronically or provided on CD ROM, will be provided in .pdf format. This means the recipient will need Adobe Acrobat Reader™ installed on their PC to view any electronic documents. Please visit www.adobe.co.uk to download a copy. The Trust accepts no responsibility for any problems encountered in the access, download and use of this software.

The Trust's commitment to publish information excludes any information that can legitimately be withheld under the exemptions set out in the Freedom of Information Act (2000). Where individual classes are subject to exemptions, the main reasons relate to the protection of commercial interests and personal information under the Data Protection Act (1998). This applies to most Classes within the Publication Scheme.

The Publication Scheme will be available in both hard copy and on our website. If you require copies of any of the information mentioned in this publication scheme, please contact the FOI Officer. (See Page 9 for contact details).

This Publication Scheme refers to and contains documents available from 31st October 2003 unless otherwise stated. Since 1st January 2005 the Scheme has been fully retrospective throughout the Trust's records. Applications for access to Trust information between 31st October 2003 and 1st January 2005 will be processed under the terms and conditions of the NHS Code of Openness (1995) and the Data Protection Act (1998).

Unless a request states otherwise, the most recent version of the documentation requested will be released. If a previous version is required please make this clear in the application.

Class 1: Who we are and what we do

Information in this class is available from the FOI Officer (contact details on Page 9).

This Class provides an overview of the Trust and how it fits into the local and national NHS structure, and outlines its role and responsibilities.

1.1 How we fit into NHS Structure

NHS Foundation Trusts are not-for-profit, public benefit corporations. They are part of the NHS and provide over half of all NHS hospital, mental health and ambulance services.

Monitor authorises and regulates NHS Foundation Trusts and supports their development, ensuring they are well-governed and financially robust. For more information on Monitor, please visit www.Monitor-nhsft.gov.uk

The Hillingdon Hospitals NHS Foundation Trust is one of 600 NHS Trusts in the UK (a full list can be found at www.nhs.uk) providing acute services from its main site at Hillingdon Hospital, Uxbridge, and also from Mount Vernon Hospital, in Northwood. It is the only acute Trust in the London Borough of Hillingdon and offers a wide variety of services including a busy Accident & Emergency department, inpatient services, day surgery, outpatient clinics and maternity services. A list of some of our services can be found in Class 7 of this Publication Scheme.

The Trust has an annual budget in excess of £188 million and employs more than 2,300 people in a wide range of professions and occupations, delivering healthcare to approximately 350,000 patients each year. For further information relating to the background of the Trust, please visit our website at www.thh.nhs.uk/About/about.htm

The Trust's vision is: **To be the best general hospital in the country**

1.2 Organisational Structure

The Trust Management Organisational Structure is available on the Trust's Public Website.

1.3 Partner Organisations

The Trust works in partnership with a number of other organisations across the public and private sectors, ensuring delivery of services and development in accordance with national guidance and local need. These partner organisations include local authorities, educational establishments, the police and community groups. These include:

1.3.1 Hillingdon Primary Care Trust (PCT)

Primary Care Trusts (PCTs) fund and commission health care services and the Hillingdon Primary Care Trust is the main commissioner of the Trust's services. The Trust and the PCT work in partnership on levels of service delivery. Details of the Trust's links with Hillingdon PCT can be found t at www.hillingdon.nhs.uk.

1.3.2 The London Borough of Hillingdon

The Trust works closely with the London Borough of Hillingdon for the benefit of the health and social care of the residents of the borough. More information about the London Borough of Hillingdon can be found at www.hillingdon.gov.uk

1.3.3 Voluntary Sector

The voluntary sector provides key service in many areas of the Trust, from societies and charities to support in specific wards and departments. There are over 300 volunteers who support the Trust and the Trust is continuing to work with volunteer organisations to ensure the services we provide meet service need.

For more information and vacancies regarding volunteering at The Hillingdon Hospitals NHS Foundation Trust, please visit our website at www.thh.nhs.uk/jobs/voluntary.htm

Requests for information that involve any of the Trust's partner organisations will need to obtain approval from the partner(s) in question before any information can be disclosed.

1.4 Senior Staff and Management Board Members

The Non-Executive and Executive Directors form the Trust Board that meets on a monthly basis (see Class 4 - How we make Decisions, for details of agendas of meetings and minutes). The Board's role is to set the strategic direction of the organisation, to monitor and review performance, to ensure effective financial stewardship and high standards of corporate governance are maintained, and to ensure that there is effective communication between the organisation and the local community. Information about the Trust Board can be found on the Trust website at <http://www.thh.nhs.uk/About/trustboard.htm>

1.4.1 Trust Board Members

Information about the Executive Directors and Non-Executive Directors is available on the Trust public website at <http://www.thh.nhs.uk/About/trustboard.htm>

1.4.2 The Council of Governors

The Governors are central to the local accountability of a Foundation Trust and have an important role in ensuring that the Trust Board takes account of the views of the members and stakeholders when making important decisions.

The Council of Governors:

- Appoint, and if appropriate, remove the Trust Chairman;
- Appoint, and if appropriate, remove the Non-Executive Directors;
- Decide the remuneration and terms and conditions of office of the Chairman and the Non-Executive Directors;
- Approve the appointment of the Chief Executive;
- Appoint, and if appropriate, remove the Foundation Trust's external auditor;
- Receive the Foundation Trust's annual accounts, any report of the auditor on them, and the annual report.

In addition, the Board must consult the Council of Governors when it is preparing the Foundation Trust's annual plan.

There are 27 members of the Council of Governors:

- 16 are elected by the Public members
- 7 are elected by staff members
- 4 are appointed by our partners

The Council of Governors meets quarterly, with meetings usually held in the Civic Centre, Uxbridge. Information on members of the Council of Governors and details of Governors' meetings is available on the Trust's website: <http://www.thh.nhs.uk/Foundation/governor.htm>.

1.5 Location and contact details of public-facing departments

1.5.1 Patient Advice and Liaison Service (PALS)

Grd. Floor, Main Building
Pield Heath Road, Uxbridge,
Middlesex UB8 3NN
Telephone: 01895 279973 (Mon-Fri, 10.00-15.00)
Fax: 01895 279831 Email: PALS@thh.nhs.uk

Outside of office hours you can leave a telephone message and you will be called back, or you can contact the Duty Manager via the switchboard on 01895 238282.

More information about PALS can be found at: www.thh.nhs.uk/Patients/Advice/pals.htm

1.5.2 Complaints Department

Complaints Manager
Greenacres Centre

Pield Heath Road, Uxbridge,
Middlesex UB8 3NN
Telephone: 01895 279497 (Mon-Fri, 09.00-17.00)
Fax: 01895 279842
More information about the Complaints process can be found at:
<http://www.thh.nhs.uk/Patients/Advice/formal.htm>

1.5.3 **Claims and Litigation Department**

Claims & Litigation Manager
Greenacres Centre
Pield Heath Road, Uxbridge,
Middlesex UB8 3NN
Telephone: 01895 279351 (Mon-Fri, 09.00-17.00)
Fax: 01895 279842

1.5.4 **Medico Legal Department**

Greenacres Centre
Pield Heath Road, Uxbridge,
Middlesex UB8 3NN
Telephone: 01895 279548 (Mon-Fri, 09.00-17.00)
Fax: 01895 279842
More information about Access to Health Records can be found at:
<http://www.thh.nhs.uk/Patients/Advice/rights.htm>

1.5.5 **Cashiers**

Grd Floor, Main Building
Pield Heath Road, Uxbridge,
Middlesex UB8 3NN
Telephone: 01895 279352
Opening Times: Mon-Fri, 09.30-17.00

Please ring for information about opening times on Bank Holidays

Class 2: What we spend and how we spend it

Information in this Class is available from the FOI Officer (details on Page 9) and via the link to the Trust website where stated.

Contained in this Class is information relating to projected and actual income and expenditure, procurement, contracts and financial audit.

2.1 Annual Statement of Accounts

The Trust's Annual Statement of Accounts is published in the Annual Report every year. The Annual Report can be found at: <http://www.thh.nhs.uk/documents/Publications/AnnualReports>

2.2 Budgets and variance reports

These are part of the Finance Reports to the Trust Board which can be found at: http://www.thh.nhs.uk/Publications/Board_Docs/board_docs.htm

2.3 Financial Audit Reports

2.4 Capital Programme

This is part of the Finance Reports to the Trust Board which can be found at: http://www.thh.nhs.uk/Publications/Board_Docs/board_docs.htm

2.5 Staff and Board Members' allowances and expenses

All staff employed by The Hillingdon Hospitals NHS Foundation Trust, are paid allowances and expenses in accordance with the Agenda for Change pay structure.

2.6 Staff pay and grading structures

All non-medical staff employed by The Hillingdon Hospitals NHS Foundation Trust, except for very senior managers, are paid in accordance with the Agenda for Change pay structure.

Agenda for Change pay rates can be found at:

<http://www.nhsemployers.org/PayandContracts/AgendaForChange/Pages?Oayrates.aspx>

Very senior managers' pay is determined in accordance with the pay framework which is available to download on the Department of Health website at the following link:

http://www.dh.gov.uk/en/Managingyourorganisation/Workforce/Paypensionandbenefits/Seniorstaffandmanagementcontracts/DH_427

Information relating to the very senior managers' remuneration at The Hillingdon Hospitals NHS Foundation Trust is published in the Annual Report every year. The Annual Report can be found at: <http://www.thh.nhs.uk/documents/Publications/AnnualReports>

Medical and dental staff employed by The Hillingdon Hospitals NHS Foundation Trust are paid in accordance with the Medical and Dental pay structures which are available at the following link:

<http://www.nhsemployers.org/PayAndContracts/Pay%20circulars/Pages/PayCircularsMedicalandDental.aspx>

2.7 Funding

The Trust's total planned income for the financial year 2011/12 is £188.3m, of which £171.3m is public funding (covering healthcare provision for NHS, Training & Education and Research

& Development). The Director of Finance has corporate responsibility for the Trust's finances and his contact details are as follows:

Paul Wratten, Director of Finance, The Hillingdon Hospitals NHS Foundation Trust, Pield Heath Road Uxbridge, Middlesex, UB8 3NN Email: paul.wratten@thh.nhs.uk

2.8 Procurement and Tendering procedures

The Trust's Purchasing and Supplies Department is part of the Finance Directorate and is lead by Brian Saunders, Head of Purchasing. The Trust currently uses a number of policies and protocols in its procurement process to ensure appropriate supplies and services are purchased and the Trust gets value for money. Details of these policies and protocols are available from the FOI Officer. With effect 1 April 2010, these policies and protocols will be available at www.thh.nhs.uk/Purchasing and Supplies

Where the estimated value of the goods or services being tendered for exceeds the current threshold stipulated by the European Commission, then it will be advertised in the Official Journal of the European Union (OJEU). The threshold for contracts subject to European Public Procurement regulations currently stands at £101,323 for supply/service contracts and £3,927,260 for works contracts. Further information regarding OJEU can be found on their website at www.ojec.com

It is the department's expectation that with effect from November 2011 all tenders information will also be available through the department website at www.thh.nhs.uk/Purchasing and Supplies. During this financial year, the Trust will also be looking to publish details of Lower Threshold Tender Activity through the same web pages and via Multiquote (www.multiquote.com).

2.9 Contracts currently being tendered

Details of contracts currently being tendered can be obtained from the Freedom of Information Officer and is also available through the department website at thh.nhs.uk/Purchasing and Supplies. During this financial year, the Trust will also be looking to publish details of Lower Threshold Tender Activity through the same web pages and via Multiquote (www.multiquote.com).

2.9 List and value of contracts awarded and their value

Details of contracts awarded and their values can be obtained from the Freedom of Information Officer.

The Trust makes available as much information as possible about the sources of our finances. In the following circumstances, however, material will be exempt from publication under the Freedom of Information Act (2000) if it is:

1. Information intended for future publication (Section 22)
2. Criminal, regulatory or law enforcement material (Section 31)
3. Audit material or including audit functions (Section 33)
4. Personal information (Section 40)
5. Commercial (Section 43)

Information in this Class is available from the FOI Officer (details on Page 9) and via the link to the Trust website where stated.

Contained in this Class are strategies and plans, performance indicators, audits, inspections and reviews.

3.1 Annual Report

This is published in September of each year and outlines the Trust's performance and achievements during the year.

The Trust's Annual Reports can be accessed via the Trust's website at:

<http://www.thh.nhs.uk/Publications/publications.htm>

3.2 Annual Business Plan

NHS foundation trusts are required each year to submit their three-year plans to Monitor. The plan contains a financial forecast and an assessment of governance risk, which includes the Trust's assessment of its ability to provide high quality patient care and meet service performance targets. Each plan also includes the foundation trust's strategy document, a financial summary, headline cost improvement plans, service development contribution and the membership plan.

The plan is published in July of each year, and can be accessed via Monitor's website at:

<http://www.monitor-nhsft.gov.uk/home/about-nhs-foundation-trusts/nhs-foundation-trust-directory/the-hillingdon-hospitals-nhs-foundat>

3.3 Targets, Aims & Objectives

Our Vision:

Our vision is simple, succinct, unifies staff and public, and puts patients at the heart of our purpose; it is, "**To be the best general hospital in the country.**"

We will strive to provide excellence in:

- Treatment and care which is safe, sensitive and responsive to the individual
- Recruiting, retaining and developing our staff
- Relationships with the people we serve and those with whom we work
- Innovation and improvement
- Financial stewardship

Our Mission:

To provide high quality elective, emergency and specialist services which are safe, patient focused, accessible and responsive.

These services are delivered by skilled and motivated staff, in conjunction with local partners, to promote dignity, choice and good health.

Our Principal Aims

- Provide the best possible care, cure and comfort to the local community
- Recognise the dignity and rights of each person and their individual needs

- Promote good health and preventing sickness

3.4 Annual Quality Accounts

The Annual Quality Accounts are published by the end of June each year and outline some of the quality and patient safety priorities for the year. The Trust's Annual Quality Accounts can be accessed via the Trust's website at:

<http://www.thh.nhs.uk/Publications/publications.htm>

3.5 Performance against targets (KPI) performance framework

This information can be accessed from the Trust Board papers which are published on the Trust Public Website at: http://www.thh.nhs.uk/Publications/Board_Docs/board_docs.htm

3.6 Clinical Governance

Clinical governance is how health services are held accountable for the safety, quality and effectiveness of clinical care delivered to patients. It is a statutory requirement of NHS providers and is achieved by co-ordinating three interlinking strands of work:

- robust national and local systems and structures that help identify, implement and report on quality and safety improvement
- quality improvement work involving health care staff, patients and the public
- establishing a supportive, inclusive learning culture for improvement

It encompasses the following:

- managing clinical effectiveness
- managing risk
- involving patients and the public
- patient safety and incident reporting and making changes to prevent recurrence
- using evidence to ensure best practice

The elements of clinical governance include the following:

- Education and training
- Clinical audit
- Clinical effectiveness
- Research and development
- Openness
- Risk management

The Trust has a Clinical Governance Committee where all such matters are discussed and monitored. It also has a Clinical Standards and Quality Committee which is a Sub Committee to the Board. This Committee provides assurance to the Board on all matters of patient safety and quality.

3.7 Care Quality Commission - Registration

From April 2010, all health and adult social care providers, this includes NHS Trusts such as Hillingdon, who provide regulated activities are required by law to be registered with the Care Quality Commission (CQC). To do so, providers must show they are meeting the essential standards of quality and safety across all of the regulated activities they provide.

The CQC continuously monitor compliance with essential standards as part of a dynamic, responsive and robust system of regulation. The CQC assessors and inspectors frequently review all available information and intelligence that the CQC hold about a provider and seek information from patients and public representative groups, and from organisations such as other regulators and the National Patient Safety Agency.

If the CQC have concerns that a provider is not meeting essential standards of quality and safety, they will act quickly, working closely with commissioners and others and using their new enforcement powers if necessary.

In addition to the assurance about compliance with essential standards that registration provides, the CQC have an important function in promoting improvement by providing independent, reliable and timely information about the quality of care secured by commissioners for their local communities, which are described as assessments of quality.

These assessments of quality include: periodic reviews of performance of all health and adult social care providers, special reviews and studies of particular aspects of care, on economy, efficiency and effectiveness and information issues.

This system makes sure that people can expect services to meet essential standards of quality and safety that respect their dignity and protect their rights and are focused on outcomes, rather than systems and processes and places the views and experience of people who use services at the centre.

Registration details for the Trust can be found on the CQC website at:
[The Hillingdon Hospitals NHS Foundation Trust](#)

3.8 National Health Service Litigation Authority (NHSLA) Risk Management Standards

The NHS Litigation Authority (NHSLA) is a Special Health Authority, which was established in 1995. The NHSLA administers the Clinical Negligence Scheme for Trusts (CNST) and the Liabilities to Third Parties Scheme (LTPS) and Property Expenses Scheme (PES), together known as the Risk Pooling Schemes for Trusts (RPST).

There are NHSLA risk management standards for each type of NHS health care organisation: acute, ambulance, mental health & learning disability, primary care trusts and independent sector providers of NHS care. The standards are designed to address organisational, clinical, and non-clinical/health and safety risks.

The NHSLA issues separate clinical (CNST) standards against which maternity services are also assessed where these are provided by the organisation.

The standards and assessment process are designed to:

- provide a structured framework within which to focus effective risk management activities in order to deliver quality improvements in organisational governance, patient care and the safety of patients, staff, contractors, volunteers and visitors;
- increase awareness and encourage implementation of the national agenda for the NHS;
- encourage and support organisations in taking a proactive approach to improvement;
- reflect risk exposure and empower organisations to determine how to manage their own risks;
- contribute to embedding risk management into the organisation's culture;
- reduce the level of claims by reducing the number of adverse incidents and the likelihood of recurrence;
- assist in the management of adverse incidents and claims;
- provide assurance to the organisation, other inspecting bodies and stakeholders, including patients.

The Hillingdon Hospitals NHS Foundation Trust achieved level 2 compliance with the NHSLA Risk Management Standards in Dec 2008; this has enabled the Trust to obtain a 20% discount in its insurance contributions. The Trust is scheduled to be re-assessed against the revised standards in November 2011.

For more information about the NHSLA visit their website at www.nhsla.com

3.9 Audit Reports

3.9.1 Clinical Audit

Clinical Audit is a quality improvement process, measuring actual practice against agreed standards. The audit findings are examined, actions identified, any necessary changes implemented and re-audit takes place to establish whether or not improvement has occurred.

Standards are set by external bodies, such as, National Institute of Health and Clinical Excellence (NICE), Royal Colleges or from local policies or guidelines. The information we use to audit against these standards are from hospital systems, patient health records, or from collecting the data prospectively when the patient is in hospital. Audit results are presented and discussed by staff at various groups within divisions/specialties.

The Trust participates in a number of National clinical audits. These audits are identified from National Clinical Audit and Patient Outcomes Programme or are commissioned by other bodies e.g. Royal Colleges.

In line with the Trusts' Clinical Audit Strategy, overall audit activity is monitored by the Clinical Audit and Effectiveness Committee. Audit proposals are categorised to ensure their appropriateness and that they fit in with Trust priorities. The Clinical Audit Strategy can be obtained from the Freedom of Information Officer (See Page 9 for contact details).

3.10 Service User Surveys

The Trust participates in the Care Quality Commission's annual national inpatient survey and less frequent national outpatient, maternity and emergency surveys. In addition, the Trust runs a programme of internal surveys using a real time electronic system. This captures feedback from inpatients, outpatients and maternity patients, children and teenagers and patients using the emergency department. Service user feedback is used to further support service improvement.

Class 4: How we make decisions

Information in this Class is available from the FOI Officer (details on Page 9).

Contained in this Class are strategies and plans, performance indicators, audits, inspections and reviews.

4.1 Board Papers

The Trust Board meets on a monthly basis and meetings are open to the public unless confidential information is being discussed. Agendas, minutes of meetings and supporting papers for meetings held in public are available on the Trust website at:
http://www.thh.nhs.uk/publications/Board_docs/board_docs.htm

4.2 Council of Governors Papers

The Council of Governors meets on a quarterly basis and meetings are open to the public unless confidential information is being discussed. Agendas, minutes of meetings and supporting papers for meetings held in public are available on the Trust website at:
http://www.thh.nhs.uk/Foundation/governor_meetings.htm.

Some of this information is of a personal and confidential nature and will be excluded as will any other confidential material. Material relating to the health and safety of specific individuals, to law enforcement, criminal or regulatory enforcement, or audit issues under certain circumstances may also be excluded from publication. Section 36 of the Freedom of Information Act (2000) identifies an exemption that may mean there are instances where material cannot be released because the appropriate officer of the Trust has taken the view that it may be prejudicial to the conduct of public affairs.

4.3 Patient and Public Involvement Strategy (PPI)

Patient and public engagement (PPE) is the responsibility of every individual working for our Trust. The community we serve must be central to all we work towards and deliver as a Trust, not only in terms of the care we provide to members of the community but also in terms of the contribution we can make as an employer of local people and consumer of local goods and services.

PPE is the active participation of patients, users, carers, community representatives and the public in the development of health services and as partners in their own health care. PPE is broader and deeper than traditional consultation. It is giving local people a say in how services are planned, delivered and evaluated, by developing good communication with them, providing the information to make informed choices about their care and working in partnership to make decisions about service improvement.

Most people will need to use health services at some time in their lives and when they do so they need to be confident that the services they receive are focused entirely on their needs.

For consistency, when we refer to 'patients and public' we refer to patients, users, carers, relatives and the public as potential users of services.

Section 242 Health Care Act 2006 and The Duty under Section 242 requires Foundation Trusts, NHS Trusts, Primary Care Trusts and Strategic Health Authorities to involve users of services in:

- The planning and provision of services
- The development and consideration of proposals for changes in the way services are provided; and
- Decisions affecting the operation of services.

To find out more about the PPE in the NHS, visit the Department of Health website at www.dh.gov.uk.

The Trust has an active People in Partnership forum which meet on a bi-monthly basis and is an opportunity for Foundation Trust members (public and staff) to participate in the planning and development of Trust services. The Forum provides an opportunity for members and staff to exchange and discuss information on national and local issues affecting patients, carers and the general public and supports the discussion and debate of those proposals made by the Trust that may affect the local provision of healthcare services.

The Trust has approximately 10,000 Foundation Trust members (7000 public and 3000 staff/volunteers). If you wish to find out more about becoming a public member and getting involved in the Trust please contact our Membership office.

4.4 Public Consultations

This section provides details of public consultation procedures, decision-making processes, timescales and responses.

Class 5: Our Policies and Procedures

Information in this Class is available from the FOI Officer (details on Page 9).

This Class refers to current written protocols, policies and procedures for delivering our services and responsibilities.

5.1 Trust Policies

The Trust has a comprehensive set of core policies and guidelines that cover all aspects of its operations. The Trust has a Board approved policy for the development and management of Trust-wide policies and strategy documents, and all policies are recorded and managed using the Trust's Policy Management Information System. Where there are perceived to be gaps, or new requirements, new policies and guidelines are developed. As a consequence, some policies are under development or review at all times.

A full list of the Trust's policies and copies of policies can be obtained from the FOI Officer (see Page 9 for contact details) or by e-mailing foi@thh.nhs.uk

5.2 Staff Vacancies

A full list of current job vacancies is available from the People and Development Department:

The People & Development Department
The Furze
The Hillingdon Hospitals NHS Foundation Trust
Pield Heath Road
Uxbridge, Middlesex, UB8 3NN
Telephone: 01895 279885

The list can also be accessed electronically at www.thh.nhs.uk/Jobs/jobs.htm
Our job vacancies are posted on the [NHS Jobs website](#), which provides an on-line application for all positions within the Trust.

5.3 Standing Financial Instructions

Standing Financial Instructions (SFIs) identify the financial responsibilities, which apply to everyone working for the Trust and its constituent organisations and should be read in conjunction with the Trust's Standing Orders and Scheme of Reservation and Delegation.

5.4 Complaints and other customer service policies and procedures

We are constantly trying to improve our service to ensure that all our patients receive the best possible care and treatment. The following points are procedures for making complaints about the Trust and/or its services.

5.4.1 Local Resolution

Many problems arise from simple misunderstandings which can be resolved very quickly if you speak out at the time. Ask to speak to the staff concerned, for example, the Ward/Department Manager or Outpatient Sister and see if the problem can be rectified immediately.

If your concerns cannot be resolved at Ward/Department level, ask to speak to the General Manager or Department Manager responsible for that area. During night-time hours you may wish to speak to the Duty Manager who can be contacted via the Hospital Switchboard. If you feel your concerns have not been satisfactorily dealt with or have had difficulty in speaking to the appropriate members of staff, you may wish to contact the Patient Advice and Liaison Service (PALS) who will listen to your concerns and address them with the appropriate members of staff. Alternatively, you can put your concerns in writing to the Chief Executive, who will ensure your concerns are fully investigated. Your letter will be acknowledged within 3 working days and we aim to respond to you in full within a timescale that we will agree with you.

The Trusts Policy for the Management of Complaints can be obtained from the Freedom of Information Officer (see Page 9 for contact details).

5.4.2 Contact details for complaints:

The Hillingdon Hospitals NHS Foundation Trust:

Complaints Manager
Greenacres Centre
The Hillingdon Hospitals NHS Foundation Trust
Field Heath Road, Uxbridge, Middlesex, UB8 3NN
Tel: 01895 279497

Hillingdon Primary Care Trust:

Complaints about the community and family health services (e.g. Clinics, GPs, Dentists, Opticians and Pharmacists) should be sent to:

Hillingdon Primary Care Trust
97-109 High Street
Yiewsley, West Drayton, Middlesex
UB9 7HJ
Tel: 01895 452088

5.4.3 Ombudsman

If having pursued your complaint through the Local Resolution stages you feel that our response is not satisfactory, you can ask the Parliamentary and Health Service Commissioner (Ombudsman) to investigate your concerns. The contact details are:

Mill Bank Tower
Millbank
London SW1P 4QP
Tel: 0345 015 4033

5.4.4 Independent Complaints Advocacy Service (ICAS)

ICAS focuses on helping individuals pursue complaints about the NHS.

NW London POWER ICAS,
Can Mezzanine
32 – 36 Loman Street
London SE1 0EHTel: 0845 337 3061

5.4.5 Complaints procedure in relation to requests for information and the operation of this publication scheme

If you wish to complain about any aspect of the handling of a Freedom of Information Act request, or the operation of this publication scheme, then you should contact the Assistant Director, Governance, whose details can be found below. All complaints will be dealt with in accordance with the Local Resolution Stage of the Trust's Complaints Policy and Complaints Procedure (See Section 5.5.1 above for details). Should you still be dissatisfied then you may apply for an internal review by contacting the Assistant Director, Governance.

Assistant Director, Corporate Governance
c/o Corporate Governance Department
Greenacres Centre
The Hillingdon Hospitals NHS Foundation Trust
Pield Heath Road, Uxbridge, Middlesex, UB8 3NN
Tel: 01895 279217

If you remain unhappy you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate the case until the internal review process has been completed.

Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.gov.uk>.

5.5 Data Protection/Information Governance/Caldicott Guardian

5.5.1 Data Protection

The Hillingdon Hospitals NHS Foundation Trust is registered with the Information Commissioner as a Data Controller. The Trust complies with the Data Protection Act 1998 and handles all information it processes in accordance with the Act.

More information about access to health records and patient confidentiality can be found at <http://www.thh.nhs.uk/Patients/Advice/rights.htm>

5.5.2 Information Governance

As part of the broad scope of Governance, Information Governance is a standards-based approach to improving information processing. It provides a framework to bring together all of the requirements, standards and best practice that apply to the handling of information. All NHS Trusts are required to complete the Information Governance Toolkit, which enables them to measure their compliance with the information-handling requirements by assessing themselves against the following initiatives:

- Information Governance Management
- Confidentiality and Data Protection Assurance
- Information Security Assurance
- Clinical Information Assurance
- Secondary Uses Assurance
- Corporate Information Assurance

The above form a basis for working towards best practice in the management of both patient-identifiable and corporate information. To find out more about any of the above, please contact the Freedom of Information Officer at foi@thh.nhs.uk

5.5.3 Caldicott Guardian

The Caldicott Guardian is the person who is responsible for confidentiality and information governance across the organisation. In healthcare organisations the Caldicott Guardian must have a clinical background and The Hillingdon Hospitals NHS Foundation Trust's Caldicott Guardian is Mr. Nick Nicholas, who is a consultant in Obstetrics and Gynaecology. See Page 7 for contact details.

5.6 Estate Management

The Trust owns and operates from two sites. The main site at The Hillingdon Hospital, is located south of Uxbridge town centre and in close proximity to Heathrow Airport. The Trust also operates and is landlord to other healthcare providers at Mount Vernon Hospital, Northwood. On both sites there is also residential accommodation rented to staff. Maps of each site can be found on the Trust website following the Visitors link.

For full details of our Estate, Facilities Management or land holdings, please contact:

Director of Estates and Facilities
The Hillingdon Hospitals NHS Foundation Trust
Estates Department
Kirby Way
Uxbridge
Middlesex
UB8 3XX
Email: sue.batty@thh.nhs.uk

5.7 Charging regimes and policies

5.7.1 Cost of Information

Section 9 of the Freedom of Information Act allows public organisations to charge a fee for providing information in response to a request, and such a fee must be determined in accordance with the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (the Fees Regulations).

For the most part, the only charge incurred will be the cost of reproducing hard copies of the information requested or copying electronically (e.g. onto CD ROM). The charges will vary according to how information is made available, but will be calculated at cost plus a 10% administration charge. Some information is available free, but for others there may be a charge outside of the cost of reproduction, e.g. if the time taken to comply with the request exceeds the appropriate limit, which for public authorities is 18 hours. These costs are calculated at £25 per hour. Charging is as follows:

- **Via the Trust's Public Website**

Access to information via the Trust public website is free of charge, although any charges by an Internet Service Provider and subsequent personal printing costs will have to be met by the individual.

If you wish to obtain copies of information via the Trust website but do not have access to the Internet, single print-outs from the website are available free of charge by post from:

The Freedom of Information Officer
Corporate Governance Department
Old Research Hut
The Hillingdon Hospitals NHS Foundation Trust
Pield Heath Road
Uxbridge, Middlesex, UB8 3NN

Email: foi@thh.nhs.uk

Requests for archived copies of documents that are no longer accessible or available on the website may attract a charge for the retrieval, photocopying and/or postage of the information.

In all cases, the Trust will give sufficient notice to the applicant of the costs and charges involved in accessing, reproducing and supplying the information. These costs and charges must be paid in advance. The Trust will not provide copies of information from other organisations' websites.

- **Leaflets and Brochures**

Information for patients in the form of leaflets and brochures are available free of charge. Patient Information leaflets are published on the Trust's public website at http://www.thh.nhs.uk/Patients/patient_leaflets.htm

- **Specialist Copies of Information**

Specialist copies of information such as in Braille format or in languages other than English are available on request and will not incur a charge.

- **E-mail**

Copies of information sent via email will be free of charge unless stated otherwise.

These charges will be reviewed regularly.

5.7.2 Access to health records

There is a fee of £50 for the provision of copies of health records.

Class 6: Lists and Registers

Information in this Class is available from the FOI Officer (details on Page 9)

This Class contains information held in currently maintained lists and registers.

- 6.1 List of main contractors and suppliers**
- 6.2 Asset Registers and Information Asset Register**
- 6.3 Registers of Interests**
- 6.4 Register of Hospitality and Gifts provided to Board Members and senior personnel**
- 6.5 Disclosures Log**

Class 7: The services we offer

Information in this Class is available from the FOI Officer (details on Page 9) and via the Trust website where stated.

This Class contains information about the services we offer, including leaflets, guidance and newsletters.

7.1 Clinical Services

The Trust provides a broad scope of acute services across its two sites at Hillingdon Hospital and Mount Vernon Hospital. Some of the clinical services we provide from both sites are listed below:

Department	Brief Information about the department/service
Accident & Emergency	There is a 24-hour service at Hillingdon Hospital 365 days of the year. The Minor Injuries Unit at Mount Vernon Hospital is open 9am-8pm every day except Christmas Day...
Anaesthetics	The Anaesthetics Department provides a comprehensive pre-operative patient evaluation for all classes of operative procedures. Other sub-specialties provide services in the area of Acute and Chronic Pain Management, Obstetrical pre and peri-operative services and Critical Care facilities, consultations and outreach care for the wards, ECT, cardioversion, radiology and endoscopy sedation services.
Booking Centre	Services provided by the Booking Centre are: <ul style="list-style-type: none"> • Assign NEW outpatient appointments for roughly 25 clinics per day, with appointments for each clinic varying between 10 and 30 minutes. • Assign Follow-up appointments for 3 specialities + 1 Clinic – Ophthalmology, Urology, Gastroenterology and Khakoo Allergy clinic • Manage Appointment Slot Issues received via Choose and Book • Review clinics for unused / vacant NEW outpatient appointment slots, and try to fill them • Answer telephone and e-mail queries – queries relate to appointments or other general queries
Cardiology	Our Coronary Care Unit (CCU) has been upgraded and expanded to include a pacing room and telemetry facilities, whilst our 18 bedded cardiology ward has been refurbished and acts as a step-down ward from CCU. We also provide an out-patient cardiac rehabilitation service, rapid access chest pain clinic, nurse-led rapid access arrhythmia clinic, early follow-up nurse-led heart failure and nurse-led post myocardial infarction clinics. We also have a nurse-led cardioversion service
Care of the Elderly	Care is provided via a multi-disciplinary service that covers both acute and continuing care in our inpatient wards and day hospitals. and our rehabilitation wards provide individually tailored occupational therapy and physiotherapy.
Child Development Centre	This service is managed and delivered by Hillingdon PCT but employs some staff from The Hillingdon Hospitals NHS Foundation Trust.
Day Care Unit	The Day Care Facilities at Hillingdon and Mount Vernon provide care for surgical day case patients, based in General Surgery, Oral, Ophthalmology, Gynaecology and Orthopaedics, at the pre-assessment, pre-operative and post-operative stages of care. Currently a target of 80% of all surgical procedures are admitted via the Daycare Unit. Work is ongoing to incorporate

	newer ideas and pathways of shorter stays for operations previously requiring a 24 hour stay.
Dental Services	Providing Orthodontics and Oral Surgery.
Diabetes, Endocrinology and Metabolism	Diabetes, Endocrine and Metabolic services are focused around The Hillingdon Diabetes and Endocrine Unit, comprising Diabeticare, the District Diabetes Centre for outpatients with diabetes, endocrine and metabolic disorders; and Pagett Ward for in-patients. Services include consultant clinics, specialist nurses (for both in-patients and out-patients), diabetic wound care, dietetics, podiatry, and endocrine function testing.
Dietetics	The Dietetics Department provides a service to all wards in the Trust, on the Hillingdon site, and on the Mount Vernon site for the Hillingdon wards only. Its role is to give advice and provide support on dietary modification and nutritional information to inpatients and outpatients, carers and relatives as well as healthcare professionals. The department is actively involved in training staff e.g. catering, medical, nursing and other AHPs as well as student dieticians.
Endoscopy	The Endoscopy Department carries out a variety of both diagnostic and therapeutic procedures at both The Hillingdon and Mount Vernon Hospitals... Patients are referred via their GP's or Hospital Consultant.
Hillingdon Consulting Rooms	This area is the designated Private Patient Suite, which offers a private outpatient consultancy service.
Infection Control	The Infection Control team works to minimise the risk of infection related to healthcare by providing evidence based preventative and management strategies for Infection Control.
Maternity	Our Maternity Unit has a woman-centred philosophy and provides a full range of maternity services, including a Day Assessment Unit, Community Midwife teams and a Neonatal Unit, to provide the highest possible standard of care in a warm, relaxed and friendly environment. We register approximately 4,200 births annually, including 120 requests for homebirth of which 90 delivered at home.
Neonatal Unit (NNU)	The Neonatal unit provides intensive, high dependency or special care for any sick or preterm babies born in the maternity unit. The unit has clear guidelines ensuring that all babies receive best care in line with the North West London Perinatal Network policies. There are clinics dedicated to neonatal follow-up as well as a specialist clinic for babies discharged home on oxygen. There is close liaison between the community services and the neonatal unit. Care is provided by a multidisciplinary team consisting of paediatric consultants, doctors in training, neonatal qualified nurses, children's nurses, nursery nurses and support workers.
Orthotics	The Orthotics Department provides an orthotics service for both inpatients and outpatients across both Hillingdon and Mount Vernon sites. We have an Orthotist who does 3 Orthotic Clinics a week, Monday and Thursdays at Hillingdon and Tuesdays at Mount Vernon. We supply an ongoing service over 5 days. We will measure fit and supply patients with the necessary orthotics as requested by Consultants, GPs, Physios etc. We see adults and children at Hillingdon but adults only at Mount Vernon
Outpatients	The Outpatients Department is for those who have been referred to us by a doctor for clinical advice or treatment. Patients may be offered an appointment at either of our hospital sites depending on which has the shortest wait for their consultant.
Ophthalmology	Our Ophthalmology services operate on both sites. At present the Pre-assessment, surgical procedures, Paediatric and Laser services are based at

	<p>Hillingdon Hospital. All day-surgery is based at Hillingdon Hospital and inpatient surgery is based at the Western Eye Hospital.</p> <p>The department has been one of the PDT centres for the last 7 years. For the last 2 years we have been treating Age-Related-Macular Degeneration patients who would benefit with the latest intravitreal treatment available for this client group.</p> <p>The department has specialist team of doctors, nurses, Orthoptist and Optometrist.</p>
Paediatrics	<p>The Paediatric unit is based on the Hillingdon site and provides inpatient, day care and outpatient facilities for children under sixteen years of age with a variety of general medical and surgical conditions. There are specialist services for allergy, diabetes, asthma, endocrine, epilepsy, psychology and gastroenterology. Outreach clinics are supported for cystic fibrosis, generics, cardiology, paediatric surgery and gastroenterology. The service is supported by paediatric dieticians and specialist nurses in diabetes, oncology, allergy and respiratory medicine.</p>
Pain Management Service	<p>This service provides group and individual outpatient services for people with chronic pain. The main aim is to increase peoples' self-management skills with regard to their pain.</p>
Pathology	<p>The department consists of Haematology, Blood Transfusion, Clinical Biochemistry, Microbiology and Histopathology</p>
Pharmacy	<p>The Trust's Pharmacy Department supplies approximately 25,000 items each month to outpatients, inpatients and for patients following discharge.</p>
Physiotherapy Outpatients	<p>The Physiotherapy service provides outpatient services at Hillingdon and Mount Vernon Hospitals. Highly skilled Physiotherapists assess, diagnose and treat a wide variety of musculoskeletal problems.</p>
Radiology (X-Ray)	<p>The Radiology Department provides diagnostic imaging services at both Mount Vernon and Hillingdon Hospitals. Since April 2005 most images have been captured and stored digitally on our Picture Archival and Communication System (PACS). This creates an environment where authorised users can access radiology information across the Trust's computer network so images are always available wherever they are needed for diagnosis and/or treatment planning.</p>
Rehabilitation	<p>The Trust's rehabilitation services provide individually tailored support for patients of all ages. The Alderbourne Rehabilitation Unit is district specialist rehabilitation unit that has 20 inpatient beds and caters primarily for younger, working age patients with complex disabilities. The unit also provides specialist outpatient services which access to an experienced multidisciplinary team</p>
Sexual Health Centre (Tudor Centre)	<p>The Tudor Centre provides open access outpatient services for the treatment and care of persons with HIV infection and the screening and treatment of sexually transmitted infections.</p>
Stroke Unit	<p>The Stroke Unit handles cares for patients of any age who have sustained a stroke.</p>
Theatres	<p>At Hillingdon Hospital Trust we provide nine operating theatres with dedicated emergency and trauma lists each day as well as over 75 elective sessions per week. There are also four operating theatres at Mount Vernon.</p>
Treatment Centre	<p>The new Treatment Centre on the Mount Vernon site has the potential to throughput approximately 9,500 care spells per year enabling Mount Vernon to become the Trust's main elective surgical site for day surgery and low-risk inpatient surgery. The facility also provides additional outpatient capacity to</p>

support this increase in elective surgery.

The Treatment Centre building houses a suite of 4 operating theatres, an outpatient department, provision of minor operative surgery in outpatients, an X-ray Department, Minor Injuries Unit, Therapies Suite and a multi-bedded ward area.

More information about clinical services can be obtained on the Trust website at <http://www.thh.nhs.uk/Departments/departments.htm>

7.2 Non-clinical Services

The Trust provides some non-clinical/corporate services. Some of these are listed below:

Department	Brief information about the department/service
Catering/Cleaning	The Trust provides catering and cleaning services at both Hillingdon and Mount Vernon Hospital to patients, relatives, visitors and staff. From 1 November 2007 these services have been managed and delivered by the external company Sodexo.
Chaplaincy Centres	Both Hillingdon and Mount Vernon hospitals offer a pastoral response across major faith needs; At Hillingdon St. Luke's Chapel has facilities for all World faiths to worship and pray, available for staff, patient and visitor alike. St Luke's Chapel is situated on the Lower Ground Floor at Hillingdon Hospital. The opening times are 8.30am to 8.00pm.
Education Centre	<p>The Education Centre is situated in a stand alone building opposite the main entrance of the Trust and is responsible for Postgraduate/Undergraduate teaching/training. The Education Centre staff are dedicated to fostering a supportive learning culture that will take a broad view of education from undergraduate level through to postgraduate and continuing professional development for all medical professionals.</p> <p>We aim to create opportunities for our medical staff to progress their careers and become leaders, researchers and teachers in their fields.</p> <p>We have a large Lecture Theatre that seats 106 with full AV equipment plus 2 smaller seminar rooms. The education centre is multidisciplinary and is fully booked throughout the year.</p>
Education Centre Library	The Trust has a library at both its sites which are located in the Education Centre at Hillingdon Hospital and the Postgraduate Centre on the Mount Vernon site. Hospital staff and students on placement are permitted to use the library to support their work and studies. Access is provided to a wide range of physical and electronic resources, learning and study facilities, and advice from professional library / knowledge management staff.
Estates	The department manages repairs and maintenance to all Trust buildings and is responsible for Trust land holdings.
Facilities	The department manages electro-biomedical equipment, hotel services, internal transport, car parking, postal services, medical equipment, portering, security and sterile services.

	<p>Details of Car Parking at Hillingdon hospital can be accessed via the Trust's website at: http://www.thh.nhs.uk/Travel/hill-parking.htm and at Mount Vernon hospital at: http://www.thh.nhs.uk/Travel/MV-parking.htm</p>
Finance	<p>A key role of the Finance Department is to provide information and advice to the Trust to support management of financial resources. The department is also responsible for the preparation of Annual Accounts, payment of staff and suppliers and recovering any monies due to the Trust.</p>
Information Governance	<p>The department works towards standards in the management of information across the Trust. Information Governance allows the Trust to ensure that personal information is handled legally, securely, efficiently and effectively, in order to deliver the best possible care. It also enables procedures and processes to be put in place for its corporate information that support the efficient location and retrieval of corporate records where and when needed, in particular to meet requests for information and to assist compliance with corporate governance standards.</p> <p>At its heart, Information Governance is about setting information handling standards and giving organisations the tools to achieve the standards.</p>
Information Management	<p>The department provides management reporting services to internal and external stakeholders providing statutory reports, data analysis, performance management reports and data modelling of patient activities within the Trust. The IM umbrella also includes responsibility for the clinical coding of inpatient activities within the Trust.</p> <p>Information management also provide support in the interpretation and implementation of National policies and Data standards in relation to performance data, commissioning data, clinical coding and data management.</p>
Information Technology (IT)	<p>The department manages and develops a large IT infrastructure across both Hillingdon and Mount Vernon Hospitals. The service also includes technical support to a wide range of IT users within the Trust, from fault rectification to installation and commissioning. The Department manages Programme and project related activities to deliver operational benefits across the Trust.</p>
Learning and Development	<p>The department and its staff manage all non-medical education and training which includes Statutory and Mandatory training, Nurse Education, NVQs and various other education, training and development initiatives. The Learning and Development teams have key roles in supporting and facilitating the learning and development needs of staff.</p>
Occupational Health	<p>The Occupational Health Team aims to help maintain a healthy relationship between work and health, whilst operating within a legal framework. Its role is to provide advice on how to protect individuals from harm, to help identify all those aspects of health which affect employees' capacity to work efficiently and improve their quality of life in a safe working environment.</p>
Patient Advice & Liaison Service (PALS)	<p>PALS provide support to patients, carers and relatives, representing their views and resolving local difficulties on the spot by working in partnership with Trust staff.</p>
People and Development	<p>The People and Development Department manages employment related activities for the Trust, including the recruitment and new starters process for medical, clinical and non-clinical staff, both permanent and temporary. A team of HR Advisors support and provide guidance to staff and managers on a range of issues, including terms and conditions of employment, and HR</p>

policies.

The department is also responsible for developing and implementing new procedures that facilitate effective people management skills across the Trust. This involves reviewing and developing HR policies that meet the needs of the Trust and are in line with relevant legislation, and providing workforce information and planning support.

If you wish to make a compliment or complaint about any of the services we provide, please write to the Trust's Chief Executive.

If you require further details of any of the above services please contact the FOI Officer (details on Page 9).

7.3 Services for which the organisation is entitled to recover a fee, together with those fees

Access to Health Records
Freedom of Information Act requests
Car Parking

7.4 Patient Information leaflets and other booklets and newsletters

The Trust has a Patient Information Review Group to oversee the production of patient information and promote the provision of high quality information across the Trust. The aim of the group is to provide clear and accessible information to patients that will help them make informed choices about their care.

There is a large range of patient information leaflets provided by the Trust and a list of these, along with the content is available from the PALS office (see Section 7.5 for contact details). Patient information leaflets are located in various points around the Trust and are available free of charge. Patient Information leaflets are also available on the Trust website at http://www.thh.nhs.uk/Patients/patient_leaflets.htm

7.5 Patient Advice and Liaison Service (PALS)

As a patient, relative or carer sometimes you may need to turn to someone for on-the-spot help, advice and support. This is where PALS can help you. PALS provide support to patients, carers and relatives, representing their views and resolving local difficulties by working in partnership with Trust staff. PALS offers:

- On-the-spot help and advice.
- Information about local health services and support groups.
- Answers to questions relevant to the Trust and the service it provides.
- Help contacting other organisations including independent advocacy services.
- A listening service to our patients, carers and relatives, to improve patient care.
- Guidance on how to access the NHS Complaints Procedure.

If you have any concerns, comments, compliments or suggestions, then please contact PALS using the following methods:

PALS
The Hillingdon Hospitals NHS Foundation Trust
Pield Heath Road
Uxbridge
Middlesex
UB8 3WP
Telephone: 01895 279973 Email: PALS@thh.nhs.uk

7.6 Advice & Guidance

The Hillingdon Hospitals NHS Foundation Trust will provide any advice and assistance regarding this publication scheme. Please contact the FOI Officer (details on Page 9) for further information. If you require specific assistance because of a disability or learning difficulty, we will provide all reasonable advice and assistance with your query.

7.7 Corporate communications and media releases

Our Communications Office deals with all requests from the media and produces corporate communications such as the monthly email bulletin 'Core Brief' and the [Trust Annual Report](#). The department also produces 'Pulse' which is a joint newsletter for staff and for our Foundation Trust members.

The press office is available 24 hours a day. All press enquiries (Monday to Friday, 9-5pm), are handled by the Trust's Head of Communications. Out of hours press enquiries are handled by Jonathan Street P.R. on 020 3326 7080.

In all dealings with the media it is important that we not only protect the privacy of our patients and staff but also ensure that any statements given to the media are both accurate and consistent.

Copies of our corporate communications and media releases are available on The Hillingdon Hospitals NHS Foundation Trust website at www.thh.nhs.uk/News/news_press.htm or from the Trust's Head of Communications:

Neena Shah, Head of Communications
The Hillingdon Hospitals NHS Foundation Trust
Pield Heath Road,
Uxbridge, Middlesex UB8 3NN
Tel: 01895 279356 Email Neena.Shah@thh.nhs.uk

PART THREE: Inspection and Monitoring Bodies **Useful Resources** **Index to the Publication Scheme**

Inspection and Monitoring Bodies

Some of the bodies involved in the inspection and monitoring of our services are as follows:

- Audit Commission www.audit-commission.gov.uk
- Care Quality Commission www.cqc.org.uk
- Coroner's Offices www.coronersofficer.org.uk/public/alphalist.php
- Department of Health www.dh.gov.uk
- Directorate of Counter Fraud Services www.nhsbsa.nhs.uk/fraud
- Environmental Health Offices www.hillingdon.gov.uk
- General Medical Council www.gmc-uk.org
- Health and Safety Executive www.hse.gov.uk
- Information Commissioner www.ico.gov.uk
- Medicines and Healthcare Products Regulatory Agency www.mhra.gov.uk
- Medicine Control Agency (integrated with the MHRA as above)
- Monitor www.monitor-nhsft.gov.uk
- National Clinical Assessment Authority www.ncaa.nhs.uk
- National Institute for Clinical Excellence www.nice.org.uk
- National Patient Safety Agency www.npsa.nhs.uk
- NHS Connecting for Health www.connectingforhealth.nhs.uk
- NHS Estates Management www.nhsestates.gov.uk
- NHS Litigation Authority (NHSLA) www.nhsla.com
- NHS London www.london.nhs.uk
- Nursing and Midwifery Council www.nmc-uk.org

Useful Resources

Public Bodies

Information Commissioner

Wycliffe House
Water Lane
Cheshire
SK9 5AF

www.ico.gov.uk

Ministry of Justice

102 Petty France
London
SW1H 9AJ

www.justice.gov.uk

Publications

Freedom of Information Act (2000)

www.opsi.gov.uk/ACTS/acts2000

Code of Practice under Section 45 FOIA (2000)

www.justice.gov.uk

Code of Practice under Section 46 FOIA (2000)

www.justice.gov.uk

Code of Practice on Openness in the NHS (1995)

www.dh.gov.uk/en/publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4050490

Confidentiality: NHS Code of Practice

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4069253

Data Protection Act

http://www.opsi.gov.uk/acts/acts1998/ukpga_19980029_en_1

Records Management: NHS Code of Practice

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4131747

Care Record Guarantee

<http://www.nigb.nhs.uk/pubs/nhscrg.pdf>

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