



# **PUBLICATION SCHEME FOR THE FREEDOM OF INFORMATION ACT 2000**

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**Version Chart**

Version	Amendments	Date	Author
1.0		December 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 – Occupational Health	June 2010	FOI Officer
Minor amendment	Section 5.8 - Charging Regimes Specialist Copies of Information section amended to comply with new DH guidance. <u>Version number not changed</u>	January 2011	FOI Officer
1.2 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
3.0	Review and update Sections Links reviewed	October 2013	FOI Officer
3.1	General Updates: Caldicott Guardian details updated Monitor details updated with NHS Improvement details Links reviewed	August 2016	FOI Officer
3.2	Updated email account details (nhs.mail accounts)	October 2016	FOI Officer

Version	Amendments	Date	Author
V4	Annual Review/General Updates To reflect organizational and statutory changes	June 2019	FOI Officer
V5	Annual Review/General Updates To reflect organisational and statutory changes	September 2020	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 model scheme and has been effective from 1 January 2009.

It is a guide to the information routinely published by The Hillingdon Hospitals NHS Foundation Trust as part of its normal business activities. 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 data protection legislation, Article 8 of the Human Rights Convention, and 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 can be contacted at the following address:-

Caldicott Guardian  
The Hillingdon Hospitals NHS Foundation Trust Field  
Heath Road  
Uxbridge Middlesex  
UB8 3NN

### **Information Management**

Information falling into the classes below 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**

Under data protection legislation (The General Data Protection Regulations, 2016 & Data Protection Act 2018), you may make a data subject access request to obtain personal information that we hold about you.

To obtain a copy of your clinical records, please contact:

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

For all other data subject access requests, please contact:

Information Governance Department  
The Hillingdon Hospitals NHS Foundation  
Mount Vernon Hospital  
Rickmansworth Road  
Northwood  
Middx  
HA6 2RN

### **The Freedom of Information Act (2000)**

The Freedom of Information Act 2000 recognizes 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 1 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.

### **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:

Information Governance Manager  
The Hillingdon Hospitals NHS Foundation Trust  
Mount Vernon Hospital  
Rickmansworth Road  
Northwood  
Middlesex  
HA6 2RN

### **Freedom of Information Officer Contact Details**

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

Freedom of Information Officer  
The Hillingdon Hospitals NHS Foundation Trust  
Mount Vernon Hospital  
Rickmansworth Road  
Northwood  
Middlesex  
HA6 2RN

Tel: 01923 826111  
Email: [thh-tr.freedomofinfo@nhs.net](mailto:thh-tr.freedomofinfo@nhs.net)

## **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 25.

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](http://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 data protection legislation. 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).

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 the 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.

NHS Improvement authorises and regulates NHS Foundation Trusts and supports their development, ensuring they are well-governed and financially robust. For more information on NHS Improvement, please visit <https://improvement.nhs.uk/home/>

The Hillingdon Hospitals NHS Foundation Trust) provides 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 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 of £255 million and employs approximately 3,500 whole time equivalents 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: <http://www.thh.nhs.uk/about/index.php>

### 1.2 Organisational Structure - Senior Staff and Management Board Members

The Non-Executive and Executive Directors form the Trust Board that meet 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 <https://www.thh.nhs.uk/about/board/index.php>

### 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. They also include:

#### 1.3.1 Hillingdon Clinical Commissioning Group (CCG)

NHS Hillingdon Clinical Commissioning Group has been set up to enable local GPs and other clinicians to plan and decide on the provision of health services for local residents.

The CCG works in partnership with local people to improve the health and wellbeing of the population of Hillingdon and deliver excellent health care services in our borough.

Details of the Hillingdon CCG can be found at: [www.hillingdonccg.nhs.uk](http://www.hillingdonccg.nhs.uk)

CCGs do not provide any health services directly, but buy health services from providers of healthcare, such as Hospital Trusts, Mental Health Trusts and community organisations.

### 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](http://www.hillingdon.gov.uk)

### 1.3.3 Voluntary Sector

Our volunteers play an important role, helping our staff make the hospital experience better for patients. Voluntary support is committed to recruiting individuals from a spectrum of the community. They match individual skills/experience to appropriate placements, with training and support to develop skills. For more information and vacancies regarding volunteering at The Hillingdon Hospitals NHS Foundation Trust, please visit our website at: <https://www.thh.nhs.uk/jobs/voluntary.php>

## 1.4 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.
- Approve any proposal by the Board to increase the proportion of total income earned from 'non-principal purpose' (i.e. NHS services) activities by five percentage points or more (e.g. from 2% to 7% of the Trust's income).
- Approve acquisitions, mergers, separations, and dissolutions.
- Approve 'significant' transactions.
- Approve, jointly with the Board, amendments to the Trust's Constitution.
- In addition, the Board must consult the Council of Governors when it is preparing the Foundation Trust's annual plan.

There are 24 members of the Council of Governors:

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

The Council of Governors meet quarterly within the year.

Information on members of the Council of Governors and details of Governors' meetings is available on the Trust's website:

[https://www.thh.nhs.uk/about/ft/council\\_governors.php](https://www.thh.nhs.uk/about/ft/council_governors.php)

**1.5** Location and contact details of public-facing departments

1.5.1 Patient Advice and Liaison Service (PALS)  
Main Building  
The Hillingdon Hospitals NHS Foundation Trust  
Pield Heath Road  
Uxbridge  
Middx  
UB8 3NN  
Telephone: 01895 279973  
(Mon-Fri, 09.00-17.00)  
Email: [thh-tr.pals@nhs.net](mailto:thh-tr.pals@nhs.net)

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:  
<http://www.thh.nhs.uk/patients/advice/index.php>

1.5.2 Complaints Department  
Complaints Manager  
Greenaces Centre  
The Hillingdon Hospitals NHS Foundation Trust  
Pield Heath Road  
Uxbridge  
Middx  
UB8 3NN

Telephone: 01895 279497 (Mon-Fri, 09.00-17.00)

More information about the Complaints process can be found at:  
<https://www.thh.nhs.uk/patients/advice/formal.php>

1.5.3 Legal Services Department  
Claims & Litigation  
Greenaces Centre  
The Hillingdon Hospitals NHS Foundation Trust  
Pield Heath Road  
Uxbridge  
Middx  
Telephone: 01895 279351 (Mon Fri, 09.00-17.00)

1.5.4 Patient Safety Office  
Greenaces Centre  
The Hillingdon Hospitals NHS Foundation Trust  
Pield Heath Road  
Uxbridge  
Middx  
UB8 3NN

Telephone 01895 238282 (Mon-Fri 09.00-17.00)

1.5.4 Legal Services Department (Access to Health Records)  
Claims & Litigation  
Greenacres Centre  
The Hillingdon Hospitals NHS Foundation Trust  
Pield Heath Road, Uxbridge, Middlesex  
UB8 3NN  
Telephone: 01895 279548 (Mon-Fri, 09.00-17.00)  
More information about Access to Health Records can be found at:  
<https://www.thh.nhs.uk/about/safety/your-records.php>

1.5.5 Cashiers  
Ground Floor, Main Building  
Pield Heath Road, Uxbridge, Middlesex  
UB8 3NN  
Telephone: 01895 279352 (Opening Times: Mon-Fri, 10.00-16.00)

## 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:

<https://www.thh.nhs.uk/media/pubs/index.php>

### **2.2 Finance Reports Budgets and variance reports**

Finance reports are Capital Programme, Budget and variance reports which are sent to the Board and can be found at:

[https://www.thh.nhs.uk/about/board/board\\_docs\\_2020.php](https://www.thh.nhs.uk/about/board/board_docs_2020.php)

### **2.3 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. Details of Board members' expenses are included in the Trust's Annual Report & Accounts

<https://www.thh.nhs.uk/media/pubs/index.php>

### **2.4 Staff pay and grading structures**

All non-medical staff employed by The Hillingdon Hospitals NHS Foundation Trust, except for the Chief Executive and Executive Directors, are paid in accordance with the Agenda for Change pay structure. Agenda for Change pay rates can be found at:

<https://www.careers.cuh.nhs.uk/wp-content/uploads/2019/11/AFC-Pay-Structure-for-2019-20-2020-21.pdf>

The Chief Executive's and Executive Directors' pay is determined by the Remuneration Committee taking account a range of factors including rates payable in comparable organisation. The Remuneration Committee is comprised of the Trust's Non-Executive Directors.

Information relating to the Board members' 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/media/pubs/index.php](https://www.thh.nhs.uk/media/pubs/index.php)

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:

<https://www.nhsemployers.org/pay-pensions-and-reward/medical-staff/pay-circulars>

## 2.5 Funding

The Trust's total planned income for the financial year 2020/21 is £250 million of which £240 million 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 her contact details are as follows:

Interim Director of Finance  
The Hillingdon Hospitals NHS Foundation Trust  
Pield Heath Road  
Uxbridge  
Middx  
UB8 3NN

## 2.6 Procurement and Tendering Procedures

The Trust's Procurement Department is part of the Finance Directorate and is led by, The Head of Procurement. 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.

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 £189,330 for the Supply of Goods Contracts and for the provision of Services Contracts and £4,733,252 for Works Contracts. Further information regarding OJEU can be found on their website at [www.ojec.com](http://www.ojec.com)

More information is available through the department website at:

<https://www.thh.nhs.uk/services/purchasing/index.php>

## 2.7 Contract awarded under Framework Agreements

The Trust uses (where possible) suitable frameworks to tender for contracts, therefore it may be possible to direct award or a further competition may be required (as advised by the specific framework). Potential suppliers can only be invited to tender if they are named on the relevant framework having undergone a due diligence process. All tendering activities for the Trust are undertaken via the Due North e-tendering procurement portal to provide a transparent and auditable process.



## Class 3: What are our priorities and how are we doing

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:

<https://www.thh.nhs.uk/media/pubs/index.php>

### 3.2 Business Plan

NHS Foundation Trusts are required to submit their forward business plans to NHSI in accordance with planning guidance which they issue jointly with NHSE. The plans are operational in focus, comprising forward projections for activity, workforce, and finance over the planning period. They include an assessment of governance risk, which constitutes the Trust's assessment of its ability to provide high quality patient care and meet service performance targets. Each plan also outlines the Foundation Trust's strategies priorities, headline cost improvement plans, proposed service developments, and the Membership Plan.

The plan can be accessed via NHS Improvement's online directory of provider organisations, which is at:

<https://www.england.nhs.uk/publication/nhs-provider-directory/>

### 3.3 Targets, Aims & Objectives

Our vision is simple, succinct, unifies staff and public, and puts patients at the heart of our purpose; it is:

“To put compassionate care, safety and quality at the heart of everything we do.”

Our Mission: To be the preferred, integrated provider of Healthcare for Hillingdon and the surrounding population, with a major acute hospital as a hub

Our Strategic Priorities:

- To create a patient centered organisation to deliver improvements in patient experience and the quality of care we provide.
- A clinically led service strategy that responds to the needs of patients and other health and social care partners
- To deliver high quality care in the most efficient way
- To develop sufficient sustainable scale to enable us to improve and grow healthcare services for our communities

### 3.4 Annual Quality Accounts

The Annual Quality Accounts are generally 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/media/pubs/index.php>

### 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:

[https://www.thh.nhs.uk/about/board/board\\_docs\\_2020.php](https://www.thh.nhs.uk/about/board/board_docs_2020.php)

### 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 coordinating 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
- Incident and serious incident management
- Clinical audit
- Clinical effectiveness
- Research and development
- Being Open and the Duty of Candour
- Risk management
- Patient Safety
- Legal Services

The Trust has two Divisions Planned and Unplanned Care. Quality and safety matters are discussed at local Divisional Governance meetings. Escalations from these meetings arising from key lines of enquiry are escalated to The Trust Oversight Group where all such matters are discussed and monitored and which reports into the Quality & Safety Committee, a Sub Committee to the Board. The Q&S Committee provides assurance to the Board on all matters of patient safety and quality.

### 3.7 Care Quality Commission – Registration

The CQC is the independent regulator of health and social care in England with a purpose to make sure services provide people with safe, effective, compassionate, high quality care and to encourage services to continually improve.

All health and adult social care providers, this includes NHS Trusts such as Hillingdon, that carry out any of the regulated activities that the Care Quality Commission (CQC) regulate under the Health and Social Care Act 2008. 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 NHS England and Improvement, Clinical Commissioning Groups and Healthwatch.

If the CQC have concerns that a provider is not meeting essential regulations of quality and safety, they will act quickly, working closely with commissioners and others partners and using 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.

The CQC carries out regular comprehensive inspection of NHS Trusts to assess whether they are providing patients with safe, effective, compassionate and high quality care. The Hillingdon Hospitals NHS Foundation Trust was last inspected in 2018 and rate as "Requires Improvement"

Registration details for the Trust can be found on the CQC website at:  
<https://www.cqc.org.uk/provider/RAS/registration-info>

### 3.8 NHS Resolution (NHSR)

National Health Service Litigation Authority (NHSLA) resolution has been superseded by NHS Resolution.

NHS Resolution is an arm's length body of the Department of Health and Social Care, who provide expertise to the NHS on resolving concerns and disputes fairly, sharing learning for improvement and preserving resources for patient care.

NHSR website: <https://resolution.nhs.uk/>

Their main functions are:

- Claims Management: dealing with claims for compensation on behalf of the NHS in England;
- Practitioner Performance Advice: managing concerns raised about the performance of doctors, dentists and pharmacists;
- Primary Care Appeals: dealing with appeals and disputes between primary care contractors and NHS England; and

- Safety and Learning: helping providers of NHS care to understand their own claims risk profiles to target safety activity and share learning across the health service nationwide.

### 3.9 Audit Reports

#### 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, NHS England National Institute for Health and Care 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. The HealthCare Quality Improvement Partnership (HQIP) publishes a list of National Audits annually which the Trust follows if we provide the service.

In line with the new requirements for **General Data Protection Regulation (GDPR)** all patient list will be checked against the opt-out register before submitting data for National audits. The GDPR Policy can be obtained from the Freedom of Information Officer (See Page 9 for contact details).

In line with the Trusts' Clinical Audit Policy, overall audit activity is monitored by the Clinical Outcomes and Effectiveness Committee. Audit proposals are reviewed to ensure their appropriateness and that they fit in with Trust priorities. The Clinical Audit Policy 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: [https://www.thh.nhs.uk/about/board/board\\_docs\\_2020.php](https://www.thh.nhs.uk/about/board/board_docs_2020.php)

### 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/about/ft/governor\\_meetings.php](http://www.thh.nhs.uk/about/ft/governor_meetings.php)

### 4.3 Patient and Public Engagement

Patient and public Engagement 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.

Patient and Public Engagement 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. Patient and Public Engagement 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.

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.

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.

Engaging patients and the public in the commissioning and provision of services is recognised as best practice and is also a statutory requirement under section 242 (duty to involve) of the National Health Service Act 2006 (as amended by the Health and Social Care Act 2012)

In light of the COVID-19, engagement with user groups has been challenging, with some members unable to access technological solutions to contribute to the reduced number of meetings taking place. As the Trust is now on a journey to develop a new hospital facility the engagement of patients, carers and the local population of all ages will be enhanced to ensure that the new facility reflects the wants and needs of the local population. The engagement strategy is being refreshed to reflect the redevelopment requirements and the changing operating environment the NHS finds itself in, to mitigate group members being excluded from stakeholder events.

Section 242 Health Care Act 2006 and The Duty under Section 242 require NHS Commissions and Trusts to involve users of services in:

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

*Subsections (b) and (c) need only be observed if the proposals would have an impact on:*

- *The manner in which the services are delivered to users of those services; or*
- *The range of health services available to those users*

The Trust has an active People in Partnership (PiP) forum which meet on a quarterly basis and is an opportunity for patients, public and staff to participate in the planning and development of Trust services. The Forum provides an opportunity for PiP members 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 10,149 Foundation Trust members (6,331 public and 3,818 staff). If you wish to find out more about becoming a public member and getting involved in the Trust please contact the Trust using the email address below:

[Thh-tr.communications@nhs.net](mailto:Thh-tr.communications@nhs.net)

Or visit the Trust's website at:

<http://www.thh.nhs.uk/about/ft/index.php>

## 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 and Clinical Guidelines**

The Trust has a comprehensive set of core policies and clinical guidelines that cover all aspects of its operations. The Trust has a policy for the Development and Management of Trust- wide Policies, Clinical Guideline Production, Approval and Implementation policy All policies and clinical guidelines are published and managed using the Trust's Document Information Management System (DiMS). Where there are perceived to be gaps, or new requirements, new policies and clinical guidelines are developed. As a consequence, documents are under development or review at all times.

A full list of the Trust's policies and clinical guidelines and copies of these can be obtained from the FOI Officer (see Page 9 for contact details).

### **5.2 Staff Vacancies**

All job opportunities for the Trust are advertised on The Hillingdon Hospitals website(<https://www.thh.nhs.uk/jobs/index.php>) as well as posted on the NHS Jobs website (<https://www.jobs.nhs.uk>) which provides an online application for all vacant positions within the Trust.

The recruitment team are accessible during the working week and can be contacted by email ([thh-tr.recruitment@nhs.net](mailto:thh-tr.recruitment@nhs.net)) or by phone on 01895 279556.

### **5.3 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. Raising concerns or complaints about the Trust and/or its services can be done as detailed below.

#### **5.3.1 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.

If after this you remain dissatisfied you have the option of raising a formal complaint. The Trusts Policy for the Management of Complaints can be obtained from the Freedom of Information Officer (see Page 9 for contact details).

### **5.3.2** Contact details for formal complaints:

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

Hillingdon Clinical Commissioning Group  
Boundary Houe  
Cricket Field Road  
Uxbridge  
Middx  
UB8 1QG  
Tel: 01895 203 000

### **5.3.3** Ombudsman

If after receiving a final response to your complaint you feel that our response is not satisfactory, you can ask the Parliamentary and Health Service (Ombudsman) to undertake an independent investigation of your concerns. The contact details are:

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

### **5.3.4** Independent Complaints Advocacy Service (ICAS)

If you would like help in raising a complaint about the NHS you can contact the following advocacy service

POhWER  
PO Box 14043  
Birmingham  
B6 9BL  
Telephone 0300 456 2370  
Email:- [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

### **5.3.5** 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 Freedom of Information officer at [thh-tr.freedomofinfo@nhs.net](mailto:thh-tr.freedomofinfo@nhs.net) in the first instance.



If you remain dissatisfied with the information provided you may request an internal review by contacting the Head of Information Governance, whose details can be found below:

Head of Information Governance  
The Hillingdon Hospitals NHS Foundation Trust  
Mount Vernon Hospital  
Rickmansworth Road  
Northwood  
Middx  
HA6 2RN  
Tel: 01923 826111

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; <https://ico.org.uk/>

## 5.4 Charging regimes and policies

### 5.4.1 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 (see Page 9 for contact details).

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.php](http://www.thh.nhs.uk/patients/patient_leaflets.php)

#### 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.

#### **5.4.2** Access to Health Records

In the majority of cases, information is provided free of charge, however, a "reasonable fee" may be applied if the request is excessive, repetitive or further copies of the same information is requested and also for the copy of the records of a deceased patient under the Access to Health Records Act which remain the applicable act for deceased persons.

#### **5.4.3** Other charges

These are made for Freedom of Information Requests which exceed 18 hours to collate and for Subject Access Requests in exceptional circumstances.

## **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
- 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:

<b>Department</b>	<b>Brief Information about the department/service</b>
Emergency Department	There is a 24-hour Emergency Department service at Hillingdon Hospital and an Urgent Care Centre provided by Greenbrook Healthcare. Both are open 365 days of the year. Total patient attendances for 2018/19 was 165,000. The Minor Injuries Unit at Mount Vernon Hospital is open 9 am to 8 pm every day except Christmas Day and treats over 28,000 patients every year.
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, cardioversion, radiology and endoscopy sedation service.
Audiology	The Audiology Department delivers a comprehensive hearing assessment, diagnostic and rehabilitation service for hearing loss to the local adult and paediatric community.
Cardiology	<p>The Coronary Care Unit (CCU) has 7 monitored beds, a procedure room and 14 telemetry monitoring facilities, whilst our 18 bedded cardiology ward acts as a step-down ward from CCU.</p> <p>We provide a Consultant led heart failure clinic, a Consultant led valvular heart disease clinic. Electrophysiology clinics led by 2 visiting Consultant Cardiac Electro physiologists, a Consultant led virtual clinic in addition to our General Cardiology Clinics led by 4 Consultant Cardiologists.</p> <p>Our cardiology department provides access to echocardiography, ambulatory blood pressure and heart rhythm monitors along with exercise treadmill tests</p> <p>We also provide an out-patient cardiac rehabilitation service, rapid access chest pain clinics, 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 cardio version service</p>

Department	Brief Information about the department/service
Care of the Elderly	The Care of the Elderly department provides a comprehensive multi-disciplinary service that covers acute in-patient wards, our dementia friendly rehabilitation ward and Orthogeriatric and Surgical liaison service. We also provide an in reach service into the Emergency Department to focus on enhancing the assessment and care of our older patients acutely and have recently opened a short stay unit; the HomeSafe Assessment Unit. This unit focuses on delivering comprehensive assessment for patients early in their hospital stay with access to community supported discharge pathways. We provide Consultant input for the Hawthorn intermediate care unit which provides community rehabilitation and several outpatient clinics which run in the day hospitals at Mount Vernon and Hillingdon hospital sites (general elderly care, rapid access clinics, specialist falls clinic and pre-operative assessment).
Child Development Centre (CDC)	This service is managed and delivered by Central North West London NHS Foundation Trust but some Trust Junior Doctors undertake activities in CDC as part of their training to meet their curriculum requirements for their community module.
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, Gynecology and Orthopedics', at the pre-assessment, pre-operative and post-operative stages of care. . Work is ongoing to incorporate newer ideas and pathways of shorter stays for operations previously requiring a 24 hour stay.
Dental Services	The Trust provides 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 Churchill 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	<p>The Trust's Nutrition and Dietetics Department provides outpatient clinics and a service to all wards on the Hillingdon site and to the Hillingdon wards on the Mount Vernon site. The role of the Dietitian is to provide dietary assessment, treatment, advice and support to inpatients and outpatients, carers and relatives as well as healthcare professionals. We work across a range of specialties including Gastroenterology, Care of the Elderly, Respiratory, Critical Care, Diabetes, Oncology, Neurological Rehabilitation, Paediatrics and Neonatology. We provide services to adults and children of any age. The department is actively involved in training staff, e.g. catering, medical nursing and other AHPs as well as training pre-registration Dietitians.</p> <p>The team aims to optimise health, wellbeing, and quality of life for all our patients by providing high quality, evidence based, patient-centered care nutritional advice.</p>
Elective Admission Department	The Elective Admissions team are responsible for the organising and booking of Elective surgical procedures across the Hillingdon and Mount Vernon sites. We answer all enquiries from patients regarding their elective procedures and we support the clinical teams in the management of their Elective Waiting list. We ensure that all pre-op operative appointments are organised so that patient are ready and able to proceed with their procedures.
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.

Department	Brief description about department/service
Hearing Aid Service (Adult) Hillingdon and Mount Vernon	The Audiology Department delivers a comprehensive adult diagnostic and rehabilitation service for gradual hearing loss to the local community. The service fits digital hearing aids providing reassessments, repairs, and replacements. Batteries are supplied by the department and can also be collected from a range of community locations and by post.
Hearing Therapy (Rehabilitation)	Provides a dedicated management and counselling service to adults experiencing Tinnitus, Hyperacusis, Menieres Disease, Accoustic Neuroma, progressive/sudden hearing loss or those struggling to come to terms with their gradual hearing loss. Patients are referred via ENT or the Hearing Aid Centre. Direct referrals are accepted from GPS for Tinnitus, Hyperacusis, Menieres Disease, Accoustic Neuroma and sudden hearing loss provided these patients have previously been assessed by ENT.
Infection Prevention and Control	The Infection Prevention and Control team works to minimise the risk of health care associated infection by providing evidence based preventative and management strategies for Infection Prevention and Control.
Outpatient Appointment Centre	<p>Services provided by the Outpatient Appointment Centre include:</p> <ul style="list-style-type: none"> <li>• Registering all NEW patients and creating a hospital number</li> <li>• Registering NEW referrals on the Patient Administration System (PAS)</li> <li>• Assigning NEW outpatient appointments for approximately 50 clinics per day, with appointments for each clinic varying between 10 and 30minutes.</li> <li>• Scanning and registering all 2 Week Wait/Suspected Cancerreferrals</li> <li>• Book 2 Week Wait OPD appointments for Dermatology and Head &amp; Neck 2Week Wait Services</li> <li>• Manager all Clinical Assessment and Treatment Service (CATS) process for Musculoskeletal (MSK) and Orthopaedics, ENT and Urology,</li> <li>• Change and cancel follow up outpatient department (OPD) appointments</li> <li>• Collate GP referrals received outside of NHS eReferral Service, log on spreadsheet and return these paper referrals back to the GPs.</li> <li>• Paper referrals from GPs reported to various CCGs.</li> <li>• Manage Appointment Slot Issues received via NHS eReferral Service (previously known as Choose and Book)</li> <li>• Manage DNA rebooks for NEW appointments via eRS and on PAS</li> <li>• Chase missing referrals on NHS eReferral Service (eRS) System</li> <li>• Manage Appointment Reminder service, telephone and text messages, cancellation requests and reporting</li> <li>• Review clinics for unused/vacant NEW outpatient appointment slots, and try to fill them</li> <li>• Manage the clinic cancellation requests for all services across the Trust approximately 50-60 requests per week.</li> <li>• expert advice on the implementation of infection prevention and control policies in all care settings based on individual risk assessments</li> <li>• maintain the Trust's infections surveillance systems capable of distinguishing patient case(s) coordinate infections investigations and implement needed control measures</li> <li>• manage systems and resources that are in place to facilitate implementation and compliance monitoring of infection prevention and control measures as specified in policies</li> <li>• manage infection outbreak and external reporting</li> <li>• provide training to staff so that they are equipped with the skills and knowledge in infection prevention detection and control of healthcare associated infection, including the procedures to be taken in the event of an outbreak of infection.</li> </ul>

Department	Brief description about department/service
Outpatient Appointment Centre	<ul style="list-style-type: none"> <li>• provide and control through attendance at education events and/or completion of e-learning training, ad hock training and monthly meetings</li> <li>• work with Occupational Health Department if there is a suspected or actual HAI incident/outbreaks, identify, control and investigate as appropriate</li> <li>• challenge inappropriate clinical practice and antibiotic prescribing decisions</li> <li>• advise on new policies and building plans and make recommendations for change to enable best practice.</li> <li>• Answer telephone and email queries – queries related to appointments or other general queries.</li> <li>• Manage all the Advice and Guidance requests from GPs, escalations and time responses.</li> </ul> <p>Contact details for patients – Tel: 01895 279200, Fax: 01895 279902 email – <a href="mailto:thh.appointments@nhs.net">thh.appointments@nhs.net</a></p> <p>Contact for GPs GP Hotline 01895279363 GP email to send referrals, additional information, requests to expedite appointment etc – <a href="mailto:thh-tr.bookingcentre@nhs.net">thh-tr.bookingcentre@nhs.net</a> To send 2WW referrals as a backup if eRS is not available – <a href="mailto:thh-tr.wwwreferralsth@nhs.net">thh-tr.wwwreferralsth@nhs.net</a></p>
Maternity	<p>Our Maternity Unit has a woman-centered philosophy and provides a full range of maternity services, including a Midwifery Led Unit, Day Assessment Unit, Community Midwife teams, Homebirth Team Vaginal Birth after Caesarean Section clinics, Specialist Midwives, Transitional Care Unit and a Neonatal Unit, to provide the highest possible standard of care in a warm, relaxed and friendly environment. We registered for the financial year 2019/20 4,171 births With approximately 18% of women giving birth or in a birth centre . .</p>
Neonatal Unit (NNU)& Transitional Care Unit	<p>The Level 2 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 paediatric 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 clinical support workers.</p> <p>The Transitional Care Unit (TCU) consists of a 6 bedded ward located in the postnatal ward. The Transitional Care Unit team consists of a neonatal nurse and neonatal support worker with the support of the midwifery team on the postnatal ward and Paediatricians. Babies who are cared for in TCU are babies that require treatment and monitoring that exceeds normal routine postnatal care for the newborn. These babies are cared for by their mother with the required support and monitoring of the TCU team.</p>
Orthotics	<p>The Orthotics Department provides an orthotics service for both inpatients and outpatients across both Hillingdon and Mount Vernon sites. We have an Orthotist who sees patients on Monday, Thursday at Hillingdon, on Wednesdays at Mount Vernon and alternate Tuesdays across both sites. In addition the department also has a Diabetic specialist that works every Wednesday morning at Hillingdon. The department provides an ongoing service over 5 days providing measure fit and supplies patients with the necessary orthotics as requested by Consultants, GPs and Physiotherapists etc., Adults and Children are seen at the Hillingdon but adults only at Mount Vernon.</p>

Department	Brief description about department/service
Pain Education and Management Service	The Pain Education and Management service offers both group and individual interventions aimed at improving the physical, psychological and social aspects of persistent pain. The main aim is to increase peoples' self-management skills with regard to their pain. Following assessment participants are encouraged to attend the multidisciplinary outpatient group programme or individual sessions, if these are more appropriate. The service is run in line with British Pain Society recommendations (2013).
Paediatric Audiology Service	Provides hearing assessment diagnosis and intervention (e.g. hearing aids) for the paediatric population residents of Hillingdon. Referrals are accepted from GP, Health Visitor, School Nurses, Speech and Language Therapists, Paediatricians, ENT specialists as well as from other Audiology Departments. Out of area referrals are accepted, usually via the Choose and Book system. The department also provides diagnostic audiological assessment diagnosis and intervention to newborn babies referred from the Newborn Hearing Screening Programme.
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, epilepsy, oncology psychology and gastroenterology. Outreach clinics are supported for cystic fibrosis, genetics, cardiology, paediatric surgery and gastroenterology. The service is supported by paediatric dieticians and specialist nurses in diabetes, oncology, allergy epilepsy and respiratory medicine.</p> <p>The paediatric department is a level 1 POSCU providing local support for children with cancer who are treated at the Primary Treatment Centre's of GOSH and UCLH</p>
Pathology	Pathology services at the Hillingdon Hospital are provided by North West London Pathology. North West London Pathology is a partnership between Chelsea & Westminster NHS Foundation Trust, Imperial College Healthcare NHS Trust and The Hillingdon Hospitals NHS Foundation Trust for the provision of Pathology services across North West London. The following Pathology specialties are available to the Hillingdon Hospitals NHS Foundation Trust: Clinical Biochemistry, Andrology, Haematology, Cellular Pathology (including Histopathology & Cytology) and Infection and Immunity Sciences (including Microbiology, Immunology and Virology services). For more information see <a href="http://www.nwllpathology.nhs.uk">www.nwllpathology.nhs.uk</a>
Pharmacy	The Trust's Pharmacy Department supplies approximately 25,000 items each month to outpatients, inpatients and for patients following discharge. Pharmacy staff review and monitor the medicines that patients receive during their hospital stay. This ensures that patients get the maximum benefit from their medicines as well as reducing the risks of undesirable effects on medicines.
Physiotherapy and Occupational Therapy Inpatients	This service is available to all wards within the Trust, to assess and address functional needs and provision of physiotherapy and occupational therapeutic management for a range of conditions.
Physiotherapy Outpatients	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. The service provides a vestibular rehabilitation service and specialist management of continence.



Department	Brief description about department/service
Pre-operative Assessment Clinic (POAC)	The pre-operative assessment clinic is a nurse-led clinic that specialises in preparing patients for their planned procedures. The nurse performs a medical health assessment and does necessary tests/investigations on all patients who are scheduled to have any surgical procedures performed in theatre. The type of the pre-assessment clinic appointment depends on the nature of the planned operation and whether the patient has underlying medical problems that may influence the preparation for and recovery from surgery.
Radiology (X-Ray)	The Radiology Department provides diagnostic imaging services at both Mount Vernon and Hillingdon Hospitals. Radiographic images are 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.
Rehabilitation	The Trust's rehabilitation services provide individually tailored support for patients of all ages. The Alderbourne Rehabilitation Unit on the Hillingdon site and the Daniels Rehabilitation Unit on the Mount Vernon site are district specialist neuro rehabilitation units caterings primarily for younger, working age patients with complex disabilities. The unit also provides specialist outpatient services with access to an experienced multidisciplinary team.
Stroke Unit	The Stroke Unit manages the care of patients ranging from 18 years and upwards who have sustained a Stroke. The unit can house up to 20 stroke patients at any one time who typically arrive following treatment at one of the Hyper Acute Stroke Units.
Speech and Language Therapy	This is an <i>inpatient</i> service that provides assessment and management for adults on the Hillingdon site and to the Daniels Rehabilitation Unit on the Mount Vernon site experiencing swallowing and communication difficulties due to stroke, traumatic brain injury, progressive neurological diseases, as well as other patients who are showing signs of difficulty swallowing (dysphagia) or have certain respiratory illnesses.
Theatres	The Hillingdon Hospitals NHS Foundation Trust, provides 7 theatres on our Hillingdon site 2 of which are dedicated to Trauma and Emergencies the other 5 are used for elective surgery for specialties such as, Gynecology, Urology, Ophthalmology, Breast and Colorectal Surgery. On our Mount Vernon site we have 4 theatres, 3 of which are used for Orthopedic Elective Surgery, the other theatre is used for Day cases across a number of specialties
Treatment Centre	<p>The Treatment Centre on the Mount Vernon site has the potential to provide 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 support this increase in elective surgery.</p> <p>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.</p> <p>In addition the Treatment Centre also houses an Endoscopy Unit and Pre-Assessment Clinics.</p> <p>The Treatment Centre's opening hours are</p> <p>Monday to Friday 8 am to 6.30 pm Closed Saturday and Sunday</p> <p>Please note, these times may vary due to the current Coronavirus Pandemic</p>

More information about clinical services can be obtained on the Trust website at <https://www.thh.nhs.uk/services/atoz.php>

## 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
Department of Spiritual and Pastoral Care	<p>Hillingdon and Mount Vernon hospitals offer spiritual and pastoral care to patients, carers, and staff; to people of faith and of no religious faith. This is provided by Trust chaplains and chaplaincy volunteers.</p> <p>A multi-faith chapel and Islamic prayer room are available on both sites.</p>
Digital Services	<p>The Digital Services department provides a range of technical services in the Trust including Information Management, Clinical Coding, Cyber Security Networking, Telephony Services, IT Services, Systems Management and Programme Management.</p> <p>The Digital Services section manages and develops a large IT infrastructure across both Hillingdon and Mount Vernon hospital sites. Through its Service Desk it also provides technical support to a wide range of users within the Trust, from installation and commissioning to fault rectification.</p>
Education Centre Library	<p>The Trust has a library located in the Education Centre at Hillingdon Hospital and managed by the Medical Education Department. The library and information service exists to support the clinical practice, education and training and research activities of all Trust staff and students on placement. Access is provided to a wide range of print and electronic resources, learning and study facilities, document supply services, and to advice and training from professional library / knowledge management staff.</p> <p>Study facilities are accessible 24/7 via entry codes given to registered library users. A range of online knowledge services are available from the Library to staff with a NHS Open Athens Account (available from the Library).</p> <p>Further information on library and knowledge services is available on the Trust website at <a href="http://www.thh.nhs.uk/services/library/index.php">http://www.thh.nhs.uk/services/library/index.php</a></p> <p>All Trust staff can also access the Trust Library (run by East and North Hertfordshire NHS Trust) on the Mount Vernon site.</p>
Estates	<p>The department manages repairs and maintenance to all Trust buildings and is responsible for Trust land holdings.</p>
Facilities	<p>The department manages bed maintenance electro-biomedical equipment maintenance, cleaning, patient dining, retail catering (across 2 restaurants and 2 cafes), patient linen, car parking, internal transport, non-emergency patient transport, portering, security, staff accommodation, waste management, sterile services and uniforms.,</p> <p>Details of Car Parking at Hillingdon hospital can be accessed via the Trust's website at: <a href="http://www.thh.nhs.uk/about/travel/parking-hill.php">http://www.thh.nhs.uk/about/travel/parking-hill.php</a> and at Mount Vernon hospital at: <a href="http://www.thh.nhs.uk/about/travel/parking-MV.php">http://www.thh.nhs.uk/about/travel/parking-MV.php</a></p>

Finance	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.
Information Governance	Information governance describes the approach within which accountability, standards, policies and procedures are developed and implemented, to ensure that all information created, obtained or received by the Trust is handled legally, securely, efficiently and effectively in order to deliver the best possible care. It facilitates meeting of requests for information and assists in complying with corporate governance standards.
Information Management	The department provides management reporting services to internal and external stakeholders including statutory reporting, data analysis, performance management reporting and data modelling of patient activities within the Trust. The IM remit also extends to clinical coding of inpatient activities within the Trust and monitoring of data quality across the organisation.
Medical Education Department	<p>The Medical Education Department is situated in and manages the Education Centre which is a standalone building opposite the main entrance of the Trust. The Department is responsible for Postgraduate/Undergraduate teaching/training and 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 100 with full AV equipment plus 3 smaller seminar rooms. The Education Centre supports bookings for all multidisciplinary education and training.</p>
Occupational Health	The Occupational Health Department promotes and protects the physical and psychological well-being of all employees at the Trust. The department runs a booked appointments service wither through the member of staff or via a management referral.
Medical Education Department	<p>The Medical Education Department is situated in and manages the Education Centre which is a standalone building opposite the main entrance of the Trust. The Department is responsible for Postgraduate/Undergraduate teaching/training and 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 100 with full AV equipment plus 3 smaller seminar rooms. The Education Centre supports bookings for all multidisciplinary education and training.</p>
Occupational Health	The Occupational Health Department promotes and protects the physical and psychological well-being of all employees at the Trust. The department runs a booked appointments service wither through the member of staff or via a management referral.

Department	Brief information about the department/service
Patient Advice & Liaison Service (PALS)	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. (contact details on page 13)
People and Development	<p>The People and Development Directorate manages workforce related activities for the Trust, including amongst other things, recruitment, pay, medical staffing and temporary staffing.</p> <p>A team of HR Business Partners work closely with all HR services, pulling together workforce plans, adding value to their operational and corporate teams. They are the first line of support and challenge to managers on workforce issues and will develop people management capabilities within the services they support.</p> <p>The HR Consultants support and provide guidance to staff and managers on a range of issues, including terms and conditions of employment and HR policies. They provide robust HR advice to managers on key employee relations issues such as sickness, capability, grievances and disciplinary processes.</p> <p>The learning and development team, provide a wide range of tools to help address specific learning and development needs within the Trust. They manage statutory and mandatory training for all staff and all other education and training for all non-medical staff.</p> <p>The Organisational Development team focus on Trust wide initiatives to improve the Trust's performance by working with teams to deliver on key areas of the annual staff survey, the equality, framework and health and wellbeing interventions.</p>
Simulation Centre	<p>The Centre, established in a former ward area, is kitted out with the most up-to-date simulation kit available and is managed by the Medical Education Department.</p> <p>This training facility was opened in November 2015 and enables staff to act out clinical scenarios and carry-out a range of clinical procedures with the aid of robotic 'patients.'</p> <p>The Centre is presently kitted out with four simulated 'patients' (robots) - that are as near to the real thing as you can get. Trainers control the highly sophisticated models from a discrete control room in real time and observe how the 'patients' respond to the treatment being provided.</p> <p>The models can sweat, cry and even speak. Their heart rate, blood pressure and breathing are all responsive to treatment and they can detect if they have been given the correct amount of medication.</p> <p>An advanced audio visual camera system has also been installed so that the clinical training sessions can be observed and recorded as events unfold for effective debriefing.</p> <p>The Centre also boasts two additional teaching areas, with the most up-to-date interactive smart board monitors. These will enable trainers to interact with students and deliver information during scenarios, and provide real-time demonstrations simultaneously in the Centre, at satellite sites and potentially elsewhere across the UK in the future.</p> <p>Simulation training provides a unique environment to develop skills that involve both clinical skills and the recognition of human factors, in a safe environment.</p>

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 may be entitled to recover a fee;

- Access to Health Records
- Freedom of Information Act requests
- Subject Access 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 Communications 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.php](http://www.thh.nhs.uk/patients/patient_leaflets.php)

### 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  
Field Heath Road  
Uxbridge  
Middlesex UB  
8 3WP  
Telephone: 01895 279973  
Email: [thh-tr.pals@nhs.net](mailto:thh-tr.pals@nhs.net)

### 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 Team deals with requests from the media, VIP visits, all internal and external communications and stakeholder engagement. The team produces corporate communications such as Trust information bulletins, Governor newsletters and the Trust Annual Report.

The press office operates from 9-5.30pm on weekdays, with out-of-hours and weekend and Bank Holiday coverage in co-operation with the Executive on call.

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.

Our news and publications archive can be found on the Trust website at <http://www.thh.nhs.uk/media/>

You can contact the team by writing to:

Communications Team,  
The Hillingdon Hospitals NHS Foundation Trust,  
Pield Heath Road,  
Uxbridge,  
Middlesex UB8 3NN  
Tel: 01895 279399  
Email [thh-tr.communications@nhs.net](mailto:thh-tr.communications@nhs.net)



## **PART THREE: Inspection and Monitoring Bodies**

### **Useful Resources**

#### **Inspection and Monitoring Bodies**

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

- Care Quality Commission [www.cqc.org.uk](http://www.cqc.org.uk)
- Coroner's Offices <http://www.coronersociety.org.uk/>
- Department of Health [www.dh.gov.uk](http://www.dh.gov.uk)
- Directorate of Counter Fraud Services [www.nhsbsa.nhs.uk/fraud](http://www.nhsbsa.nhs.uk/fraud)
- Environmental Health Offices [www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)
- General Medical Council [www.gmc-uk.org](http://www.gmc-uk.org)
- Health and Safety Executive [www.hse.gov.uk](http://www.hse.gov.uk)
- Information Commissioner <https://ico.org.uk/global/contact-us/>
- NHS/ I <https://improvement.nhs.uk/>
- NHS Resolution <https://resolution.nhs.uk/contact/>
- National Institute for Clinical Excellence [www.nice.org.uk](http://www.nice.org.uk)
- NHS Digital <https://digital.nhs.uk/>
- NHS Estates Management [www.nhsestates.net/](http://www.nhsestates.net/) (need password?)
- My Health London [www.myhealth.london.nhs.uk/](http://www.myhealth.london.nhs.uk/)
- Nursing and Midwifery Council [www.nmc-uk.org](http://www.nmc-uk.org)
- Medicines and Healthcare Products Regulatory Agency [www.mhra.gov.uk](http://www.mhra.gov.uk)
- Medicine Control Agency (integrated with the MHRA as above)

## Useful Resources

### Public Bodies

Information Commissioner  
Wycliffe House Water  
Lane Cheshire  
SK9 5AF  
<https://ico.org.uk/global/contact-us/>

Ministry of Justice 102  
Petty France London SW1H 9AJ  
[www.justice.gov.uk](http://www.justice.gov.uk)

### Publications

Freedom of Information Act (2000)  
[www.legislation.gov.uk/ukpga/2000/36/contents](http://www.legislation.gov.uk/ukpga/2000/36/contents)

Code of Practice on Openness in the NHS (1995)  
<http://www.info.doh.gov.uk/doh/finman.nsf/0/84d0aeba2c66c649802568350057ba63?OpenDocument>

Confidentiality: NHS Code of Practice  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/200146/Confidentiality - NHS Code of Practice.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/200146/Confidentiality_-_NHS_Code_of_Practice.pdf)

The General Data Protection Regulation 2016 <https://eur-lex.europa.eu/eli/reg/2016/679/oj>

Data Protection Act 2018 <http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>