

Freedom of Information

Publication Scheme

Welcome to the Sandwell and West Birmingham Hospitals NHS Trust Freedom of Information Publication Scheme.

The publication scheme is based on the new model publication scheme for use by acute hospital NHS Trusts.

The scheme is in three parts, and is arranged for your convenience as follows:

- **Part 1 Introduction**
- **Part 2 The classes of information that the Trust holds**
- **Part 3 The bodies that monitor and/or inspect our performance**

Prepared by: FOI Lead

Help for people with visual or language difficulties

If you have problems with your sight, or any other difficulty reading this leaflet, please contact the Patient Advice & Liaison Services (PALS) at:

**Birmingham Treatment Centre
City Hospital
Dudley Road
Birmingham
B18 7QH
Lead: Mrs Nayna Patel.**

Central Contact number 0121 507 5836

Email: swb-tr.pals@nhs.net

1. Part 1 Introduction

1) What is a Publication Scheme?

This Publication Scheme is a guide to the information routinely published by Sandwell & West Birmingham Hospitals NHS Trust (the Trust). It is a description of the information about our Trust which we make publicly available. The Scheme has been designed to serve as a route map to make it easier for members of the public to find all the information which the Trust publishes. We shall review the Scheme at regular intervals and monitor how it is operating.

The purpose of the Freedom of Information Act 2000 is to promote greater openness by public authorities (of which The Trust is one). Under Section 19 of the Freedom of Information Act 2000, the Trust has a legal duty to adopt and maintain a Publication.

Patient Confidentiality

The Freedom of Information Act does not change the right of patients to the protection of their patient confidentiality in accordance with Article 8 of the Human Rights Convention (Article 8), the Data Protection Act and the common law. Maintaining the legal right to patient confidentiality continues to be an important commitment by the Trust.

To help with this, we have appointed someone who is called a 'Caldicott Guardian', who has responsibility to ensure the protection of patient confidentiality throughout the Trust in accordance with your legal rights. At the Trust, our Caldicott Guardian is Dr Roger Stedman, Medical Director.

Caldicott Guardian, Dr Stedman
Sandwell & West Birmingham Hospitals NHS Trust
City Hospital
Dudley Road
Birmingham
B18 7QH

Classes of information

We will state how you can obtain the information outlined within each class. This will be either via the website or as a hard copy or other media, as stated within each section. The publications are all free of charge, unless otherwise indicated within each class.

The Trust's commitment to publish information excludes any information that can legitimately be withheld under the exemptions set out the Freedom of Information Act.

Where individual classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to most classes within the Publication Scheme.

This Publication Scheme will be available in both hard copy and on our web site.

Information is available mainly via our website (www.swbh.nhs.uk), or you can make a request (requests must be in writing and addressed to our FOI Lead. Where information is provided at a cost, the charges will be calculated as set out in Class 15.

The Trust's commitment to publish information excludes any information that can legitimately withheld under the exemptions set out in the NHS Openness Code or the Freedom of Information Act.

Where individual classes are subject to exemptions, the main reasons are, for example, the protection of commercial interests and information that is classified as personal under the Data Protection Act 1998.

The Publication Scheme is available in hard copy and on our website: www.swbh.nhs.uk.

2) Information management

The general aim is to ensure ALL publicised information is available through the Trust intranet for staff to access, this includes secure areas with controlled access, the Trust NHS Network web-site (which only those organisations connected to the NHS network can view) and the public Internet web site www.swbh.nhs.uk.

If you wish to know more about information & knowledge management within the Trust please contact:-

Head of Corporate Governance/FOI Lead
Trust Headquarters
Sandwell General Hospital
Lyndon
West Bromwich
B71 4HJ

Information that will be managed in line with the Department of Health Best Practice, Health service Circular HSC1999/053 and Public Record Office guidance. Classes of information contained in the retention and disposal schedules will be adhered to. From time to time and where appropriate records may be retained beyond their minimum retention period but will not exceed the 30 year maximum retention period.

Certain records that have National Archival value will be sent to places of deposit, approved by the Lord Chancellor for the purpose of holding public records.

Information Governance:

The Information Governance Manager's role is supported by the Information Governance Steering Committee with a membership consisting of appropriate senior representation within the Trust including regular attendance by the Caldicott Guardian and the Director of Governance. The committee's aim is to raise Information Governance Standards within the Trust against a number of initiative areas, these include:

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

The committee are focussed on raising standards across the Information Governance Agenda, dealing with DPA 1998 and FOI 2000 compliance, monitoring information security incidents to ensure appropriate action; and development of related policies.

Previous Reports are available by visiting the IG Toolkit website:
<https://www.igt.connectingforhealth.nhs.uk>

Note: (When displaying reports you can search using the organisational code RXK.)

3) Feedback

If you have any comment or feedback on this Publication Scheme, or about how Sandwell and West Birmingham Hospitals NHS Trust has dealt with your request for information from the Scheme, please write to:

Head of Corporate Governance/FOI Lead
Trust Headquarters
Sandwell General Hospital
Lyndon
West Bromwich
B71 4HJ

Or email: swb-tr.SWBH-GM-FOIRequests@nhs.net

4) Your right to access information

The Freedom of Information Act recognises that as a member of the public, you have the right to know how public services such as the NHS are organised and run, how much they cost and how you can make complaints if you should 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.

From 1st January 2005, the Act obliged NHS Trusts to respond to requests about the information they hold and which is recorded in any form, as well as asserting a right of access to that information. The rights to request and access this information are subject to some exemptions which the Trust will have to take into consideration before deciding what information can be released. Some of the exemptions are subject to the public interest test. Further information can be found at: <http://www.foi.gov.uk/index.htm> and at:

http://www.ico.gov.uk/home/what_we_cover/freedom_of_information/guidance.aspx#exeguidance3

Environmental Information Regulations (EIR) also came into force on 1st January 2005. These enable access to specific environmental information in much the same way that other information is available under the Freedom of Information Act 2000.

Further details on EIR can be found at

:<http://www.defra.gov.uk/corporate/opengov/eir/index.htm> and at http://www.ico.gov.uk/for_organisations/environmental_information_guide.aspx

If you have a complaint about the operation of the Publication Scheme, or how the Trust has dealt with your request for information from the Scheme, this should be sent in writing to the Trust Freedom of Information Lead, refer to contact details below:

If you wish to make a freedom of information request, please put your request in writing to the:

Head of Corporate Governance/FOI Lead
Trust Headquarters
Sandwell General Hospital
Lyndon
West Bromwich
B71 4HJ

Or e-mail: swb-tr.SWBH-GM-FOIRequests@nhs.net

Please note Section 40 of the FOIA sets out an exemption from the right to know if the information requested is personal information protected by the

DPA. The section has a fairly complex structure and refers in detail to DPA provisions and concepts.

Equivalent exceptions are set out in regulations 5(3), 12(3) and 13 of the EIR. This guidance is also relevant to these regulations, which should be applied in exactly the same way as section 40.

Therefore, if requesting personal data you must make a request under the Data Protection Act 1998 or for Medical Records under the Health Records Act 1990.

Under the Data Protection Act 1998, you are also entitled to access your clinical and medical records, as well as data that may be stored about you in any other records database held within the Trust. Further information on Data Protection can be found at the Information Commissioners website at:

http://www.ico.gov.uk/for_organisations/data_protection_guide.aspx

If you wish to make a subject access request for your medical records, please contact:

Corporate Services (Medico Legal) Department
Sandwell & West Birmingham Hospitals
Sandwell Hospital
Lyndon
West Bromwich
B71 4HJ

Or

Corporate Services (Medico Legal) Department
Sandwell & West Birmingham Hospitals
City Hospital
Dudley Road
Birmingham
B18 7QH

Please note patients have the choice of sending to either address, as the request will be processed by the same department which operates across both sites.

For Occupational Health records requests should be directed to the Occupational Health Department. These records will be processed in line with the Data Protection 1998 and Health Records Act 1990.

Sandwell Occupational Health Service
Old Nurses Home
Sandwell Hospital
Lyndon
West Bromwich
B71 4HJ

Employees should direct requests relating to their employment to their Line Manager. Who should refer to Trust Policy regarding subject access request to personnel files.

Information relating to recruitment for both successful and unsuccessful candidates should be directed to the Recruitment department.

Recruitment
Sandwell & West Birmingham Hospitals
Sheldon Block
City Hospital
Dudley Road
Birmingham
B18 7QH

Other third party requests for personal data claiming right of access to personal data through application of exemption to the Data Protection Act 1998 allowing access to personal data e.g. to prevent crime. Must made in writing, claims will be validated by the Information Governance Manager and Information Governance Support Network within the Trust to ensure claim to access personal data by a third party is both legal and justified.

E.g. Police Requests, Court Orders (with the exception of Medical Records) should be directed to the:

Information Governance Manager/ Data Protection Lead
Information Governance
Sandwell and West Birmingham Hospitals Trust.
City Hospital
Dudley Road
Birmingham
B18 7QH

Subject Access Queries, Advice and Complaints:

For Data Protection Subject Access Requests Contact:

Information Governance Manager/Data Protection Lead
Sandwell and West Birmingham Hospitals Trust.
City Hospital
Dudley Road
Birmingham
B18 7QH

For Freedom of Information requests Contact:

Head of Corporate Governance/FOI Lead
Trust Headquarters
Sandwell General Hospital
Lyndon
West Bromwich
B71 4HJ

5) Patient Advice & Liaison Service (PALS)

Patient views are shared at Trust Board, a monthly patient experience story and within Clinical Groups/Departments where action planning takes place. Accountability for patient experience is through the Quality & safety Committee which reports to the Trust Board.

There are a wide number of ways in which patients and the public interact with the Trust including:

- PALS service – of note our PALS services covers the Trust and the various community locations from which services are delivered. The PALS service has established an outreach service.
- Formal complaints structure. Of note the complaints service also collects statistics on formal patient compliments such as thank you cards.
- Informal complaints and comments – staff are actively encouraged to address concerns and complaints as soon as they are raised.
- Via the various formal reviews of the Trust including Care Quality Commission, the National Patient Opinion Survey and PEAT.
- Via 'Heathwatch' – of note they attend all Trust Board meetings and are active participants in Trust Board discussion
- The Trust's active membership and voluntary services have been involved in a number of strategic planning events the Trust has held.
- Via the Trust's active volunteers service and pastoral care team.
- Via regular meetings with partnerships organisation and groups including: the Birmingham and Sandwell Overview & Scrutiny Committees, Sandwell Public Involvement Group; Birmingham Black & Ethnic Council, our local CCG and GPs, African Caribbean

Health Improvement Service, Midland Refugee Council, Deaf Awareness Group, Asian Rehabilitation Service, Macmillan.

- Regular focus/support groups established by Trust departments and projects that involve the Trust's 8500 membership
- Patient/public surveys by a diverse range of departments.

PALS is a friendly, accessible and confidential service for people who would like information, who have any concerns or would like to comment about any aspect of the services provided by Sandwell and West Birmingham Hospitals NHS Trust, Oldbury & Smethwick PCT, Wednesbury & West Bromwich PCT and Rowley Regis & Tipton PCT.

You can tell us your views about anything including....

- Your treatment
- Our staff
- The written and verbal information given to you
- Your rights as a patient
- Our buildings and facilities

2. Part 2 The classes of information that the Trust holds

Classes of information

1) Who we are and how we do?

The Trust is one of the largest teaching Trusts in the United Kingdom with a reputation for excellent, friendly staff who provide high quality care from City Hospital in Birmingham and Sandwell General in West Bromwich. Both are busy acute hospitals providing many specialist services and a broad range of emergency services, including Accident & Emergency at both sites. In addition, the Trust provides comprehensive community services to the Sandwell area, including from Rowley Regis Community Hospital, Leasowes Intermediate Care Centre and the Lyng Centre for Health and Social Care.

The Trust has an income of £418 million and employs around 7500 WTE staff. It has circa 900 beds and serves a population of over 500,000

The Trust is a key partner along with the local Clinical Commissioning Group, PCTs and local authorities in the "Right Care Right Here" programme which seeks to deliver an ambitious redevelopment of local health services. Following a very successful public consultation, implementation of the programme is underway with a wide range of secondary care services now being provided via new models of care in community locations. The

programme includes one of the largest investments in the UK in new facilities in both the acute and community sectors. Included within this is a new single site acute hospital for which business case approval is currently being sought.

The Trust has reconfigured a number of services between its acute sites so as to ensure their quality and sustainability. This programme of change will continue over the coming period. Alongside this, the Trust has embarked on a 5 year Transformation Plan, designed to ensure that the quality and safety of our services can be maintained and enhanced whilst at the same time responding to national requirements for increased efficiency. The plan takes in all of the Trust's key clinical and non-clinical workstreams. In the light of its strategic, operational and financial strength the Trust is applying to become a NHS Foundation Trust, which is expected to be achieved by April 2014.

The Trust is a pioneer in developing new and more effective approaches to staff engagement through its "Listening into Action" programme which harnesses the energy and ideas of front line staff to improve services. This is the largest programme of its kind in the NHS and has received widespread national recognition. These techniques are also increasingly used to obtain the view of patients and carers.

The £35m Birmingham Treatment Centre on the City Hospital site provides state of the art facilities for one-stop diagnosis and treatment. It includes an Ambulatory Surgical Unit with six theatres, extensive imaging facilities, an integrated breast care centre and teaching accommodation.

The £18m Emergency Services Centre on the Sandwell site incorporates a comprehensive A&E facility, Emergency Assessment Unit and Cardiac Care Unit.

The Trust hosts the Birmingham and Midland Eye Centre which is a supra-regional specialist facility, as well as the Pan-Birmingham Gynaecological Oncology Centre, Birmingham Skin Centre, Sickle Cell and Thalassaemia Centre and regional base of the National Poisons Information Service.

Aside from being one of the largest providers of patient services in the Midlands, the Trust also has a substantial teaching and research agenda with several academic departments including rheumatology, ophthalmology, cardiology, gynaecological oncology and neurology.

Further information can be obtained from the Trust web site at <http://www.swbh.nhs.uk> and in the Trust Annual Report.

Please refer to Appendix 1 – For Trust Board and Clinical Management Structure.

2) What we spend and how we spend it

Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts.

Department of Health Website – www.doh.nhs.uk

Trust Website – www.swbh.nhs.uk

- Annual Reports
- Summary of Annual Accounts
- External Auditors' Annual Audit Letter
- Charitable Funds and Accounts

3) How we make decisions

The Trust Executive Board of Executive and non-Executive Directors oversee the work of the organisation. Board Directors have voting rights and legal responsibilities. More information is available at the Trust's website <http://www.swbh.nhs.uk> and in the Trust Annual Report.

A number of corporate committees have been established to support the work of executive function, including:

Trust Board Sub-Committees:

- Audit & Risk Management Committee
- Finance & Investment Committee
- Quality & Safety Committee
- Workforce & OD Committee
- Configuration Committee
- Remuneration & Terms of Service Committee
- Charitable Funds Committee

The Trust Board is chaired by Richard Samuda and also comprises six Non-Executive Directors and five Executive Directors, including the Chief Executive Officer. These are all voting directors. The Trust Board is advised by the Director of Governance and the Director of Strategy & OD. The Trust Secretary supports the Board.

The members of the Board share a corporate responsibility for all its decisions.

The role of the Board is to set the strategic direction of the Trust, to agree annual objectives and to ensure that these are achieved. It also involves ensuring effective financial control and that high standards of corporate governance are met.

Meetings of the Board are open to the public and are held on the first Thursday of every month, alternating between our City and Sandwell Hospitals. The Trust also holds a public Annual General Meeting (AGM) in September each year.

Board papers – agenda, supporting papers and minutes

Information we will routinely publish includes:

- Annual Report including Annual Accounts
- Quality Account
- Business Plans, which includes our aims & objectives
- All public Trust Board Papers, which includes:
 - Agenda of Trust Board meetings
 - Minutes of Trust Board meetings
 - Minutes of all Board sub-committee meetings
 - Monthly quality, performance & finance reports
 - Progress updates on major programmes, including the Midlands Metropolitan Hospital and the application for FT status
 - Reports and supporting papers presented to Trust Board

All Trust Boards papers from the January 2009 are available from the Trust web site www.swbh.nhs.uk.

For previous Trust Boards, the agendas and minutes are available via the scheme and the Trust web site www.swbh.nhs.uk. Copies of specific Trust Board papers (including full sets of papers) can be provided by contacting the Publication Scheme contact (details above) or the Trust Board Secretary (contact via the Trust switchboard 0121 554 3801).

The first Trust Board meeting of Sandwell & West Birmingham Hospitals NHS Trust was held on June 2002.

Translations of Trust publications are available on request from the Communications department who can be reached by contact on 0121 507 5303.

How to get involved:

The Trust has an active shadow membership that has been developed as part of the Trust's application for Foundation Trust status. The Trust has around 8500 members. You can find out more about ways in which you can become

a member at <https://swbhengage.com/members-section/swbh-membership/> or by calling on 0121 507 5064.

The Trust also has a dedicated Communications Department that produces information for the media, the public and staff.

The Department can be contacted via the City Hospital switchboard 0121 554 3801 or by contacting

Communications Department
Sandwell & West Birmingham Hospitals NHS Trust
City Hospital
Dudley Road
Birmingham
B18 7QH.

Press releases and statements are published on the Trust's website at: <http://www.swbh.nhs.uk>

What are our priorities and how are we doing:

The Trust's medium term strategy focuses on the period leading up to the new hospital with an emphasis on driving clinical integration by reconfiguration of services between the existing sites, strengthening key specialties and on service and productivity improvement. In line with the national imperative, the Trust is applying to become a NHS Foundation Trust.

The Trust has a well-developed performance management culture, which covers all areas including activity, Caldicott, clinical audit, complaints, controls assurance, corporate objectives, governance, financial, NHS and local targets, annual patient survey, annual staff survey and risk management.

NHS Targets:

The Trust is assessed on an ongoing basis against the Care Quality Commission's essential standards. This also provides the Trust with a benchmark against all other NHS Trusts.

Through our local Clinical Commissioning Group (CCG) and the Trust Development Authority (TDA) the Trust is also performance managed on the full range of NHS targets.

The Trust provides the TDA and CCG with a range of performance information on a regular basis including weekly & monthly reporting.

Trust Board and sub-committees:

The Trust Board receives a wide variety of performance reports through its Committee infrastructure. Key areas have monthly reports. These are available as part of the Class 4 – Corporate Information.

The Trust Board sub-committees are able to review the Trust performance in greater detail. The minutes of the sub-committees are included in the Trust Board papers.

Trust Management:

Some of the corporate reports that go to Trust Board also go to the main Trust management committees namely the (monthly) Clinical Leadership Executive, (weekly) Executive Group meetings and (weekly) Operational Management Committee (OMC) meetings.

Each Group has a regular (usually bimonthly) performance review by the Executive Team.

Governance Groups:

There are a number of specialist groups that monitor the development of governance in their key area.

Risk Management:

The Trust has a formal clinical and non-clinical incident reporting procedure and policy.

The Quality & Safety Committee formally reviews incident reports and progress against any resultant action plans.

Controls Assurance:

The NHS has defined standards/performance indicators across a number of areas. Annual reporting against the standards is in place with action plans to improve performance. Reporting is via the Governance Structure.

4) Our policies and procedures

The Trust has a comprehensive set of Trustwide core policies and guidelines that cover all aspects of the Trust's operations and are accessible to all staff. Where there are perceived to be gaps, or new instructions issued from DoH, new policies/guidelines are developed. As a consequence, some policies are under development or review at all times. There is a Board-approved process for the ratification and regular review of Trust core policies and guidelines, and their dissemination in the Trust's 'Policy for the Development, Approval and Management of Policies'.

Policies and procedures are available for:

- Clinical policies, procedures and Trustwide guidelines
- Non-clinical policies, procedures and Trustwide guidelines

Copies of policies can be obtained by writing to:

Freedom of Information Lead

Sandwell & West Birmingham Hospitals NHS Trust
City Hospital
Dudley Road
Birmingham
B18 7QH.

5) Lists and registers

The regular publications that are currently available to the public are:

- Information held on the NHS web site www.nhs.uk about the Trust. This includes latest waiting time for treatment information held on the Trust web-site <http://www.swbh.nhs.uk>
- Annual report
- Bi-monthly staff magazine
- Information published in the press following media release by the Trust (see Class 13 - Communications with the Press and Media Releases)
- Department Leaflets - All Departments provide leaflets and information about their services and providing clinical guidance to our patients.

6) The services we offer:

Information on the Trust's directorates and services is available on the Trusts web site at

<http://www.swbh.nhs.uk>

Additional information on the community the Trust serves and the ways it seeks to meet patients' needs through its services is also available in the Annual Report which includes details of service developments over the previous year, and can be found on the Trust's website at

<http://www.swbh.nhs.uk>

See section 10 for more information on publications produced by the Trust. Please contact the Communications Department for any publications you would like and which you are not able to access on the Trust's website

Healthcare services:

The Trust provides a range of health care services across the following main sites:

City Hospital
Dudley Road, Birmingham B18 7QH
Tel: 0121 554 3801

Birmingham & Midland Eye Centre
City Hospital
Dudley Road, Birmingham B18 7QH
Tel: 0121 554 3801

Birmingham Skin Centre
City Hospital
Dudley Road, Birmingham B18 7QH
Tel: 0121 554 3801

Rowley Regis Hospital
Moor Lane, Rowley Regis, Warley, West Midlands B65 8DA
Tel: 0121 607 3465

Sandwell General Hospital
Lyndon, West Bromwich, West Midlands B71 4HJ
Tel: 0121 553 1831

Leasowes Intermediate Care Centre
Oldbury Road
Smethwick
B66 1JE

The Lyng Centre
Frank Fisher Way
West Bromwich
B70 7AW

Website: www.swbh.nhs.uk

Additional information on the community the Trust serves and the ways it seeks to meet patients' needs through its services is also available in the Trust Annual Report which includes details of service developments over the previous year, and can be found on the Trust's website at: <http://www.swbh.nhs.uk/>

Current vacancies:

If you like to work for the Trust you can find out about the latest vacancies and opportunities by contacting the Recruitment Department on

Recruitment Office
Trinity House
Sandwell General Hospital
Lyndon
West Bromwich
B71 4HJ

Tel: 0121 507 5070

Vacancies are advertised in a number of ways including through NHS Jobs (<https://www.jobs.nhs.uk/>), local Job Centres, local Newspapers, specialist NHS and Health publications and via the Trust web-site www.swbh.nhs.uk.

Communicating with Staff:

The Trust has a wide range of formal and informal ways with communicating with staff including; monthly team briefs from the Chief Executive, Heartbeat the bi-monthly Trust magazine, regular messages to staff via email, the Trust Intranet and monthly payslips, the formal management & governance structures, formal meetings via the staff-side committee.

Copies of Heartbeat are available via Class 10 - Regular publications and information for the Public

The Chief Executive leads a process that as part of a regular cycle, staff within each area of the Trust, have an opportunity to meet with him and Trust Boards members.

Improving Working Lives:

The NHS had adopted a set of standards that represent good human resource practice that all NHS employers will be measured against.

The key criteria are:

- Recognises that modern health services require modern employment practices
- Understands that staff work best for patients when they can strike a healthy balance between work and other aspects of their outside work.
- Accepts a joint responsibility with staff to develop a range of working arrangements that balance the needs of patients and services
- Values and supports staff according to the contribution they make to patient care and meeting the needs of the service

- Provides personal and professional development and training opportunities that are accessible and open to all staff irrespective of their working patterns
- Has a range of policies & practices that enable staff to manage a healthy balance between work and their commitments outside work.

The Improving Working Lives (IWL) Standard has a range of good practice and indicators broken down into the following areas:

- Human Resources Strategy & Management
- Equality and Diversity
- Communication & Staff Involvement
- Flexible Working
- Health Working
- Training & Development
- Staff Benefits and Childcare
- Staff Attitude Survey

The Trust has a multi-disciplinary IWL Task Group in place that both promotes awareness and implementation of the IWL standards.

Of note, the results of the annual staff survey are presented to the Divisions and Trust Management Boards. All departments are required to produce and implement actions plans to address issues raised in these surveys.

Facilities for Staff:

The Trust provides a wide range of facilities for staff including: accommodation, catering facilities including canteens, dry cleaning services, Education and Library services including internet café, gym (a small gym exists at present, two larger facilities are in the process of being built at the City Hospital & Sandwell Hospital sites), NHS Pension Scheme, Occupational Health including counselling support, pastoral care, secure car parking at all of its sites, Trade Union and Professional Association support training facilities including a dedicated Learning and Development Department.

The Trust is made-up of many specialist groups of staff including those working at the Trust as part of their professional training. There is extensive specialist professional and personal support provided to all staff groups.

To help new starters to the Trust take advantage of the many services available in the Trust and to be aware of the policies and procedures that staff MUST abide, all new staff are required to go through a formal 2 or 3-day

Induction. This induction is supplemented by Departmental Inductions programmes.

3. Part 3 Bodies that monitor and/or inspect our performance

- British Psychological Society (www.bps.org.uk)
- Connecting for Health (www.connectingforhealth.nhs.uk)
- Child Protection Teams
- Commission for Health Improvement (www.chi.nhs.uk)
- Confidential Inquiry into Suicides and Homicides
- Birmingham City Council
- Sandwell City Council
- Coroner's Offices
- Directorate of Counter Fraud Services (www.doh.gov.uk/dcfs)
- District Audit (www.district-audit.gov.uk)
- Environmental Health offices
- General Medical Council (www.gmc-uk.org)
- Health and Safety Executive (www.hse.gov.uk)
- Health Service Ombudsman (www.chi.gov.uk/eng/about/chi-others)
- Health Professions Council (www.hpc-uk.org)
- Home Office Mental Health Unit (www.homeoffice.gov.uk)
- Medicines Devices Agency (MDA) (www.medical-devices.gov.uk)
- Medicines Control Agency (www.mca.gov.uk)
- Mental Health Act Commission (www.mhac.trent.nhs.uk)
- National Clinical Assessment Authority (www.ncaa.nhs.uk)
- National Patient Safety Agency (www.npsa.nhs.uk)
- NHS Estates (www.nhsestates.gov.uk)
- NHS Litigation Authority (www.nhsla.com)
- Nursing and Midwifery Council (www.nmc-uk.org)
- Sandwell Clinical Commissioning Group(www.sandwellandwestbhamccg.nhs.uk/)
- Trust Development Authority (www.ntda.nhs.uk)

Useful Resources

Web sites:

This is the Information Commissioner's web site: www.ico.gov.uk

This is the Lord Chancellor's Department web site: www.dca.gov.uk

This is the NHS Freedom of Information web site: www.foi.nhs.uk

Publications:

NHS Openness Code:

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4050490

FOI Act 2000 : http://www.opsi.gov.uk/acts/acts2000/ukpga_20000036_en_1
FOI Act 2000 Explanatory Notes:
http://www.opsi.gov.uk/acts/acts2000/ukpga_20000036_en_1

Charges:

Costs of Information:

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD ROM). Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available. Charges are as follows:

Via the Trust Web Site www.swbh.nhs.uk:

No charge - All documents are stored in PDF format. By exception some documents may only be available in hard copy only and not available via the web. Where applicable this is made clear in the relevant section of the Publication Scheme. Any charges for Internet Service provider and personal printing costs would have to be met by the individual

Hard Copy:

No charge - Single copy of the Publication Scheme or Class without the various attachments.

£10 - Single hard copy of the Publication Scheme or Class including the various attachments. Costs for multiple copies will be dealt with on a case by case basis

CD:

£10 - Single CD copy of the Publication Scheme or Class including the various attachments. All documents are stored in PDF format. By exception some documents may only be available in hard copy only and not available via the web. Where applicable this is made clear in the relevant section of the Publication Scheme.

Hard Copy or CD copies:

To receive hard copies of CD copies, please send the request in writing to the address below or by email to foi.requests@swbh.nhs.uk

Head of Corporate Governance/FOI Lead
Trust Headquarters
Sandwell General Hospital
Lyndon
West Bromwich
B71 4HJ

If a charge is involved, we will let you know and may not release the information until the charge has been paid. We will not provide printouts of other organisation's websites or Publication Schemes.

To View a Hard Copy of the Publication Scheme:

Latest copies are held by the Trust Secretary at City Hospital.

Additional copies:

We will not produce additional copies unless the requestee is prepared to be charged separately for each additional copy of the requested information that is required.

Example: one copy of information per request. Consecutive copies will each be processed and charged as a separate requests. This is to ensure all or part of the expense incurred by the organisation is recovered when producing the information in the required format.

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Appendix 1 – Trust Board and Clinical Management Structure