

# **COTSWOLD AND VALE PRIMARY CARE TRUST**

## **FREEDOM OF INFORMATION ACT 2000**

### **PUBLICATION SCHEME**

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**This document can be made available in other formats, if requested.  
Please contact the Publication Scheme Co-ordinator on 01285 884694.**

**31 October 2003**

# **COTSWOLD AND VALE PRIMARY CARE TRUST**

## **PUBLICATION SCHEME**

**Welcome to the Cotswold and Vale Primary Care Trust Publication Scheme. The Publication Scheme is in three parts, as follows:**

PART ONE: Introduction

PART TWO: The Classes of Information that we hold

PART THREE: Bodies which monitor/inspect our performance and useful Resources

### **PART ONE: Introduction**

#### **Welcome**

#### **What a Publication Scheme is**

This Publication Scheme is a complete guide to the information routinely published by the Cotswold and Vale Primary Care Trust. It is a description of the information about our Trust which we make publicly available. We shall review the Scheme at regular intervals and monitor how it is operating.

It is important to us that this Scheme meets your needs and we have designed it to be a route map so that you can find information about the Cotswold and Vale Primary Care Trust easily. Under Section 19 of the Freedom of Information Act 2000, the Cotswold and Vale Trust has a legal duty to adopt and maintain a Publication Scheme for the publication of the Cotswold and Vale Trust information. The purpose of the Act is to promote greater openness by public authorities, of which the Cotswold and Vale Trust is one.

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

Mrs Maggie Stubbs  
Director of Nursing, Clinical Quality and Learning  
Sandpits Clinic  
Kingshill Road  
Dursley  
Gloucestershire GL11 5QF  
Tel 01453 549940  
Email [foia@cotsvalepct.nhs.uk](mailto:foia@cotsvalepct.nhs.uk)

## **Information Management**

Information falling into the Classes will be retained in line with the the Cotswold and Vale Primary Care Trust's retention and disposal schedules, which comply with circular HSC1999/53 and Public Record Office Guidance. Information not required for the business purposes of the Trust is stored at the Trust or at a place of deposit approved by the Lord Chancellor for the purpose of holding public records

- **Feedback**

Any questions or comments about this Scheme should be sent in writing to The Publication Scheme Coordinator at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY telephone 01285 884694, email [foia@cotsvalepct.nhs.uk](mailto:foia@cotsvalepct.nhs.uk)

If you have a complaint about the operation of the Publication Scheme, or how the Cotswold and Vale Primary Care Trust has dealt with your request for information from the Scheme, please write to:

The Complaints Manager  
Cotswold and Vale Primary Care Trust  
Berkeley Hospital  
Maybrook Street  
Berkeley  
Gloucestershire  
GL13 9BL

Telephone 01453 562003  
Fax 01453 811714

## **Rights of Access to Information**

At the present time, in addition to accessing the information identified in this Publication Scheme, you are entitled to request information about the Cotswold and Vale Primary Care Trust under the NHS Openness Code 1995. A link to this is available in Part 3 of the Scheme and hard copies are available free of charge from

The Department of Health  
Richmond House  
79 Whitehall  
London  
SW1A 2NS

Tel 0207 210 4850

Email [dhmail@doh.gsi.gov.uk](mailto:dhmail@doh.gsi.gov.uk)

Sometimes, some or all of the information cannot be provided and we will explain the reasons why not when this happens.

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 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 January 1<sup>st</sup> 2005, it will also oblige the Cotswold and Vale Trust to respond to requests about the information which it holds and is recorded in any form and it will create a right of access to that information. These rights are subject to some exemptions which the Trust has to take into account before deciding what information can be released. The Publication Scheme will help you to find all the information which the Trust publishes.

Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you and you can contact

The Data Protection Officer  
Trust Headquarters  
Cirencester Hospital  
Tetbury Road  
Cirencester  
Gloucestershire GL7 1UY.  
Tel 01285 884694  
Email [foia@cotsvalepct.nhs.uk](mailto:foia@cotsvalepct.nhs.uk)

New Environmental Information Regulations may be introduced as early as 2003. These will enable similar access to environmental information, as under the Freedom of Information Act 2000.

## **PART 2**

### **THE CLASSES OF INFORMATION**

The information is grouped into broad categories as follows:

- 1. The NHS and how we fit
- 2. Who we are
- 3. Financial and Funding Information
- 4. Corporate Information
- 5. Aims, Targets and Achievements
- 6. Our Services
- 7. The Primary Care Trust and Independent Practitioners
- 8. Reports and Independent Enquiries
- 9. Policies and Procedures
- 10. Public Involvement and Consultation
- 11. Regular publications and information for the public
- 12. Complaints
- 13. Human Resources
- 14. Communications with the Press and Media Releases
- 15. Environmental Information
- 16. This Publication Scheme

We will state how you can obtain the information outlined within each Class. This will either be via the web site or as a hard copy or other media as stated within each Class. The publications are all free unless otherwise indicated within each Class. Where information is provided at a cost the charges will be calculated as set out in Class 16.

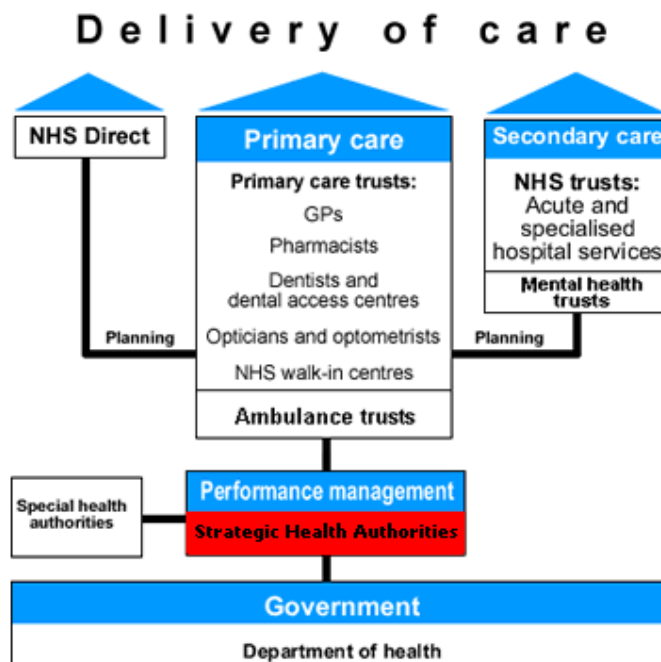
The Trust's commitment to publish information excludes any information, which can legitimately be withheld under the exemptions set out in the NHS Openness Code or the Freedom of Information Act. Where individual classes are subject to exemptions, the main reasons are e.g. the protection of commercial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

The Publication Scheme will be available in both hard copy (in large print, if required) and on our web site - [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk).

## 1. The NHS and how we fit

This class of information describes who we are and how we fit into the National Strategic Framework, particularly the local NHS structure, showing how the Trust relates to the Department of Health, the Avon, Gloucestershire and Wiltshire Strategic Health Authority and other Trusts in the Gloucestershire Health Community.

The following diagram shows how the Trust fits in to the NHS structure:



This Class of information includes:

Key national documents such as The NHS Plan, Priorities and Planning Guidance, National Service Frameworks, Improving Working Lives can be found at [www.doh.gov.uk](http://www.doh.gov.uk)

The NHS is a very large part of the public sector. There are over six hundred NHS Trusts. A full list can be found on [www.nhs.uk](http://www.nhs.uk)

The Trust is part of the Gloucestershire Health Community, which consists of:

- Cotswold and Vale Primary Care Trust ([www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk))
- West Gloucestershire Primary Care Trust ([www.westglospct.org.uk](http://www.westglospct.org.uk))
- Cheltenham and Tewkesbury Primary Care Trust ([www.chelttewkpct.org.uk](http://www.chelttewkpct.org.uk))

- Gloucestershire Ambulance Service NHS Trust ([www.glosamb.org.uk](http://www.glosamb.org.uk))
- Gloucestershire Partnership NHS Trust ([www.gloshospitals.org.uk](http://www.gloshospitals.org.uk))
- Gloucestershire Hospitals NHS Trust ([www.partnershiptrust.org.uk](http://www.partnershiptrust.org.uk))

Details of which can be found at [www.gloshealthservices.org.uk](http://www.gloshealthservices.org.uk)

The Gloucestershire Health Community is part of the Avon, Gloucestershire and Wiltshire Strategic Health Authority, who can be found at [www.agwsha.nhs.uk](http://www.agwsha.nhs.uk).

## 2. Who we are

This class of information includes details of the Primary Care Trust's organisational structure and key personnel. This includes the Board and its subcommittees, Professional Executive Committee, senior managers and personnel who are contacts for aspects of the Publication Scheme.

The Cotswold & Vale Primary Care Trust was established on 1<sup>st</sup> April 2002. The PCT developed from the merger of Cotswold Primary Care Group; Stroud & Berkeley Primary Care Group; part of Severn NHS Trust; part of East Gloucestershire NHS Trust; and Gloucestershire Health Authority.

The Trust covers an area of 627 square miles and is responsible for healthcare for a population of 192,000, of whom approximately 10,000 people are registered with Gloucestershire GPs, but live outside of the county boundary. There are 123 GPs in 33 Practices; 40 community pharmacists; 80 dentists and 80 optometrists working within the Trust area. The Trust is a relatively large employer, with over 1900 employed staff working largely within the Trust area.

The Trust is responsible for assessing the health needs of the local population and securing appropriate primary, secondary and tertiary healthcare to meet their needs.

The Trust also provides some shared and hosted services on behalf of the Gloucestershire Health Community. These are Children's Services; Maternity Services; Sexual Health and HIV Services; Dentistry; Hotel Services; and the Health Community Implementation Team for Information for Health. The Trust manages hospitals at Berkeley, Bourton-on-the-Water, Cirencester, Fairford, Moreton-in-Marsh and Stroud.

The Cotswold and Vale Primary Care Trust commissions and provides services for the geographical area of:

In the district of Cotswold –

the electoral wards of Ampneys, Avening, Beacon, Blockley, Bourton-on-the-Water, Campden, Churn Valley, Cirencester Abbey, Cirencester Beeches, Cirencester Chesterton, Cirencester Stratton, Cirencester Watermoor, Coln, Ermin, Evenlode Vale, Fairford, Fossehill, Fosseridge, Grumbold's Ash, Hampton, Kempford, Lechlade, Mickleton, Moreton-in-Marsh, Northleach, Sandywell, Sherborne Brook, Stow-on-the-Wold, Tetbury, Thames Head, Three Rivers, Vale, Water Park

In the district of Stroud –

the electoral wards of Berkeley, Bisley, Cainscross, Cam, Cambridge, Central, Chalford, Dursley, Eastington, Hardwicke, Hinton, King's Stanley, Leonard Stanley, Minchinhampton, Nailsworth, Nibley, Painswick, Parklands,

Randwick, Rodborough, Severn, Stonehouse, Thrupp, Trinity, Uley, Uplands, Upton St Leonards, Vale, Whiteshill, Woodfield, Wotton and Kingswood.

Details about our services appear in Class 6 of the Publication Scheme.

The Trust publishes the following information:

- Membership of the Trust Board and Professional Executive Committee
- Directorate Organisational Structures, which describes the Trust's management structure
- Annual Report
- Trust Board public agendas, minutes and papers and Trust Board Sub-committee minutes and reports to the Board
- Corporate Governance Framework, which covers
  - Codes of Conduct, Accountability and Openness, Standing Orders, Standing Financial Instructions, Scheme of Reservation and Delegation
  - Terms of Reference for Board Sub-committees – Professional Executive Committee, Appointments Committee, Remuneration Committee, Charitable Funds Committee, Audit Committee, Policies and Procedures Committee, Strategic Training and Development Committee
  - Terms of Reference for Professional Executive Committee Sub-committees – Clinical Governance, Health and Safety, Risk Management
  - Register of Interests, Waivers of Formal Tendering Procedures, Sealing of Documents, Losses Reports, Establishment Order, Counter Fraud Policy

The published information is available on the Trust's website - [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk) - or by contacting the Publication Scheme Coordinator at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY, telephone 01285 884694, email [foia@cotsvalepct.nhs.uk](mailto:foia@cotsvalepct.nhs.uk)

The Trust is committed to working in partnership with a number of NHS and non-NHS organisations in delivering a comprehensive range of high quality local healthcare services around the clock, as close to the patients home as possible, organised by integrated teams of health and social care staff based within local communities.

The range of partnerships includes:

- Gloucestershire Health & Social Care Partnerships - partnerships with patients and local people - the Trust is committed to a strong partnership with local patients and the public which will become a major feature of Trust working over the next few years
- District Councils – traditionally District Councils have been the providers of many services, which both prevent ill health and promote the health of the local population. effective partnerships with Local Authorities are essential to deliver modernisation of services
- Providers of healthcare (public, private and voluntary) to deliver increased local access and improvements in access;
- Social Services, the Independent sector and voluntary sector to provide the range and coverage of services needed to support older people, both at home, in hospital and in residential or nursing care.

Key partners include Cheltenham and Tewkesbury and West Gloucestershire Primary Care Trusts, Gloucestershire Hospitals NHS Trust, The Partnership Trust, Gloucestershire Ambulance Service NHS Trust, other NHS Trusts; independent practitioners; academic partners; local authorities, including social services; police; probation; prison service; voluntary and charitable bodies; and private sector providers.

A number of countywide groups exist which comprise representatives across each of the health organisations in Gloucestershire. These include the following (the organisation with lead for each group is identified in brackets):

- Gloucestershire Strategic Forum (West Gloucestershire PCT)
- Gloucestershire Planning Consortium (Cheltenham & Tewkesbury PCT)
- Gloucestershire Emergency & Acute Committee Group (Cotswold & Vale PCT)
- County Older People's Modernisation Group (West Gloucestershire PCT)
- Countywide CHD NSF Local Implementation Group (West Gloucestershire PCT)
- Three Counties Cancer Network Group (Cheltenham & Tewkesbury PCT)
- Joint Commissioning Board – Mental Health (Cheltenham & Tewkesbury PCT)
- Joint Commissioning Board – Older People (West Gloucestershire PCT)
- Children's Planning Group (Cotswold & Vale PCT)
- Local Workforce Development Group (Gloucestershire Partnership NHS Trust)

The Trust is also represented on a range of existing local partnerships. These act to ensure priorities are jointly agreed and reflect the priorities and targets of the respective organisations. These partnerships are convened and lead by the respective District and County Councils, and information with regards to these partnerships will be covered under their Publication schedules. These Partnerships include:

- Gloucestershire Strategic Partnership
- Gloucestershire Healthy Living Partnership (a sub-group of the Gloucestershire Strategic Partnership)
- Stroud Locality Planning Team and Cotswold Locality Planning Team – now reconvened as Stroud Health and Well-being Partnership and Cotswold Health and Well-being Partnership. These are multi-agency teams, which have taken responsibility over the last few years for developing the local Health Improvement and Modernisation Plans (HIMPs), which clearly identify priorities specific to each partner agency, together with agreed action plans. They maintain a work programme and action plan and report to the Local Strategic Partnerships as well as to their constituent organisations
- Stroud Local Strategic Partnership & Cotswold Local Strategic Partnership are relatively new partnerships led by the Local Authority to support multi-agency working between various stakeholders within a community e.g. statutory organisations, the business sector, and the voluntary and community sector
- Local Crime & Disorder Partnerships
- Local Substance Abuse Action Groups
- Childrens Planning Groups
- The Churn Neighbourhood Project (Beeches and Watermoor), Cirencester – focuses research and resources on an area of deprivation looking at health needs, basic skills and consultation with service users.
- Stonehouse Neighbourhood Project – Actively involved with a range of health – related projects in the Stonehouse GL1 area.

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### **3. Financial and Funding Information**

This class of information covers funding details, charging policies and financial accounts

The Cotswold and Vale Primary Care Trust controls three major areas of revenue expenditure:

#### **Commissioning**

- this overall resource limit is available to the Trust to commission services from health and care organisations (including primary care services and the Trust's own provider arm).

#### **Provider Services**

- this funding is part of the overall resource limit and funds the directly managed services of the organisation, such as community hospitals and community staff.

#### **Primary care services**

- this funding is part of the overall resource limit and funds prescribing and practice based staff.

An additional area of expenditure is on General Medical Services (GMS), where the Trust acts as an agent in paying for these services on behalf of the Department of Health (DoH). This is not part of the Resource Limit.

The PCT also has a Capital Resource Limit (CRL), which is available for operational capital work within the Trust.

The Trust regularly publishes financial information and the key documents are Budgets, Monthly Performance Reports and Annual Accounts.

In addition, the Trust publishes information about financial governance, which includes Standing Orders, Standing Financial Instructions, Scheme of Reservation and Delegation, Counter Fraud Policy, Register of Interests, Waivers of Formal Tendering Procedures, Sealing of Documents, Losses Reports, Minutes of the Audit and Charitable Funds Committees, and reports of the Remuneration Committee.

The published information is available on the Trust's website - [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk) - or by contacting the Publication Scheme Coordinator at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY, telephone 01285 884694, email [foia@cotsvalepct.nhs.uk](mailto:foia@cotsvalepct.nhs.uk)

A number of non-clinical support services to the Trust are provided by other organisations through Service Level Agreements, some of which are still being developed. The non-clinical support services include Paymaster functions. The published information is available on the Trust's website - [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk) - or by contacting the Publication Scheme Coordinator at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY, telephone 01285 884694, email [foia@cotsvalepct.nhs.uk](mailto:foia@cotsvalepct.nhs.uk)

### **Purchase of equipment and supplies**

The Gloucestershire Health Community has a Shared Procurement Service for the purchase of equipment and supplies.

The Trust is developing a Local Procurement Strategy and Workplan, which will set out the arrangements covering all expenditure on goods, capital equipment and services (excluding permanent staff). The Local Procurement Strategy and Workplan will be published when it is approved by the Trust Board.

The purchase of goods and services is covered by the Trust's Standing Orders, Standing Financial Instructions and Scheme of Delegation.

The published information is available on the Trust's website - [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk) - or by contacting the Publication Scheme Coordinator at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY, telephone 01285 884694, email [foia@cotsvalepct.nhs.uk](mailto:foia@cotsvalepct.nhs.uk)

The Trust will advertise tenders for goods and services worth over £100,140 through the Official Journal of the European Communities (OJEC) procedures. The website for OJEC is [www.ojec.com](http://www.ojec.com).

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#### 4. Corporate Information

The Cotswold and Vale Primary Care Trust routinely publish a large amount of information.

Documents that the Trust routinely publishes include the Annual Report; the Annual Report of the Director of Public Health; the Health and Commissioning Strategy; the Local Delivery Plan; Trust Board public agendas, minutes and papers and Trust Board Sub-committee minutes and reports to the Board; Professional Executive Committee agendas, minutes and papers; strategies, policies and procedures, such as Risk Management, Complaints and Public Involvement.

In addition the Trust publishes a staff newsletter, 'The View' and 'Your Guide to Local Health Services', also known as The Patients Prospectus, setting out details about local services and the Trust.

The published information is available on the Trust's website - [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk) - or by contacting the Publication Scheme Coordinator at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY, telephone 01285 884694, email [foia@cotsvalepct.nhs.uk](mailto:foia@cotsvalepct.nhs.uk)

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## 5. Aims, Targets and Achievements

The Cotswold and Vale Primary Care Trust monitors its governance arrangements, financial performance and the performance of the services it commissions and provides.

Governance is the term used to describe how the Trust manages its functions in order to achieve its objectives.

The Trust monitors financial and service performance in order to keep under review the progress being made towards improving the health of local people and meeting national and local targets.

The Trust routinely publishes information about financial targets, aims and objectives and key performance indicators. Documents that the Trust routinely publishes in this class include the Annual Accounts, Annual Budgets, Monthly Performance Reports, Local Delivery Plan, Controls Assurance Self-assessment Annual Report and Action Plan, Clinical Governance Development Plan and annual reports on Complaints, Adverse Events, Clinical Governance, Decontamination, Medical Devices Management, Infection Control and Security.

Each year all NHS Trusts receive their star ratings, which is an assessment of their performance during the previous year. The independent regulator for NHS performance, the Commission for Health Improvement (CHI) is responsible for the publication of NHS Performance Ratings – this information is published on the Commission's website [www.chi.nhs.uk](http://www.chi.nhs.uk).

In addition, the Trust is monitored and scrutinised by a number of external bodies, details of which are set out in Appendix 2.

Class 9 gives further details about the policies and procedures that the Trust has in place.

The published information is available on the Trust's website - [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk) - or by contacting the Publication Scheme Coordinator at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY, telephone 01285 884694, email [foia@cotsvalepct.nhs.uk](mailto:foia@cotsvalepct.nhs.uk)

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## 6. Our Services

### ***The range of services that we commission and provide for the NHS and how we deliver these.***

The Cotswold and Vale Primary Care Trust commissions and provides services for the districts of Cotswold and Stroud.

The Trust covers an area of 627 square miles and is responsible for healthcare for a population of 192,000, of whom approximately 10,000 people are registered with Gloucestershire GPs, but live outside of the county boundary. There are 123 GPs in 33 Practices; 40 community pharmacists; 80 dentists and 80 optometrists working within the Trust area. The Trust is a relatively large employer, with over 1900 employed staff working largely within the Trust area.

The Trust is responsible for assessing the health needs of the local population and securing appropriate primary, secondary and tertiary healthcare to meet their needs.

The Trust also provides some shared and hosted services on behalf of the Gloucestershire Health Community. These are Children's Services; Maternity Services; Sexual Health and HIV Services; Dentistry; Hotel Services; and the Health Community Implementation Team for Information for Health. The Trust manages hospitals at Berkeley, Bourton-on-the-Water, Cirencester, Fairford, Moreton-in-Marsh and Stroud.

Details about the Trust and its services are published in 'Your Guide to Local Health Services', also known as The Patients Prospectus.

The Trust publishes its proposals for service changes in its Health and Commissioning Strategy and Local Delivery Plan. The Trust informs and involves members of the public in the development of its proposals for service changes and details of how members of the public can become involved are given in Section 8, Patient and Public Involvement.

The Trust, in conjunction with other Trusts in the Gloucestershire health community, publishes a List of Interventions Not Normally Funded (LINNF), a policy statement about exceptions to the list of interventions not normally funded and the process for considering individual circumstances, and the factors which will be considered when an application under the Exceptions policy has been received.

Decisions about services are published in Trust Board public agendas, minutes and papers.

The Trust directly provides a number of non-clinical support services, which are covered in Class 6. A number of non-clinical support services to the Trust are provided by other organisations through Service Level Agreements, some of which are still being developed. The non-clinical support services include Estates, Information Management and Technology Services, Paymaster and Human Resources.

The published information is available on the Trust's website - [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk) - or by contacting the Publication Scheme Coordinator at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY, telephone 01285 884694, email [foia@cotsvalepct.nhs.uk](mailto:foia@cotsvalepct.nhs.uk)

Comments or complaints about the Trust's clinical or non-clinical services can be addressed directly with the local organisation you are unhappy with (e. g. the hospital, GP surgery or dentist) to try to resolve your complaint. They may offer to bring in a conciliation service - this can often help to resolve complaints more quickly and amicably. This service may be provided by the Patient Advice and Liaison Service (PALS) or the Independent Complaints and Advocacy Service (ICAS).

If you remain unhappy please contact the Trust's Complaints Manager, who will be able to explain the options available to you and provide you with information. For more information, please contact the Trust 's Complaints Manager by writing to

The Complaints Manager  
Cotswold and Vale Primary Care Trust  
Berkeley Hospital  
Maybrook Street  
Berkeley  
Gloucestershire  
GL13 9BL

Telephone 01453 562003  
Fax 01453 811714

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## **7. The Primary Care Trust and Independent Practitioners**

This class contains information on the arrangements, policies and procedures for working with independent practitioners (General Practitioners, Community Pharmacists, Optometrists, General Dental Services).

### **General Medical Practitioners**

All General Practitioners working under the General Medical Services arrangements are independent contractors who hold a personal contract individually with the Secretary of State for Health. This contract is governed by the "Statement of Fees and Allowances" (SFA). This is available at : [www.doh.gov.uk/pricare/feesgmpremuneration.htm](http://www.doh.gov.uk/pricare/feesgmpremuneration.htm) The role of the Trust is in administering this nationally agreed contract. The Trust also works with the local professional organisation of general practitioners, the Local Medical Committee, on a range of subjects, in particular development of professional issues.

### **Personal Medical Services**

Ten practices in the Cotswold & Vale Primary Care Trust operate under an alternative contract form to General Medical Services, known as Personal Medical Services. This is a contract between the Practice and the Primary Care Trust.

### **General Dental Practitioners**

All Dentists are independent contractors and work for the NHS through a nationally determined contract, based on a fee per item of service. Administration of this is undertaken through the Dental Practice Board. The role of the Trust is limited to maintaining a register of approved dentists providing NHS dental services in the Primary Care Trust area, and some quality of service inspections. To obtain registration, a dentist is required to provide information and proof of qualifications, experience and identity. The Cotswold & Vale Primary Care Trust acts as the lead for the county on behalf of the Cheltenham and Tewkesbury and West Gloucestershire Primary Care Trusts. Information on the Statement of Dental Remuneration is available from: [www.doh.gov.uk/sdr](http://www.doh.gov.uk/sdr) The Trust also works with the local professional organisation of general dental practitioners, the Local Dental Committee, and with a wider group of professionals concerned with Oral Health, the Oral Health Advisory Group.

### **Community Pharmacists**

Pharmacists are governed by a national contract based on a fee for every item dispensed, which is administered nationally by the Prescription Pricing Authority. There are national regulations established around the change and establishment of new pharmacies ([www.doh.gov.uk/pharmacy](http://www.doh.gov.uk/pharmacy)) which are overseen by the Trust locally. The Trust maintains a list of pharmacists in its area, administered by the Family Health Services Shared Service at Victoria

Warehouse. The Trust has a number of direct relationships with pharmacies over a number of project type issues, such as out of hours cover, nursing homes, needle exchange and supervised therapy. Professional development issues are managed by the Local Pharmaceutical Committee, where Primary Care Trusts are represented.

### **Opticians and Optometrists**

These are again independent contractors who work for the NHS in a fee per item of service basis. Administration of the payments and inclusion on the list of registered practitioners in the area is undertaken by the Family Health Services Shared Service, at Victoria Warehouse, The Docks, Gloucester, GL1 2EL. Contact: [foia@wglos-pct.nhs.uk](mailto:foia@wglos-pct.nhs.uk)

### **Recruitment of New Practitioners**

As practitioners are employed by the practices, either as salaried staff or partners in the business, the recruitment responsibility lies entirely with the practice. General practices under General Medical Services' regulations have a set maximum number of general practitioners principals they may have, based on practice populations. Decisions on changing the number of whole time equivalent general practitioners in a practice are made by the Trust Board. This process will not be necessary after 1<sup>st</sup> April 2004 as the new General Medical Services contract gives practices the freedom to recruit as they wish. This freedom currently extends to the 10 Personal Medical Services practices in the Trust area.

### **Performance Monitoring**

The performance monitoring of practices is developing. Activity for General Medical Services practices is monitored through Item of Service Claims, quality of service through the Clinical Governance processes. Personal Medical Services practices are monitored against development proposals set by the practice at the start of their Personal Medical Services contract. This will change significantly with the new General Medical Services contract. Access times to a general practitioner or a health care professional are monitored by a monthly survey, the results of which are reported to the Professional Executive Committee and Trust Board.

The published information is available on the Trust's website - [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk) - or by contacting the Publication Scheme Coordinator at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY, telephone 01285 884694, email [foia@cotsvalepct.nhs.uk](mailto:foia@cotsvalepct.nhs.uk)

## **Lists of Independent Contractors**

The lists of all independent contractors working in the Cotswold & Vale PCT area are available from the Family Health Services Shared Service at Victoria Warehouse, The Docks, Gloucester, GL1 2EL. Contact: [foia@wglos-pct.nhs.uk](mailto:foia@wglos-pct.nhs.uk)

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## 8. Reports and Independent Enquiries

### *Independent inspections and findings regarding the Trust*

The Trust is monitored and scrutinised by a number of external bodies, details of which are set out in Part Three of this Publication Scheme. This Class of information will be used to inform the public about some of the reports of inspections and findings regarding the Trust.

The published information is available on the Trust's website - [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk) - or by contacting the Publication Scheme Coordinator at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY, telephone 01285 884694, email [foia@cotsvalepct.nhs.uk](mailto:foia@cotsvalepct.nhs.uk)

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## 9. Policies and Procedures

The Cotswold & Vale Primary Care Trust was established on 1<sup>st</sup> April 2002. The Trust was developed from the merger of Cotswold Primary Care Group; Stroud & Berkeley Primary Care Group; part of Severn NHS Trust; part of East Gloucestershire NHS Trust; and Gloucestershire Health Authority.

Many policies and procedures from the Trust's predecessor organisations continue to apply. The Trust is carrying out an extensive harmonisation programme of policies and procedures. The Trust has identified the policies and procedures required by the organisation, the responsible lead Directors for the harmonisation of the policies and procedures and a process for the development, scrutiny and approval of these the policies and procedures.

Harmonised policies and procedures approved by the Trust Board and which have been published include Codes of Conduct, Accountability and Openness, Standing Orders, Standing Financial Instructions, Scheme of Reservation and Delegation, Maternity Risk Strategy, Adverse Event Policy & Procedure, Incident Reporting Procedure, Complaints Policy and Procedure, Continuing Care Policy and Eligibility Criteria, Risk Management Policy and Strategy, Health and Safety Policy, Gifts and Hospitality Policy, Managing Diversity/Equal Opportunities, Attendance Management/Sickness Absence, Disciplinary, Grievance, Appraisal/IPR, Recruitment and Selection and Harassment/Dignity at Work.

The published information is available on the Trust's website - [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk) - or by contacting the Publication Scheme Coordinator at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY, telephone 01285 884694, email [foia@cotsvalepct.nhs.uk](mailto:foia@cotsvalepct.nhs.uk)

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## 10. Public Involvement and Consultation

***Details of consultation procedures, decision-making processes, timescales and responses. Consultations in progress and how you can become involved.***

The Cotswold & Vale Primary Care Trust is committed to the involvement of and consultation with the public in the planning and development of health services in the Cotswold and Vale PCT area. The benefits of involvement of and consultation with the public include:

- better accountability by supporting a culture of openness
- improving the quality of services by listening to people who are experts in their own care and ensuring they are involved in an informed way in decision making about their own care
- developing a shared understanding of why and how services need to change, and provide more responsive and flexible services
- integrating NHS services more closely with the local authority, public, voluntary and independent sectors, so that services make sense to the people who use them and do not duplicate
- improving health outcomes – by enabling people and communities to influence decisions. This will help to improve their health and reduce health inequalities.

The Trust involves and consults with patients and the public through Community Involvement Partnerships, Expert Patient Programmes, the Patient Advocacy and Liaison Service, the National Patients Survey and through the development of its Health and Commissioning Strategy and Local Delivery Plan.

The Trust has published a Patient and Public Involvement Policy and Strategy which sets out how patients and the public can become involved in the planning and development of health services.

The Trust has also published a Communications Strategy, which sets out the Trust's Strategy and Plan for developing effective internal and external methods of communication.

The Trust publishes details of specific involvement and consultation initiatives on the following website - Get Involved in Gloucestershire - [www.gloshealthservices.org.uk](http://www.gloshealthservices.org.uk)

The published information is available on the Trust's website - [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk) - or by contacting the Publication Scheme Coordinator at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY, telephone 01285 884694, email [foia@cotsvalepct.nhs.uk](mailto:foia@cotsvalepct.nhs.uk)

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## 11. Regular publications and information for the Public

### **Guidance and information leaflets**

The Cotswold & Vale Primary Care Trust regularly publishes reports and information for the public. These include the Annual Report, The Annual Report of the Director of Public Health and 'Your Guide to Local Health Services', also known as The Patients Prospectus, setting out details about local services and the Trust.

The Trust publishes a leaflet on complaints available by writing to the Complaints Manager, PCT Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire, GL7 1UY, or by telephoning 01285 884694.

The Patient Advocacy and Liaison Service publishes a leaflet about its services.

In addition the Trust publishes a staff newsletter, 'The View'.

The published information is available on the Trust's website - [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk) - or by contacting the Publication Scheme Coordinator at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY, telephone 01285 884694, email [foia@cotsvalepct.nhs.uk](mailto:foia@cotsvalepct.nhs.uk)

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## 12. Complaints procedures

The Cotswold & Vale Primary Care Trust believes that all patients have the right to complain if they are not satisfied with the service they receive. In addition to all the mechanisms for involving patients and the public in order to seek their views, we also have a robust complaints procedure.

If you are not happy with any aspect of the NHS the first step is to contact the local organisation you are unhappy with (e. g. the hospital, GP surgery or dentist) to try to resolve your complaint. They may offer to bring in a conciliation service - this can often help to resolve complaints more quickly and amicably. This service may be provided by the Patient Advice and Liaison Service (PALS) (see below) or the Independent Complaints and Advocacy Service (ICAS).

If you remain unhappy please contact the Trust's Complaints Manager, who will be able to explain the options available to you and provide you with information.

For more information, please contact the Trust 's Complaints Manager by writing to

The Complaints Manager  
Cotswold and Vale Primary Care Trust  
Berkeley Hospital  
Maybrook Street  
Berkeley  
Gloucestershire  
GL13 9BL

Telephone 01453 562003

Fax 01453 811714

The Complaints Manager also receives and records compliments and comments made about services provided by the Trust.

The Trust has also published a Complaints Policy and Procedure, which sets out the NHS complaints procedure. There is also a complaints leaflet. All of these publications are available from the Complaints Manager.

The Patient Advice and Liaison Service (PALS) provides information and support for patients, their families and carers, who are receiving NHS services; advice and facilitates informal resolutions to concerns raised. Information about the PALS service can be found at [www.palsglos.org.uk](http://www.palsglos.org.uk).

Statistical and anonymised information about complaints is published in the Trust's Annual Report. The Trust Board also receives regular quarterly reports on complaints and the PALS service and Annual Reports on Complaints and the PALS service.

The published information is available on the Trust's website - [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk) - or by contacting the Publication Scheme Coordinator at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY, telephone 01285 884694, email [foia@cotsvalepct.nhs.uk](mailto:foia@cotsvalepct.nhs.uk)

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### **13. Human Resources**

The Cotswold & Vale Primary Care Trust is a relatively large employer, with over 1700 employed staff working largely within the Trust area. Human Resources support to the Trust is provided by the Human Resources Shared Service based in The Gloucestershire Partnership Trust through a Service Level Agreement.

#### **Human Resources Strategy**

The Trust is currently developing its first Human Resources Strategy, which will be published following approval by the Trust Board.

#### **Policies**

As mentioned in Class 7, many policies and procedures from the Trust's predecessor organisations continue to apply. The Trust is carrying out an extensive harmonisation programme of policies and procedures, including Human Resources. Harmonised policies and procedures approved by the Trust Board and which have been published include Managing Diversity/Equal Opportunities, Attendance Management/Sickness Absence, Disciplinary, Grievance, Appraisal/IPR, Recruitment and Selection and Harassment/Dignity at Work.

A range of "Balancing Work and Personal Life" policies and procedures are currently being considered for adoption by the Trust. These include Flexible Working, Flexitime, Time Off In Lieu, a variety of Leave policies / guidance notes covering Maternity, Paternity, Parental, Special and Adoption Leave plus a general policy on Balancing Work and Personal Life.

Policies and procedures approved by the Trust Board are also available on the Trust's website [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk)

#### **Diversity and Equality**

The Trust has published a Race Equality Scheme, available from the Trust's website [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk) .

The Trust is also currently pursuing the Disability Two Ticks award.

#### **Improving Working Lives**

In 1999, the NHS Plan announced the government's commitment to deliver improvements in the working lives of all NHS staff together with the requirement for all NHS employers to be assessed against the performance targets using the Improving Working Lives Standard. The Improving Working Lives (IWL) Standard sets out a model of good Human Resource Practice against which employers and their staff can measure the organisation's Human Resource management and against which NHS employers will be kite-marked.

The Trust is committed to working towards the Improving Working Lives standards. If you would like further information about Improving Working Lives, you can visit the IWL website on [www.doh.uk/iwl/index](http://www.doh.uk/iwl/index).

## **Workforce**

Details about the Trust's workforce are published in the Local Delivery Plan.

## **Training and Development**

The Trust is currently carrying out a wide range of training and development activities. We are in the process of completing a comprehensive countywide review of our In-House Training Provision and also a Training Needs Analysis to assist in developing the Trust's first training and development strategy.

The Trust has published an Individual Performance Review / Appraisal Policy.

## **Vacancies**

Current vacancies within the Trust are available from Recruitment, who can be contacted on 01452 891084, or email [foia@glos-part.nhs.uk](mailto:foia@glos-part.nhs.uk) or from the following website - [www.cotsvalepct.org.uk/pctcots/pctcots7.html](http://www.cotsvalepct.org.uk/pctcots/pctcots7.html)

## **Workforce Development Confederation**

The Trust is linked to the Avon, Gloucestershire and Wiltshire Workforce Development Confederation, who can be contacted at Avon, Gloucestershire and Wiltshire Workforce Development Confederation, Jenner House, Langley Park Estate, Chippenham, Wilts SN15 1GG or [www.agw-wdc.nhs.uk](http://www.agw-wdc.nhs.uk)

The Lead Director for the Trust is Mrs Maggie Stubbs, Director of Nursing, Learning and Quality.

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#### **14. Communications with the Press and Media Releases**

The Cotswold & Vale Primary Care Trust has published a Communications Strategy for Cotswold and Vale Primary Care Trust which sets out the Trust's Strategy and Plan for developing effective internal and external methods of communication with patients, the public, stakeholders and the media.

The Trust regularly publishes Press Releases.

The published information is available on the Trust's website - [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk) - or by contacting the Publication Scheme Coordinator at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY, telephone 01285 884694, email [foia@cotsvalepct.nhs.uk](mailto:foia@cotsvalepct.nhs.uk)

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## 15. Environmental Information

This class of information covers details about the Trust's estate and land holdings, and the uses they currently enjoy. This class will also include information required to be placed in the public domain as a result of the Environmental Information Regulations, any Environmental Enforcement action and associated information.

The Cotswold & Vale Primary Care Trust manages hospitals at Berkeley, Bourton-on-the-Water, Cirencester, Fairford, Moreton-in-Marsh and Stroud.

The Trust is supported by the Estates Shared Service provided by the Gloucestershire Hospitals NHS Trust through a Service Level Agreement, which also includes Fire Safety.

The Trust is developing an Estates Strategy and an Environmental Strategy.

Details about the Trust's hospitals are available on our website - [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk)

The published information is available on the Trust's website - [www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk) - or by contacting the Publication Scheme Coordinator at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY, telephone 01285 884694, email [foia@cotsvalepct.nhs.uk](mailto:foia@cotsvalepct.nhs.uk)

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## 16. This Publication Scheme

***In this class we will publish any changes we make to this Publication Scheme, the criteria on which our information management policies are made and a referral point for all enquires regarding information management generally in the Trust. We will also publish any proposed changes or additions to publications already available.***

### Cost 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:

a) Via the Trust's Web Site –Free of charge, although any charges for Internet Service provider and personal printing costs would have to be met by the individual

For those without Internet access, a single print-out as on the website would be available by post from The Publication Scheme Coordinator or by personal application at Trust Headquarters at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY. However, requests for multiple printouts, or for archived copies of documents which are no longer accessible or available on the web, may attract a charge for the retrieval, photocopy, postage etc. We will let you know the cost and charges that will have to be paid in advance. We will not provide printouts of other organisation's websites.

b) Leaflets and brochures-free of charge for leaflets or booklets on, for example, services we offer to the public. A list is available from the Assistant Director of Communications and Involvement at Trust Headquarters at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY.

c) "Glossy" or other bound paper copies, or in some cases a CD Rom, video or other mediums, are for charge as in our publication lists available from the Assistant Director of Communications and Involvement at Trust Headquarters at Trust Headquarters, Cirencester Hospital, Tetbury Road, Cirencester, Gloucestershire GL7 1UY.

d) e-mail-will be free of charge unless it says otherwise

The charges will be reviewed regularly.

## Copyright

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[www.hmso.gov.uk/guides.htm](http://www.hmso.gov.uk/guides.htm)

or contact:

HMSO Licensing Division,  
St Clements House,  
2-16 Colegate,  
Norwich,  
NR31BQ,  
Tel: 01603 621000,  
Fax: 01603 723000,  
Email: HMSO Licensing

## PART THREE

The bodies involved in the monitoring and/or inspection of our services:

- Audit Commission ([www.audit-commission.gov.uk](http://www.audit-commission.gov.uk))
- British Psychological Society ([www.bps.org.uk](http://www.bps.org.uk))
- Commission for Health Improvement ([www.chi.nhs.uk](http://www.chi.nhs.uk))
- Confidential Inquiry into Suicides and Homicides
- Gloucestershire County Council ([www.gloscc.gov.uk](http://www.gloscc.gov.uk))
- Directorate of Counter Fraud Services ([www.doh.gov.uk/dcfs](http://www.doh.gov.uk/dcfs))
- District Audit ([www.district-audit.gov.uk](http://www.district-audit.gov.uk))
- Environmental Health offices
  - Cotswold District Council ([www.cotswold.gov.uk](http://www.cotswold.gov.uk))
  - Stroud District Council ([www.stroud.gov.uk](http://www.stroud.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))
- Health Service Ombudsman ([www.chi.gov.uk/eng/about/chi-others](http://www.chi.gov.uk/eng/about/chi-others))
- Health Professions Council ([www.hpc-uk.org](http://www.hpc-uk.org))
- Home Office Mental Health Unit ([www.homeoffice.gov.uk](http://www.homeoffice.gov.uk))
- Medicines Devices Agency (MDA) ([www.medical-devices.gov.uk](http://www.medical-devices.gov.uk))
- Medicines Control Agency ([www.mca.gov.uk](http://www.mca.gov.uk))
- Mental Health Act Commission ([www.mhac.trent.nhs.uk](http://www.mhac.trent.nhs.uk))
- National Clinical Assessment Authority ([www.ncaa.nhs.uk](http://www.ncaa.nhs.uk))
- National Patient Safety Agency ([www.npsa.nhs.uk](http://www.npsa.nhs.uk))
- NHS Estates ([www.nhsestates.gov.uk](http://www.nhsestates.gov.uk))
- NHS Litigation Authority ([www.nhsla.com](http://www.nhsla.com))
- Nursing and Midwifery Council ([www.nmc-uk.org](http://www.nmc-uk.org))
- Avon, Gloucestershire and Wiltshire Strategic Health Authority ([www.agwsha.nhs.uk](http://www.agwsha.nhs.uk))

### Useful Resources

Web sites:

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

This is the Information Commissioner's web site

[www.lcd.gov.uk](http://www.lcd.gov.uk)

This is the Lord Chancellor's Department web site

[www.foi.nhs.uk](http://www.foi.nhs.uk)

This is the NHS Freedom of Information web site

## **Publications**

- NHS Openness Code- [www.doh.uk/nhsexec/codemain.htm](http://www.doh.uk/nhsexec/codemain.htm)
- Freedom Of Information Act 2000  
[www.legislation.hmso.gov.uk/acts2000.20000036.htm](http://www.legislation.hmso.gov.uk/acts2000.20000036.htm)
- Freedom of Information Act 2000 Explanatory Notes  
[www.legislation.hmso.gov.uk/acts/en/2000en36.htm](http://www.legislation.hmso.gov.uk/acts/en/2000en36.htm)
- Code of Practice under Section 45 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)
- Code of Practice under Section 46 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)

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