

# **NHS NATIONAL SERVICES SCOTLAND'S GUIDE TO INFORMATION**

**PRODUCED IN LINE WITH THE SCOTTISH INFORMATION COMMISSIONER'S  
2018 MODEL PUBLICATION SCHEME**

**VERSION: 2018 V1.0 (Final)**

## Contents

- SECTION 1:** [Introduction to NHS National Services Scotland's Guide to Information](#)
- SECTION 2:** [About NHS National Services Scotland](#)
- SECTION 3:** [Accessing information under the Guide](#)
- SECTION 4:** [Information that we may withhold](#)
- SECTION 5:** [Our Charging Policy](#)
- SECTION 6:** [Our Copyright Policy](#)
- SECTION 7:** [Records Management Policy](#)
- SECTION 8:** [Contact details for enquiries, feedback and complaints](#)
- SECTION 9:** [How to access information which is not available in the Guide to Information](#)
- SECTION 10:** [Classes of Information](#)
  - CLASS 1:** [About NHS National Services Scotland](#)
  - CLASS 2:** [How we deliver our functions and services](#)
  - CLASS 3:** [How we take decisions and what we have decided](#)
  - CLASS 4:** [What we spend and how we spend it](#)
  - CLASS 5:** [How we manage our human, physical and information resources](#)
  - CLASS 6:** [How we procure goods and services from external providers](#)
  - CLASS 7:** [How we are performing](#)
  - CLASS 8:** [Commercial publications](#)
  - CLASS 9:** [Our Open Data](#)

Terms Used in this Publication Scheme:

Term Used	Explanation
FOISA	The Freedom of Information (Scotland) Act 2002
EIRs	The Environmental Information (Scotland) Regulations 2004
Model Publication Scheme	A standard framework for authorities to publish information under FOISA, approved by the Scottish Information Commissioner
MPS	The Model Publication Scheme
Guide to Information	A guide that every public authority adopting the MPS must produce to help people access the information it makes available
MPS Principles	The six key principles with which all information published under the MPS must comply
Classes of Information	Nine broad categories describing the types of information authorities must publish (if they hold it)
Re-use Regulations	The Re-use of Public Sector Information Regulations 2015
Copyright law	The Copyright, Designs and Patents Act 1988
TNA	The National Archives

## Section 1: Introduction

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to adopt and maintain a publication scheme which has the approval of the Scottish Information Commissioner, and publish information in accordance with that scheme. The publication scheme must:

- publish the classes of information that the authority makes routinely available
- tell the public how to access the information and whether information is available free of charge or on payment

NHS National Services Scotland has adopted the **Model Publication Scheme 2018** which has been produced and approved by the Scottish Information Commissioner.

You can see this scheme on our website at <https://nhsnss.org/how-nss-works/freedom-of-information/>. A copy of the MPS is also available on the Scottish Information Commissioner's website at [www.itspublicknowledge.info/MPS](http://www.itspublicknowledge.info/MPS).

You can also contact us at the address below if you prefer a copy of the Model Publication Scheme 2018, or this Guide to Information, to be provided in a different format.

The purpose of the Guide to Information is to:

- allow the public to see what information is available (and what is not available) for NHS National Services Scotland in relation to each class in the Model Publication Scheme 2018
- state what charges may be applied
- explain how to find the information easily
- provide contact details for enquiries and to get help with access to the information
- explain how to request information that has not been published.

Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This guide to information also contains details of the environmental information that we routinely make available.

[Return to contents](#)

## **Section 2: About NHS National Services Scotland**

NHS Scotland is made up of 14 regional NHS Boards, seven special NHS Boards and one public health body.

Each NHS Board is accountable to the Scottish Ministers. Regional NHS Boards are responsible for the protection and the improvement of their population's health and for the delivery of frontline healthcare services. Special NHS Boards support the regional NHS Boards by providing a range of important specialist and national services.

### **Introducing NHS National Services Scotland**

**Our strategic aims: Put customers at the heart of everything we do; Improve the way we do things; Increase our service value; Ensure that we're a great place to work**

**Our values: Respect and Care; Openness and Integrity; Customer Focus; Committed to Each Other; Excel and Improve**

NHS National Services Scotland is responsible for providing a range of specialist and national shared services to the rest of NHSScotland in support of frontline patient care and the protection of public health.

Health Boards also work with independent contractors - NHS doctors, dentists, pharmacists and opticians who are contracted by the Board to provide primary health care services to the local population. These people are known as primary care contractors or General Practitioners (GPs). Primary care contractors are subject to FOISA in relation to their NHS work but are not covered by this Scheme as they have their own practice-based schemes

To find out more about NHS National Services Scotland, visit [www.nhsnss.org](http://www.nhsnss.org)

[Return to contents](#)

## **Section 3: Accessing Information Under the Scheme**

### **Availability and formats**

The information published through this Guide to Information is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this – see “Section 5 – Our Charging Policy”).

Information in our Guide to Information will normally be available through the routes described below. “Section 10 – Classes of Information” provides more details on the information available under the Guide, along with additional guidance on how the information falling within each “class” may be accessed.

#### **Online:**

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

Associate Director of Corporate Affairs and Compliance  
NHS National Services Scotland  
Gyle Square  
1 South Gyle Crescent  
Edinburgh EH12 9EB  
Telephone: 0131 275 6000  
Email: [eilidh.mclaughlin@nhs.net](mailto:eilidh.mclaughlin@nhs.net)  
[www.nhsnss.org](http://www.nhsnss.org)

#### **By email:**

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

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

**By phone:**

All information in the guide will be available in hard copy form for example, paper copies. Hard copies of information can be requested from us over the telephone on 0131 275 6000.

Please call us to request information available under this scheme.

**By post:**

You can also request hard copies of any information in the Guide by post.

Please address your request to:

Associate Director of Corporate Affairs and Compliance

NHS National Services Scotland

Gyle Square

1 South Gyle Crescent

Edinburgh EH12 9EB

Telephone: 0131 275 6000

Email: [eilidh.mclaughlin@nhs.net](mailto:eilidh.mclaughlin@nhs.net)

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee applicable (see Section 5: Our Charging Policy for further information on fees). Please also include a telephone number so we can telephone you to clarify any details, if necessary.

**Personal visits:**

If you prefer to visit us to inspect the information, in limited cases you may be required to make an appointment to view the information. In such cases, this will be set out within Section 10 – Classes of Information, and contact details will be provided within the relevant class.

**Advice and assistance:**

If you have any difficulty identifying the information you want to access, then please contact us to help you.

## **Exempt information**

We will publish all the information we hold that falls within the classes of information in the Model Publication Scheme 2017. We publish this information in Section 10 of this guide. If a document contains information that is exempt under Scotland's freedom of information laws (for example personal information or commercial interests), we will remove or redact (black out) the information before publication and explain why.

[Return to contents](#)



## **Section 4: Information that we may withhold**

All information covered by our Guide to Information can either be accessed through our website, or will be provided promptly following our receipt of your request.

Our aim in adopting the Commissioner’s Model Publication Scheme 2017 and in maintaining this Guide to Information is to be as open as possible. You should note, however, that there may be limited circumstances where information will be withheld from one of the classes of information listed in “Section 10 – Classes of Information”. Information will only be withheld, however, where the Act (or, in the case of environmental information, the EIRs) expressly permits it.

Information may be withheld, for example, where its disclosure would breach the law of confidentiality, harm an organisation’s commercial interests, or endanger the protection of the environment.

Information may also be withheld if it is another person’s personal information, and its release would breach the data protection legislation.

Whenever information is withheld we will inform you of this, and will set out why that information cannot be released. Even where information is withheld it will, in many cases, be possible to provide copies with the withheld information edited out. If you wish to complain about any information which has been withheld from you, please refer to “Section 8 – Contact details for enquiries, feedback and complaints”.

[Return to contents](#)

## Section 5 – Our Charging Policy

This section explains when we may make a charge for our publications and how any charge will be calculated.

There is no charge to view information on our website, at our premises or where it can be sent to you electronically by email. Where information is provided under the Re-use Regulations, this will be available under an Open Government Licence provided by TNA, and at the same cost as noted below, where applicable.

We may charge you for providing information to you, for example photocopying and postage, but we will only charge you what it actually costs us to do.

We will always tell you what the charge is and how it has been calculated before providing the information to you. We will not provide you with the information until payment has been received.

Photocopying charges are shown below:

Size of paper/alternative form	Black and White Pence per sheet	Colour Pence per sheet
A4	10p	20p
A3	20p	40p

Information provided on CD-Rom will be charged at £1.00 per computer disc.

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail 1<sup>st</sup> Class.

When providing copies of pre-printed publications, we will charge you no more than the cost per copy of the total print run.

We do not pass on any other costs to you in relation to our published information.

Details of any individual charges which differ from the above charging policy are provided within “Section 10 – Classes of information”

[Return to contents](#)

## Section 6: Copyright

NHS National Services Scotland holds the copyright for the vast majority of information in this Publication Scheme. All of this information can be copied or reproduced without our formal permission, provided it is copied or reproduced accurately, is not used in a misleading context, is not used for profit, and provided that the source of the material is identified.

Providing access to information does not mean that copyright has been waived, nor does it give the recipient the right to re-use information for commercial purposes. NHS National Services Scotland has adopted the Open Government Licence produced by The National Archives for our published information. This can be viewed on The National Archives website if you go to <http://www.nationalarchives.gov.uk/information-management/re-using-public-sector-information/uk-government-licensing-framework/>. If you intend to re-use information obtained from the Scheme, and you are unsure whether you have the right to do so, please make a request to:

Associate Director of Corporate Affairs and Compliance  
NHS National Services Scotland  
Gyle Square  
1 South Gyle Crescent  
Edinburgh EH12 9EB  
Telephone: 0131 275 6000  
Email: [eilidh.mclaughlin@nhs.net](mailto:eilidh.mclaughlin@nhs.net)

to re-use the information. Your request will be considered under the **Re-use of Public Sector Information Regulations 2005** which may provide the right to impose a charge. In the event that a charge is payable you will be advised what this is and how it is calculated. If you require more information on the re-use of information go to <http://www.gov.scot/Topics/Government/queensprinterforscotland> or contact:

Associate Director of Corporate Affairs and Compliance  
NHS National Services Scotland  
Gyle Square  
1 South Gyle Crescent  
Edinburgh EH12 9EB  
Telephone: 0131 275 6000  
Email: [eilidh.mclaughlin@nhs.net](mailto:eilidh.mclaughlin@nhs.net)

The Publication Scheme may contain information where the copyright holder is not NHS National Services Scotland. In most cases, the copyright holder will be obvious from the documents. In cases where the copyright is unclear it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder. This includes, for example, Ordnance Survey Maps which are Crown Copyright.

## **Section 7: Records Management Policy**

NHS National Services Scotland regards its records as a major asset of the organisation. It confirms that its records are one of the essential resources which support management in the efficient and effective fulfilment of its governance, business and legal responsibilities. NHS National Services Scotland's Records Management Policy can be found in Section 10 Classes of Information - Class 5. NHS National Services Scotland will endeavour to publish the current year and the previous two years' worth of information contained in this Guide to Information. Should this not be available, please just contact us.

[Return to contents](#)

## **Section 8: Contact details for enquiries, feedback and complaints**

The Act requires that we review our publication scheme from time to time. As we have adopted the Model Publication Scheme 2017, this means we will review our Guide to Information from time to time.

As a result, we welcome feedback on how we can develop our guide further. If you would like to comment on any aspect of this Guide to Information, then please contact us.

You may, for example wish to tell us about:

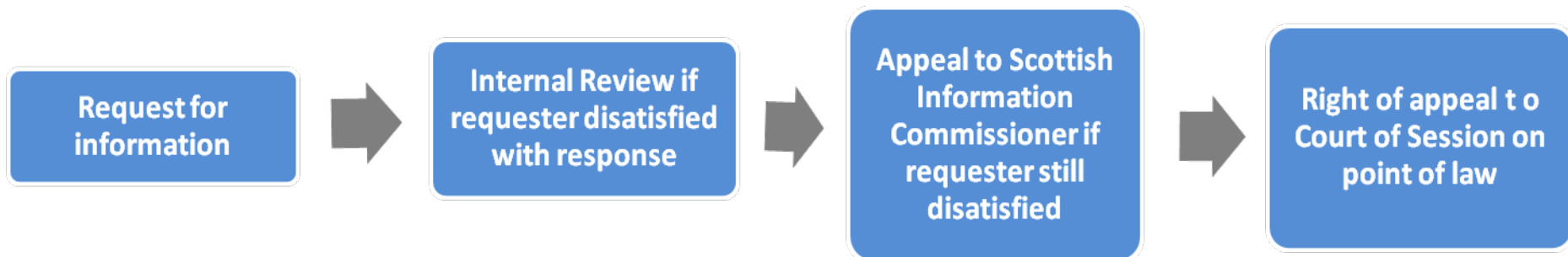
- other information that you would like to see included in the guide;
- whether you found the guide easy to use;
- whether you found the guide to information useful;

- whether our staff were helpful;
- other ways in which our guide to information can be improved.

Our aim is to make our guide to information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the Guide then please contact us and we will try and resolve your complaint as quickly as possible. Any complaint will be acknowledged within three working days of receipt and we will respond in full within twenty working days.

You have legal rights to access information under the Model Publication Scheme 2017 (as described in this Guide to Information) and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response.

These rights apply only to information requests made in writing<sup>1</sup> or another recordable format. If you are unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.



The Commissioner's website has a guide to this three step process, and he operates an enquiry service on Monday to Friday from 9:00am to 5:00pm.

Their office can be contacted as follows:

---

<sup>1</sup> Verbal requests for environmental information carry similar rights

**Scottish Information Commissioner**

Kinburn Castle

Doubledykes Road

St Andrews

Fife

KY16 9DS

Tel: 01334 464610

Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

Website: [www.itspublicknowledge.info/YourRights](http://www.itspublicknowledge.info/YourRights)

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

Associate Director of Corporate Affairs and Compliance

NHS National Services Scotland

Gyle Square

1 South Gyle Crescent

Edinburgh EH12 9EB

Telephone: 0131 275 6000

Email: [eilidh.mclaughlin@nhs.net](mailto:eilidh.mclaughlin@nhs.net)

[www.nhsnss.org](http://www.nhsnss.org)

[Return to contents](#)

## **Section 9: How to Access Information which is not available in the Guide to Information**

If the information you are seeking is not available through the Model Publication Scheme 2018 (as described in this Guide to Information) then you may wish to request it from us.

The Act provides you with a right of access to the information we hold, subject to certain exemptions. The EIRs separately provide a right of access to the environmental information we hold, while the Data Protection Act 1998 (DPA) provides a right of access to any personal information about you that we hold.

Again, these rights are subject to certain exceptions or exemptions. Should you wish to request a copy of any information that we hold that is not available under the Model Publication Scheme 2018 (and described in this Guide to Information), please write to:

Associate Director of Corporate Affairs and Compliance  
NHS National Services Scotland  
Gyle Square  
1 South Gyle Crescent  
Edinburgh EH12 9EB  
Telephone: 0131 275 6000  
Email: [eilidh.mclaughlin@nhs.net](mailto:eilidh.mclaughlin@nhs.net)  
[www.nhsnss.org](http://www.nhsnss.org)

### **Charges for information which is not available under the Model Publication Scheme:**

The charges for information which is available under NHS National Services Scotland's Guide to Information are set out under "Section 5 – Our Charging Policy".

If you submit a request to us for information which is not available in this Guide to Information the charges will be based on the following calculations (as set out in FOISA):

### General information requests:

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fee notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

### **Charges for environmental information:**

Environmental information is provided under the EIRs rather than FOISA. The rules for charging for environmental information are slightly different.

We do not charge for the time to determine whether we hold the environmental information requested, or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you e.g. photocopying and postage. In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated on the basis of the actual cost to NHS National Services Scotland of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying.



- Postage is charged at actual rate for Royal Mail First Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

### **Charge for request for your own personal data**

In most cases we will not charge a fee.

However, data protection law permits us to charge a reasonable fee for the administrative costs of dealing with your request where:

- A request is manifestly unfounded or excessive
- Further, additional copies of personal data are requested.

NHS Inform has produced a number of publications that give details of your rights in relation to NHS healthcare. This information can be accessed by going to <https://www.nhsinform.scot/care-support-and-rights/health-rights>.

[Return to contents](#)

## Section 10: Classes of Information

CLASS 1: ABOUT NHS NATIONAL SERVICES SCOTLAND		
<p><b>Class description:</b>            Information about NHS National Services Scotland, who we are, where to find us, how to contact us, how we are managed and our external relations.</p>		
The information we publish under this class includes:	Description	How to access it/details of any charges
<b>About Us</b>		
Organisation's Purpose, Mission Statement Vision & Values	Our Purpose, vision and mission statement describes why we are here, where we are going and how we deliver.	<a href="http://www.nhsnss.org/pages/corporate/priorities_and_objectives.php">http://www.nhsnss.org/pages/corporate/priorities_and_objectives.php</a> <a href="http://www.nhsnss.org/pages/corporate/how_we_support.php">http://www.nhsnss.org/pages/corporate/how_we_support.php</a>
Contact Details	Address and contact details for NHS National Services Scotland's headquarters and principle offices is available at	<a href="http://www.nhsnss.org/pages/contact/contact_us.php">http://www.nhsnss.org/pages/contact/contact_us.php</a>
Legislation relevant to our functions	Legal framework for NHS National Services Scotland, the common name for the Common Services Agency for the Scotland	<a href="http://www.legislation.gov.uk/ukpga/1978/29">http://www.legislation.gov.uk/ukpga/1978/29</a> <a href="http://www.legislation.gov.uk/ssi/2014/100/made">http://www.legislation.gov.uk/ssi/2014/100/made</a>

	Health Service, including founding legislation and functions order	<a href="http://www.legislation.gov.uk/asp/2014/9/contents/enacted">http://www.legislation.gov.uk/asp/2014/9/contents/enacted</a> <a href="http://www.legislation.gov.uk/asp/2010/8/contents">http://www.legislation.gov.uk/asp/2010/8/contents</a>
Our Board	<p>Details of Board Members and Executive Directors, and their contact details.</p> <p>The Board papers can be found here.</p> <p>Schedule of forthcoming Board meeting dates.</p> <p>Board Members Declarations of Interest and their Register of Gifts and Hospitality.</p> <p>Board Members expenses are published here.</p>	<a href="http://www.nhsnss.org/pages/corporate/board_members.php">http://www.nhsnss.org/pages/corporate/board_members.php</a> <a href="http://www.nhsnss.org/pages/corporate/board_papers.php">http://www.nhsnss.org/pages/corporate/board_papers.php</a> <a href="https://nhsnss.org/how-nss-works/our-board/board-meetings/">https://nhsnss.org/how-nss-works/our-board/board-meetings/</a> <a href="https://nhsnss.org/media/2829/b1851-register-of-interests.pdf">https://nhsnss.org/media/2829/b1851-register-of-interests.pdf</a> <a href="https://nhsnss.org/how-nss-works/our-board/board-meetings/">https://nhsnss.org/how-nss-works/our-board/board-meetings/</a>
Directors	List of NHS National Services Scotland's Directors including their roles and organisational structure.	<a href="https://nhsnss.org/how-nss-works/">https://nhsnss.org/how-nss-works/</a>
Governance	<p>Details of NHS National Services Scotland's corporate governance arrangements are set out in its standing orders which includes the code of conduct, and can be found at</p> <p>Our register of interests can be</p>	<a href="http://www.nhsnss.org/pages/corporate/board_members_and_business.php">http://www.nhsnss.org/pages/corporate/board_members_and_business.php</a> <a href="https://nhsnss.org/media/2829/b1851-register-of-interests.pdf">https://nhsnss.org/media/2829/b1851-register-of-interests.pdf</a>

	accessed at	
Corporate Strategy	Provides a high level overview on where we are as an organisation, what we are aiming to achieve and the actions we need to take to get there.  Operational Delivery Plans.	<a href="http://www.nhsnss.org/pages/corporate/priorities_and_objectives.php">http://www.nhsnss.org/pages/corporate/priorities_and_objectives.php</a>  <a href="https://nhsnss.org/media/3179/2018-04-23-odp-2018-19-final.pdf">https://nhsnss.org/media/3179/2018-04-23-odp-2018-19-final.pdf</a>
Corporate policies and procedures.	Corporate-wide policies can be found. For example, Whistleblowing policy, CCTV policy.	Our corporate and HR policies are detailed in <a href="#">Class 5</a>  They are available by contacting us using the details in <a href="#">section 8</a>
News	News about NHS National Services Scotland e.g. news releases	<a href="https://nhsnss.org/blog-news/">https://nhsnss.org/blog-news/</a>
Accountability and Audit Relationships	Details of bodies we are audited and/or regulated by, and the nature of our relationship with them – for example, internal and external audit, Medicines and Healthcare Products Regulatory Agency and the Human Tissue Authority	Details of internal and external audit arrangements are in our Annual Reports;  <a href="https://nhsnss.org/media/3183/nssannualreview_at_a_glance_2017to2018.pdf">https://nhsnss.org/media/3183/nssannualreview_at_a_glance_2017to2018.pdf</a>  <a href="https://nhsnss.org/media/3128/nhs-nss-signed-accounts-2017-18.pdf">https://nhsnss.org/media/3128/nhs-nss-signed-accounts-2017-18.pdf</a>  <a href="http://www.scotblood.co.uk/about-us/quality-assurance-and-regulatory-compliance.aspx">http://www.scotblood.co.uk/about-us/quality-assurance-and-regulatory-compliance.aspx</a>
<b>External relations and working with others</b>		
Partnership Opportunities	Information on working in partnership with NHS National Services Scotland E.g. Public consultant and engagement, volunteering.	<a href="http://www.nhsnss.org/pages/corporate/getting_involved.php">http://www.nhsnss.org/pages/corporate/getting_involved.php</a>

Partnership Agreements and Strategic Agreements with other organisations.	Details of our Partnership Agreements and any other strategic agreements we have with other bodies e.g. Memoranda of Understanding. Information Sharing Protocols [Contract information can be found in Class 6.]  Agreements with other Health Boards or other public authorities for the provision of services	The following Memoranda of Understanding are available by contacting us using the details in <a href="#">section 8</a>  <ul style="list-style-type: none"> <li>• Association of Chief Police Officers in Scotland</li> <li>• Audit Scotland</li> <li>• General Medical Council</li> <li>• Health Insurers Counter Fraud Group</li> <li>• HM Revenues &amp; Customs</li> <li>• Home Office</li> <li>• Health Professions Council</li> </ul> Are available by contacting us using the details in <a href="#">section 8</a>
<b>Information on rights, how to make a request</b>		
How to make a freedom of information request	How to request information, contacts details for FOI section/unit.	<a href="http://www.nhsnss.org/pages/corporate/how_to_make_a_request.php">http://www.nhsnss.org/pages/corporate/how_to_make_a_request.php</a>
How to make a request for personal information	How to apply your rights under the General Data Protection Regulation and the Data Protection Act 2018 and request personal information held by NHS National Services Scotland about you.	<a href="http://www.nhsnss.org/pages/corporate/data_protection.php">http://www.nhsnss.org/pages/corporate/data_protection.php</a>
Model Publication Scheme 8	NHS National Services Scotland has adopted the Scottish Information Commissioner's Model Publication Scheme 2018.	<a href="https://nhsnss.org/how-nss-works/freedom-of-information/">https://nhsnss.org/how-nss-works/freedom-of-information/</a>  <a href="http://www.itspublicknowledge.info/ScottishPublicAuthorities/PublicationSchemes/TheModelPublicationScheme.aspx">http://www.itspublicknowledge.info/ScottishPublicAuthorities/PublicationSchemes/TheModelPublicationScheme.aspx</a>

[Return to contents](#)

## CLASS 2: HOW WE DELIVER OUR FUNCTIONS AND SERVICES

### Class description:

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

The information we publish under this class includes:	Description	How to access it/details of any charges
Our Services	<p>Overview of our services</p> <p>About NSS</p> <p>A to Z of the services we provide</p>	<p><a href="http://www.nhsnss.org/index.php">http://www.nhsnss.org/index.php</a></p> <p><a href="http://www.nhsnss.org/pages/services/our_services.php">http://www.nhsnss.org/pages/services/our_services.php</a></p> <p><a href="http://www.nhsnss.org/pages/corporate/about_us.php">http://www.nhsnss.org/pages/corporate/about_us.php</a></p> <p><a href="https://nhsnss.org/services/">https://nhsnss.org/services/</a></p>
How to access our services	Information about how to locate services. This includes:	<p><u>Scottish National Blood Transfusion Service:</u>  <a href="http://www.nhsnss.org/pages/services/scottish_national_blood_transfusion_service.php">http://www.nhsnss.org/pages/services/scottish_national_blood_transfusion_service.php</a></p> <p><u>Public Health &amp; Intelligence Services:</u>                      Information Services  <a href="http://www.nhsnss.org/pages/services/information_services_division.php">http://www.nhsnss.org/pages/services/information_services_division.php</a>                      Health Protection  <a href="http://www.nhsnss.org/pages/services/health_protection_scotland.php">http://www.nhsnss.org/pages/services/health_protection_scotland.php</a></p> <p><u>Procurement, Commissioning &amp; Facilities:</u>                      National Procurement  <a href="http://www.nhsnss.org/pages/services/national_procurement.php">http://www.nhsnss.org/pages/services/national_procurement.php</a>                      National Services  <a href="http://www.nhsnss.org/pages/services/national_services_division.php">http://www.nhsnss.org/pages/services/national_services_division.php</a>                      Health Facilities  <a href="http://www.nhsnss.org/pages/services/health_facilities_scotland.php">http://www.nhsnss.org/pages/services/health_facilities_scotland.php</a></p>

		<b>Practitioner &amp; Counter Fraud Services:</b> Practitioner Services <a href="http://www.nhsnss.org/pages/services/practitioner_services.php">http://www.nhsnss.org/pages/services/practitioner_services.php</a> Counter Fraud <a href="http://www.nhsnss.org/pages/services/counter_fraud_services.php">http://www.nhsnss.org/pages/services/counter_fraud_services.php</a>
How to complaint or make a comment	How to complain or make a comment e.g. complaints policy, and contact details.	<a href="http://www.nhsnss.org/pages/contact/feedback_and_complaints.php">http://www.nhsnss.org/pages/contact/feedback_and_complaints.php</a>

[Return to contents](#)

<b>CLASS 3: HOW WE TAKE DECISIONS AND WHAT WE HAVE DECIDED</b>		
<b>Class description:</b> Information about the decisions we take how we make decisions and how we involve others.		
<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
NHS National Services Scotland Board meetings	Agendas and papers for past NHS National Services Scotland Board meetings and approved minutes of Board meetings.	<a href="http://www.nhsnss.org/pages/corporate/board_papers.php">http://www.nhsnss.org/pages/corporate/board_papers.php</a>
Board standing orders for the conduct of business		<a href="https://nhsnss.org/media/2526/00-nss-standing-orders_june-2017_final-version-080-and-code-of-conduct-v010.pdf">https://nhsnss.org/media/2526/00-nss-standing-orders_june-2017_final-version-080-and-code-of-conduct-v010.pdf</a>

Scheme of delegation		Our Scheme of Delegation is set out in Appendix 1 of our Standing Orders <a href="https://nhsnss.org/media/3156/nss-standing-orders_june-2018.pdf">https://nhsnss.org/media/3156/nss-standing-orders_june-2018.pdf</a>
Public consultation and engagement strategies	Details of how we inform and engage with service users, families and key stakeholders. Details of current and previous public consultations.	<a href="http://www.nhsnss.org/pages/corporate/getting_involved.php">http://www.nhsnss.org/pages/corporate/getting_involved.php</a>
Environmental Impact Assessment Reports	Assessments undertaken in compliance with the Town and Country Planning (Environmental Impact Assessment) (Scotland) Regulations 2017 <sup>2</sup>	This legislation applies to NSS, however, to date, we have not required to undertake any impact assessments and therefore have not published any. We will keep this under review.

[Return to contents](#)

<b>CLASS 4: WHAT WE SPEND AND HOW WE SPEND IT</b>		
<b>Class description:</b>		
<b>Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).</b>		
<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
Annual Accounts	Statutory financial statements	<a href="https://nhsnss.org/media/3128/nhs-nss-signed-accounts-2017-18.pdf">https://nhsnss.org/media/3128/nhs-nss-signed-accounts-2017-18.pdf</a>

<sup>2</sup> <http://www.legislation.gov.uk/uksi/2017/571/contents/made>



(Exchequer)	<p>Directors report including Board member and senior employees' remuneration.</p> <p>Governance statement</p> <p>Independent auditors report</p>	
Public Services Reform (Scotland) Act 2010	<p>Public Relations Expenditure</p> <p>Overseas Travel Expenditure</p> <p>Hospitality and Entertainment Expenditure</p> <p>Supplier payments over £25,000</p> <p>Employees with remuneration in excess of £150,000?</p> <p>Sustainable economic growth information</p> <p>Efficiency, Effectiveness and Economy information</p>	<p><a href="http://www.nhsnss.org/pages/corporate/expenditure_reports.php">http://www.nhsnss.org/pages/corporate/expenditure_reports.php</a></p>
Financial Plan	<p>Revenue /Capital Financial Plan forms part of the Operational Delivery Plan</p>	<p><a href="https://nhsnss.org/media/3179/2018-04-23-odp-2018-19-final.pdf">https://nhsnss.org/media/3179/2018-04-23-odp-2018-19-final.pdf</a></p>
Financial Polices	<p>Standing Financial Instructions</p> <p>Scheme of Delegation</p> <p>Expenses policy</p>	<p><a href="https://nhsnss.org/media/3157/standing-financial-instruction-2018.pdf">https://nhsnss.org/media/3157/standing-financial-instruction-2018.pdf</a></p>
Financial Monitoring Reports	<p>Overview in-year financial reports</p>	<p>Financial Reports are presented at each meeting of the Board and are available in the Board Papers at;</p> <p><a href="http://www.nhsnss.org/pages/corporate/board_papers.php">http://www.nhsnss.org/pages/corporate/board_papers.php</a></p>

	Board Member Expenses	<a href="https://nhsnss.org/media/2474/nhs-nss-directors-expenses-2016-to-2017.xls">https://nhsnss.org/media/2474/nhs-nss-directors-expenses-2016-to-2017.xls</a>
Pay and grading structure	NHS Scotland arrangements for Medical Staff, Senior Managers and NHS Staff covered by Agenda for Change	<a href="http://www.msg.scot.nhs.uk/pay">http://www.msg.scot.nhs.uk/pay</a>

[Return to contents](#)

<b>CLASS 5: HOW WE MANAGE OUR HUMAN, PHYSICAL AND INFORMATION RESOURCES</b>		
<b>Class description:</b>		
<b>Information about how we manage the human, physical and information resources of the authority.</b>		
<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
<b>Human Resources</b>		
Current policies	Human resources policies which are currently in use including recruitment, discipline	The following policies are available by contacting us using the details in <a href="#">section 8</a>

	<p>and grievance, standard of business conduct, stress, whistleblowing, volunteering, working time and policies for our staff, single equality scheme</p>	<p>-A-</p> <p>Adoption and Fostering Annual leave Annualised Hours</p> <p>-B-</p> <p>Breastfeeding Career Break</p> <p>-C-</p> <p>CCTV Checking Professional Registration Compressed Hours</p> <p>-D-</p> <p>Dealing with Employee Grievance Dependency Development, Training &amp; Education</p> <p>-E-</p> <p>Equality, Diversity and Human Rights</p> <p>-F-</p> <p>Facilities Time Arrangements Flexi Time guidelines Flexible Working</p>
--	---	--

		<p>-G-</p> <p>Gender Based Violence</p> <p>-H-</p> <p>-I-</p> <p>Implementing and Reviewing Whistleblowing Arrangements Induction</p> <p>-J-</p> <p>Job Share</p> <p>-K-</p> <p>-L-</p> <p>-M-</p> <p>Management of Employee Capability Management of Employee Conduct Maternity</p> <p>-N-</p> <p>-O-</p> <p>Occupational Health, Safety and Wellbeing</p> <p>-P-</p> <p>Parental Leave</p>
--	--	--

		<p>           Paternity Leave (Maternity Support)            Personal Development Planning &amp; Review (PDPR)            Preventing and Dealing with Bullying and Harassment            Promoting Attendance              -Q-              -R-              Redeployment            Reduced Working Year            Relocation            Reserve Forces Training and Mobilisation            Retirement              -S-              Secondment            Shared Parental Leave            Special Leave            Spiritual Care            Stress and Mental Health            Stress and Mental Health Policy              -T-              Team Based Self Rostering            Tobacco (and Tobacco substitutes)         </p>
--	--	---

		<p>-U-</p> <p>Uniform and Appearance Use of Fixed Term Contracts in NSS</p> <p>-V-</p> <p>Volunteering</p> <p>-W-</p> <p>Working at / from Home Working Time Directive</p> <p>-X-</p> <p>-Y-</p> <p>-Z-</p> <p>Zero Hour Contract</p>
Strategies	Information about our key priorities including the staff governance action plan	<p>The following are available by contacting us using the details in <a href="#">section 8</a>.</p> <p>Workforce Planning Strategy Staff Governance Action Plan</p>
Staffing	<p>Information about our staffing establishment.</p> <p>Organisation Chart can be found here</p>	<p><a href="http://www.isdscotland.org/Health-Topics/Workforce/">http://www.isdscotland.org/Health-Topics/Workforce/</a></p> <p><a href="http://www.nhsnss.org/pages/corporate/organisational_structure.php">http://www.nhsnss.org/pages/corporate/organisational_structure.php</a></p>
Employee relations	Information about partnership arrangements and facilities agreements in place including	<a href="https://nhsnss.org/how-nss-works/our-board/">https://nhsnss.org/how-nss-works/our-board/</a>

	area partnership forums, HR forums and staff development groups	
Equality and Diversity at NHS National Services Scotland	Annual report Gender Pay Report	<a href="https://nhsnss.org/how-nss-works/policies-and-statements/equality-and-diversity/">https://nhsnss.org/how-nss-works/policies-and-statements/equality-and-diversity/</a>
Registers	Staff interests Gifts and hospitality	Are available by contacting us using the details in <a href="#">section 8</a>
Volunteering	Working with us	The Volunteering Policy is available by contacting us using the details in <a href="#">section 8</a>  <a href="https://nhsnss.org/careers/volunteering">https://nhsnss.org/careers/volunteering</a>
Jobs at NHS National Services Scotland	Our current vacancies can be found on the NHS Scotland Recruitment website*  * This is an external website NHS National Services Scotland is not responsible for the content of this site.	<a href="https://jobs.scot.nhs.uk/">https://jobs.scot.nhs.uk/</a>
<b>Information Resources</b>		
Records management	Information on records management including codes of practice, records management plan, administrative records policy, and the removal of data from vacated properties policy.	The following are available by contacting us using the details in <a href="#">section 8</a>  Corporate Records Management Policy  NSS Document Storage, Retention and Disposal Policy – <a href="https://nhsnss.org/how-nss-works/document-storage-and-retention/#part5857_tab">https://nhsnss.org/how-nss-works/document-storage-and-retention/#part5857_tab</a>  NSS Records Management Plan  Decommissioning of NHS Premises - <a href="http://www.scotland.gov.uk/Resource/Doc/310165/0097865.pdf">http://www.scotland.gov.uk/Resource/Doc/310165/0097865.pdf</a>

Information assurance and management	<p>Information on using, protecting and the fair processing of another person's personal information and also information security, including the fair processing notice, data protection principles and Caldicott guardian principles</p> <p>How to submit subject access requests.</p>	<p>The following policies are available by contacting us using the details in <a href="#">section 8</a></p> <p>NSS Information Governance Policy  NSS IT Acceptable Use Policy  Information Security Policy  Data Protection Policy  Confidentiality Policy</p> <p><a href="http://www.nhsnss.org/pages/corporate/data_protection.php">http://www.nhsnss.org/pages/corporate/data_protection.php</a></p>
Freedom of Information	<p>Information about the freedom of information policy and how to submit a request</p> <p>Statement of Public Task under the Re-Use Regulations</p>	<p><a href="https://nhsnss.org/how-nss-works/freedom-of-information/">https://nhsnss.org/how-nss-works/freedom-of-information/</a></p> <p><a href="https://nhsnss.org/how-nss-works/freedom-of-information/">https://nhsnss.org/how-nss-works/freedom-of-information/</a></p>
Knowledge management	<p>Information on the knowledge interaction implementation group including a list of projects being carried out and contact details for further information.</p> <p>Information on knowledge information strategy in the NHS is published by NHS Education for Scotland (NES). Please note that NHS National Services Scotland is not responsible for the content of this site.</p>	<p>The Intellectual Property Policy is available by contacting us using the details in <a href="#">section 8</a></p> <p><a href="http://www.knowledge.scot.nhs.uk/home/eip.aspx/">http://www.knowledge.scot.nhs.uk/home/eip.aspx/</a></p>



Statistics	<p>Statistics published by NHS National Services Scotland You can find statistical information here on cancer, child health, deaths, dental care, drugs and alcohol misuse, emergency care, equality and diversity, eye care, finance, general practice, health and social care, health conditions, heart diseases, hospital care, maternity and births, mental health, prescribing and medicines, public health, quality indicators, healthcare audits, sexual health, stroke and waiting times.</p>	<p><a href="http://www.isdscotland.org">http://www.isdscotland.org</a></p>
<b>Physical Resources</b>		
Property or rental	<p>Property management information is published including</p> <ul style="list-style-type: none"> <li>- Property and Asset Management Strategy which details the property owned and occupied by NHS National Services Scotland</li> <li>- Fire policy and procedures and annual fire safety report which detail compliance and management of fire safety</li> </ul>	<p>The following are available by contacting us using the details in <a href="#">section 8</a></p> <p>Property and Asset Management Strategy 2013-18</p> <p>Fire Policy</p> <p>NSS Occupational Health, Safety, Wellbeing and Fire Annual Report</p> <p>Sustainability – <a href="https://nhsnss.org/how-nss-works/policies-and-statements/corporate-responsibility-and-sustainability/">https://nhsnss.org/how-nss-works/policies-and-statements/corporate-responsibility-and-sustainability/</a></p>

	<ul style="list-style-type: none"><li>- Sustainability policy and annual report setting out objectives and actions on sustainability</li></ul> <p>Initial agreements, outline business cases and full business cases are published in line with Scottish Capital Investment Manual guidance.</p>	<p><a href="http://www.nhsnss.org/pages/corporate/capital_projects.php">http://www.nhsnss.org/pages/corporate/capital_projects.php</a></p>
--	--	--

[Return to contents](#)

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

### Class description:

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

The information we publish under this class includes:	Description	How to access it/details of any charges
Procurement Policies	Standing Financial Instructions  Procurement Strategy	<a href="https://nhsnss.org/media/3157/standing-financial-instruction-2018.pdf">https://nhsnss.org/media/3157/standing-financial-instruction-2018.pdf</a>  <a href="https://nhsnss.org/how-nss-works/our-structure/procurement-commissioning-and-facilities/">https://nhsnss.org/how-nss-works/our-structure/procurement-commissioning-and-facilities/</a>
Invitations to Tender	Invitations to tender can be found on the Public Contracts Scotland Advertising Portal*  * This is an external website NHS National Services Scotland is not responsible for the content of this site.	<a href="http://www.publiccontractsscotland.gov.uk/">http://www.publiccontractsscotland.gov.uk/</a>
Contracts	A list of contracts which have gone through formal tendering can be found at Public Contracts Scotland Advertising Portal*  * This is an external website NHS National Services Scotland is not responsible for the	<a href="https://www.publiccontractsscotland.gov.uk/Authority/Contracts/Contracts_List.aspx">https://www.publiccontractsscotland.gov.uk/Authority/Contracts/Contracts_List.aspx</a>

	content of this site.	
--	-----------------------	--

[Return to contents](#)

<b>CLASS 7: HOW WE ARE PERFORMING</b>		
<b>Class description:</b>		
<b>Information about how we perform as an organisation, and how well we deliver our functions and services.</b>		
<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
Key Performance Indicators	Information on NHS National Services Scotland's key performance indicators and performance against them.	<a href="https://nhsnss.org/media/3179/2018-04-23-odp-2018-19-final.pdf">https://nhsnss.org/media/3179/2018-04-23-odp-2018-19-final.pdf</a> <a href="http://www.nhsnss.org/pages/corporate/healthcare_associated_infection.php">http://www.nhsnss.org/pages/corporate/healthcare_associated_infection.php</a>
Audits & Inspections	Information about audits and inspections carried out by external bodies.	Information about audits form part of our Annual Accounts <a href="https://nhsnss.org/media/3128/nhs-nss-signed-accounts-2017-18.pdf">https://nhsnss.org/media/3128/nhs-nss-signed-accounts-2017-18.pdf</a> and Annual Reports <a href="https://nhsnss.org/blog-news/articles/our-annual-review-2017-to-2018/">https://nhsnss.org/blog-news/articles/our-annual-review-2017-to-2018/</a>
Annual Performance Report	Includes information on the Annual Accountability Review and Annual Accounts.	<a href="https://nhsnss.org/blog-news/articles/our-annual-review-2017-to-2018/">https://nhsnss.org/blog-news/articles/our-annual-review-2017-to-2018/</a> <a href="https://nhsnss.org/media/3128/nhs-nss-signed-accounts-2017-18.pdf">https://nhsnss.org/media/3128/nhs-nss-signed-accounts-2017-18.pdf</a>

Patient feedback	Information on how to provide feedback on our services.	<a href="http://www.nhsnss.org/pages/contact/feedback_and_complaints.php">http://www.nhsnss.org/pages/contact/feedback_and_complaints.php</a>
Complaints	Complaints statistics	<a href="http://www.nhsnss.org/uploads/board_papers/B1563_Annual_Feedback_Comments_etc_Frt.pdf">http://www.nhsnss.org/uploads/board_papers/B1563_Annual_Feedback_Comments_etc_Frt.pdf</a>
Scottish Public Service Ombudsman (SPSO)	Findings and our responses	<a href="http://www.spsso.org.uk/our-findings">http://www.spsso.org.uk/our-findings</a>
Equality	Mainstreaming Equality Reports produced under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, as amended	<a href="https://nhsnss.org/how-nss-works/policies-and-statements/equality-and-diversity/">https://nhsnss.org/how-nss-works/policies-and-statements/equality-and-diversity/</a>
	Employee and board equality monitoring reports, produced under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, as amended	<a href="https://nhsnss.org/how-nss-works/policies-and-statements/equality-and-diversity/">https://nhsnss.org/how-nss-works/policies-and-statements/equality-and-diversity/</a>

[Return to contents](#)

## CLASS 8: COMMERCIAL PUBLICATIONS

### Class description:

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

The information we publish under this class includes:

Description

How to access it/details of any charges

We do not publish any information in this class

[Return to contents](#)

## CLASS 9: OUR OPEN DATA

### Class description:

Open Data made available by NHS National Services Scotland as described by the Scottish Government's Open Data Resource Pack<sup>3</sup> and available under open licence

The information we publish under this class includes:	Description	How to access it/details of any charges
<b>Open Data Publication Plan</b>	NSS's publication plan in relation to its Open Data	The Open Data Team is working with all Strategic Business Units in NHS National Services Scotland to agree the datasets that will be published over the next 12 months. As the open data website has recently gone live, the current focus is to publish all historic prescribing in the community open data sets and also the geography, population and deprivation reference open data sets and invite feedback from users. All open data sets will meet the recommended 3-star level as described in the Scottish Government's Open Data Strategy.
<b>Open Data Sets</b>	Available Open Data sets and their metadata or links to where they are accessible	All published open data sets including their metadata are available free of charge on the Open Data website at <a href="https://www.opendata.nhs.scot/">https://www.opendata.nhs.scot/</a> which has just been launched.  NSS also regularly publishes numerous open data sets and metadata in the Scottish public sector open data site at <a href="http://statistics.gov.scot/">http://statistics.gov.scot/</a> and they are all free of charge to access and use. All these datasets are 5-star and exceed the 3-star recommendation.

[Return to contents](#)

<sup>3</sup> <http://www.gov.scot/Publications/2015/08/4093/0>