Freedom of Information Publication Scheme
Freedom of Information Act Publication Scheme

Introduction

This Publication Scheme is a complete guide to the information routinely published by NHS South Norfolk CCG. It is a description of the information about our Trust, which we make (or intend to 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 NHS South Norfolk CCG easily. NHS South Norfolk CCG has a legal duty to adopt and maintain a Publication Scheme for the publication of NHS South Norfolk CCG information. The purpose of the Act is to promote greater openness by public authorities (of which NHS South Norfolk CCG 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 NHS South Norfolk CCG, our Caldecott Guardian is Cathal Daly

NHS South Norfolk CCG
Lakeside 400, Old Chapel Way
Broadland Business Park
Thorpe St Andrew
Norwich
NR7 0WG

http://www.southnorfolkccg.nhs.uk/contact-us

01603 257000

Information Management

Information falling into the broad categories detailed below will be retained in line with the NHS South Norfolk CCG’s retention and disposal schedules which comply with the Records Management: NHS Code of Practice April 2006 (Department of Health).

Feedback

Any applications, questions or comments about this Publication Scheme should be sent in writing in the first instance to NHS Anglia Commissioning Support Unit

Information Governance – NHS South Norfolk CCG
NHS Anglia CSU
Lakeside 400
Old Chapel Way
Broadland Business Park
Thorpe St Andrew
Norfolk
NR7 0WG
E-mail: ANGLIACSU.infogov@nhs.net

If you have a complaint about the operation of the Publication Scheme, or how NHS South Norfolk CCG has dealt with your request for information from the Scheme, please write to the Complaints Department:

Customer Services - NHS South Norfolk CCG
NHS Anglia CSU
Lakeside 400
Old Chapel Way
Broadland Business Park
Thorpe St Andrew
Norfolk
NR7 0WG

E-mail: ANGLIACSU.CustomerServices@nhs.net

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1. Who we are and what we do

NHS South Norfolk Clinical Commissioning Group (“CCG”). Clinical Commissioning Groups are new organisations as part of the changes to the NHS brought about by the Health and Social Care Act 2013. The CCG is run and led by local clinicians, including GPs, hospital doctors and other health professions that have taken over the responsibility for planning, organising and purchasing NHS-funded healthcare for the people of South Norfolk. CCGs took on some of the duties of the former Primary Care Trusts (PCTs) when the PCTs were abolished in March 2013, but also have new responsibilities.

All GP practices belong to a CCG. CCGs commission most health services, including:

- planned hospital care
- rehabilitative care
- urgent and emergency care (including out-of-hours)
- most community health services
- mental health and learning disability services

CCGs can commission any service provider that meets NHS standards and costs. These can be NHS hospitals, social enterprises, charities, or private sector providers.
However, they must be assured of the quality of services they commission, taking into account both National Institute for Health and Care Excellence (NICE) guidelines and the Care Quality Commission’s (CQC) data about service providers.

Both NHS England and CCGs have a duty to involve their patients, carers and the public in decisions about the services they commission. For more details about the changes to the NHS please click here.

**How we fit into the NHS structure**

For information on the NHS Structure please click here.

**Organisational structure**

NHS South Norfolk CCG is a free-standing NHS body, governed by a Governing Body of local people, who are responsible to the Secretary of State for Health. The Governing Body is made up of ‘clinicians’ such as doctors and nurses who work locally within the NHS, as well as ‘lay’ members, who are part of the local community and executive managers. The Governing Body is supported by the Council of Members which is made up of GP member practice representatives and oversees the CCGs strategic direction. Further details on the Governing Body and structures is available at http://www.southnorfolkccg.nhs.uk/about-us/who-we-are

**Lists of and information relating to other organisations**

NHS South Norfolk CCG provides many services in partnership with other organisations and stakeholders. These include:

- Acute Trusts
- Norfolk and Waveney Mental Health NHS Foundation Trust
- Independent practitioners, such as GPs and dentists
- District Councils
- Norfolk County Council
- Norfolk Police
- Voluntary and charitable bodies

Some partnerships are involved in joint service commissioning, others will include information sharing. NHS South Norfolk CCG will agree with any of these partners the information provided about them before disclosing it.

**Senior staff and management board members**

Current details of staff that make strategic and operational decisions about the provision of the CCG can be viewed on the http://www.southnorfolkccg.nhs.uk/

**Location and contact details for all public facing departments**

NHS South Norfolk CCG commission NHS Anglia Commissioning Support Unit to support us with some of our duties. The public facing departments are:

- Patient Advice & Liaison Service (PALS)
  - Telephone: 0800 587 4132
  - Email: angliacsu.PALS@nhs.net
- Customer Service for Compliments, Concerns and Complaints
  - Telephone: 01603 595857
  - Email: angliacsu.customerservices@nhs.net
• Freedom of Information Department.
  o Email: ANGLIACSU.FOI@nhs.net.

You can make write to these departments at:

NHS Anglia CSU
Lakeside 400
Old Chapel Way
Broadland Business Park
Thorpe St Andrew
Norfolk
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2. What we spend and how we spend it

NHS South Norfolk CCG will provide the following information:

• How we obtains funding for services.
• Framework for deciding how funding is allocated for services.
• Annual financial accounts.
• Procurement Policy.
• Standard terms and conditions including Board members allowances.
• Official Journal of the European Community adverts (OJEC)
• Background information relating to tenders.

The Annual Report and other such documentation will be published at:
http://www.southnorfolkccg.nhs.uk/

3. What are our priorities

NHS South Norfolk CCG is responsible for commissioning health services to meet the needs of the population of South Norfolk. Our priorities can be found on our website.
http://www.southnorfolkccg.nhs.uk/

4. How we make decisions

In this class we include the categories of items we routinely publish. This includes items such as:

• Annual Report
• Governing Body meetings agendas, minutes and supporting papers
• Business plan

All of the above can be found on our website: http://www.southnorfolkccg.nhs.uk/

We also publish our patient and public involvement strategy and public consultations including the results of these at http://www.southnorfolkccg.nhs.uk/have-your-say

5. Our Policies and Procedures

Our full list of Policies and Procedures are available on our website.
http://www.southnorfolkccg.nhs.uk/

6. List and registers
We will make publicly available information contained in currently maintained lists and registers.

- Any information we are currently legally required to hold in publicly available registers
- List of main contractors / suppliers
- Asset registers and Information Asset Register
- Register of gifts and hospitality
- Register of interests

All of the above can be found on our website. http://www.southnorfolkccg.nhs.uk/

7. The Services we offer

NHS South Norfolk CCG plans and contracts for a full range of healthcare services for local people.

We work with other partners, such as local councils, GPs and other NHS organisations, to improve the general health of people in Norfolk. This follows one of the seven key principles of the NHS Constitution which requires us to work across organisational boundaries and in partnership with other organisations in the interest of patients, local communities and the wider population.

If you have any comments about our plans and contracts or wish to suggest an improvement to them, please contact our Patient Advice and Liaison Service (PALS):

Our PALS service at NHS Anglia CSU can be contacted on: 0800 587 4132 or by e-mailing them at angliacsu.PALS@nhs.net

8. About this Publication Scheme

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 enquiries regarding information management generally in the CCG. We will also publish any proposed changes or additions to publications already available.

9. Rights of Access to Information

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

The Act obliges NHS South Norfolk CCG 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 CCG 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.

Information will be provided in the language in which it is held or in such other language that is legally required. Where an authority is legally required to translate any information, it will do so.
Obligations under disability and discrimination legislation and any other legislation to provide information in other forms and formats will be adhered to when providing information in accordance with this scheme.

Some information held by NHS South Norfolk CCG will have to be exempted from disclosure under the Freedom of Information Act 2000. This means that sometimes not all of the material can be made available for publication or that the material made available may be edited. The Freedom of Information Act has 23 clauses of exemptions.

10. Written Requests

Information held by a public authority that is not published under this scheme can be requested in writing, when its provision will be considered in accordance with the provisions of the Freedom of Information Act.

Under the Data Protection Act 1998, you are also entitled to access any personal records the CCG hold about yourself. You need to make a written request to

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E-mail: ANGLIACSU.infogov@nhs.net

(For access to your General Practice records, you should contact your GP directly).

11. Cost of Information available under this scheme

For the most part, we will charge you only for hard copies or copying onto media (i.e. CD-ROM). Most information is available free from our website. Clearly any costs for Internet Service provider and personal printing costs would have to be met by the individual.

Confirmation of any payment due will be given to you prior to the information being provided and payment may be requested prior to the provision of the information. For those without Internet access, a single printout as on the website will normally be available, free of charge, by post from us. 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. Requests should be made to the Freedom of Information Office at Anglia CSU Freedom of Information Department.

ANGLIACSU.FOI@nhs.net

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Information you receive which is not subject to Crown Copyright continues to be protected by the copyright of NHS South Norfolk CCG, from which the information originated. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder (i.e. NHS South Norfolk CCG). If you hold a current Crown Copyright Click-Use Licence obtained under the Public Sector Information (PSI) Regulations from the Office of Public Sector Information (OPSI), which will cover NHS
information for re-use, then that is sufficient. If you do not hold such a licence, you must ensure that you gain our permission before reproducing any of our (non Crown Copyright) information.

You can find details on the arrangements for re-using information on the Office of Public Sector Information website at: http://www.opsi.gov.uk/click-use/index.htm

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Contact details for the Information Commissioner's Office are;

Information Commissioners Office
Wycliffe House
Water Lane Wilmslow
Cheshire SK9 5AF
Tel 03031231113
http://www.ico.gov.uk/