



Freedom of Information Act 2000

Publication Scheme

V 2.14
March 2006

**Trust Head Quarters
Rikenel
Montpellier
Gloucester
GL1 1LY**

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www.partnershiptrust.org.uk

**Welcome to the Gloucestershire Partnership NHS 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: | Inspection and Monitoring Bodies, Index to the Publication Scheme, and Useful Resources |

PART ONE: Introduction

Welcome

What is a Publication Scheme?

This Publication Scheme is a complete guide to the information routinely published by **Gloucestershire Partnership NHS 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. We will also advise you if the information is available free of charge or on payment of a small fee.

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 **Gloucestershire Partnership NHS Trust** easily. Under Section 19 of the [Freedom of Information Act 2000](#) the **Gloucestershire Partnership NHS Trust** has a legal duty to adopt and maintain a Publication Scheme for the publication of **Gloucestershire Partnership NHS Trust** information. The purpose of the Act is to promote greater openness by public authorities (of which **Gloucestershire Partnership NHS Trust** is one).

The Publication Scheme will help you to find all the information which the Trust publishes. 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 **Gloucestershire Partnership NHS Trust**, our [Caldicott Guardian](#) is:

Dr Colin Roch-Berry
Caldicott Guardian
Gloucestershire Partnership NHS Trust
Rikenel
Montpellier
Gloucester
GL1 1LY

Tel: 08454 224018

Information Management

Information falling into the Classes will be retained in line with the Gloucestershire Partnership NHS Trust's retention and disposal schedules, which comply with [Department of Health guidelines on Records Management](#) and [Public Record Office Guidance](#).

Information not required for the business purposes of the Trust is stored at the Gloucestershire Records Office a place of deposit approved by the Lord Chancellor for the purpose of holding public records. Access to this information can be obtained on the following website: <http://www.a2a.org.uk/>

Feedback

Any questions, comments or complaints about this Scheme should be sent in writing to Susan O'Connell, the Publication Scheme Co-ordinator, at

| |
|--|
| Gloucestershire Partnership NHS Trust Rikenel Montpellier Gloucester GL1 1LY Email information.access@glos.nhs.uk |
|--|

Alternatively the Trust has a formal complaints procedure. Our Complaints Manager is:

| |
|--|
| Philip Southam Complaints Manager Gloucestershire Partnership NHS Trust Rikenel Montpellier Gloucester GL1 1LY Email philip.southam@glos.nhs.uk Tel 01452 891138 |
|--|

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. This Publication Scheme addresses that right.

From January 1st 2005 the Freedom of Information Act obliges the Trust to respond to requests about the information which it holds and is recorded in any form and it

creates a right of access to that information. The rights to request and access this information are subject to some exemptions which the Trust has to take into consideration before deciding what information can be released.

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

To make a request for Information, write, with your name, address and a description of the information you require to:

Susan O'Connell
Publication Scheme Co-ordinator
Gloucestershire Partnership NHS Trust
Rikenel
Montpellier
Gloucester
GL1 1LY

Email information.access@glos.nhs.uk

Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you, details can be found in the document ['Subject Access - A Guide for Data Subjects'](#) . For information on how you can access your clinical records please contact:

Philip Southam
Complaints & Health Records Manager
Gloucestershire Partnership NSH Trust
Rikenel
Montpellier
Gloucester
GL1 1LY

Email philip.southam@glos.nhs.uk
Tel 01452 891138

New Environmental Information Regulations will be introduced soon. 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 | Reports and Independent Enquiries |
| 8 | Policies and Procedures |
| 9 | Public Involvement and Consultation |
| 10 | Regular publications and information for the public |
| 11 | Complaints |
| 12 | Human Resources |
| 13 | Communications with the Press and Media Releases |
| 14 | Environmental Information |
| 15 | This Publication Scheme |

Some of the information outlined within each Class is available via the Trust web site ([www. Partnershiptrust.org.uk](http://www.Partnershiptrust.org.uk) , under Freedom of Information) as a downloadable file. Otherwise, we will provide it to you on request (See Part One for details of how to request information). Where information is provided at a cost, the charges will be calculated as set out in Class 15. The Trust's commitment to publish information excludes any information which can legitimately be withheld under the exemptions set out in the Freedom of Information Act. These exemptions are described in Part Three.

The Publication Scheme is available in both hard copy and on the Trust website on www.partnershiptrust.org.uk, under Freedom of Information.

1. The NHS and how we fit

Class Description: This class describes who we are and how we fit into the National Strategic Framework.

The National Health Service was set up in 1948 to provide healthcare for all citizens, based on need, not the ability to pay. It is made up of a wide range of health professionals, support workers and organisations. See www.nhs.uk/england/aboutTheNHS for details of how the different NHS organisations relate to each other.

The Department of Health is responsible for the provision of health services throughout the NHS. Key documents can be found on the Department of Health website: www.dh.gov.uk which includes the following related papers:

[The NHS Plan](#)

[National Service Framework for Mental Health](#)

[National Service Framework for Older People](#)

[National Service Framework for Children](#)

[Improvement Expansion and reform: The next 3 Years](#)

[Agenda for Change](#)

[Improving Working Lives](#)

The Gloucestershire Partnership NHS Trust was established on 1 April 2002. Staff transferred to the Trust from four different organisations, Severn NHS Trust, East Gloucestershire NHS Trust, Gloucestershire County Council and Gloucestershire Health Authority. The Trust serves the county of Gloucestershire - approximately 560,000 people living in an area of 1000 square miles. The Trust employs almost 2500 staff who provide services from more than 50 sites. The Trust's annual income and expenditure is about £70 million.

A new health authority for Avon, Gloucestershire and Wiltshire was established on 1 April 2002. It replaced the three previous separate authorities and formally became a Strategic Health Authority in October 2002. For more details, see www.agwsha.nhs.uk.

This happened as part of a package of changes by the Government to shift the balance of power from Whitehall to frontline doctors and nurses and to put patients and staff at the heart of the NHS. The changes involve giving greater authority and decision-making power to patients and frontline staff, underpinned by changes in organisational roles and relationships.

The new strategic health authority - one of 28 across the country - oversees the management of the local NHS on behalf of the Department of Health. It makes sure

that services are planned coherently and that targets to modernise the service are met.

It also ensures that national priorities are integrated into local plans made by NHS Trusts. Within Avon, Gloucestershire and Wiltshire, there are 13 NHS trusts - which include major hospitals, ambulance trusts and mental health trusts.

There are also 12 Primary Care Trusts which take the leading role in patient care and are responsible for the planning and securing of health services and improving the health of the local population of 2.1 million people

Details of all NHS Organisations can be found by searching the [Local Services Search](#) facility on the NHS Website. www.nhs.uk .

2. Who we are

Class Description: Details of the Trust, organisational structures and key personnel.

The Trust provides care to: people of all ages with mental health problems; people with learning disabilities and people who have developed problems with substance misuse. Working in partnership with users and carers and other agencies such as social services and housing is important to achieving good quality care. Details of these services can be found in the following booklet: [Your Guide to Gloucestershire Partnership NHS Trust](#)

There was a public consultation exercise to gain approval for setting up the Trust. During the consultation people who use services, their families and carers, staff and others helped to shape the vision and the values of the Trust. Details of this and other facts about the Trust can be found on the [Trust's Annual Report 2004/2005](#)

The Trust's Services

The Trust organises its services into groups based on people's needs and age:

- Child and adolescent mental health services
- Specialist substance misuse services
- Mental health and social care services to adults of working age
- Mental health services to older people
- Specialist health services for people with learning disabilities
- Services to residential care homes run by MEND and Mayfield Trust
- A primary mental health team, mental health promotion co-ordinator, and various services shared with Primary Care Trusts including a Patient Advice and Liaison Service, Human Resources and Information Management and Technology.

The Organisational Structure

The Trust is led by a Trust Board responsible for strategic direction and holding the executive committee to account. The Board is made up of:

[Dr Robert Maxwell](#)

Chair

[Jeff James](#)

Chief Executive

Executive Directors

[David Coombs](#)

Deputy Chief Executive and Director of Nursing

[Sandra Betney](#)

Director of Finance

[Kay Harrison](#)

Director of Human Resources and Organisational Development

[Ian Gregory](#)

Director of Service Development

[David McGrath](#)

Director of Social Care

[Paul Winterbottom](#)

Medical Director

[Jon Cash](#)

Associate Director – Allied Health Professionals

Non Executive Directors (NEDs)

- [Elizabeth Abderrahim](#)
- [Kate McDuff](#)
- [Frank Powell](#)
- [Mike Evans](#)

Executive Team

- | | |
|--------------------------------|---|
| Tommy Flanigan | Care Group Manager for Substance Misuse |
| Bob Feirn | Care Group Manager for Older People |
| Linda Folley | Care Group Manager for Working Age Adults |
| Ted Quinn | Care Group Manager for Learning Disabilities |
| David Jones | Care Group Manager for Child and Adolescent Mental Health |

The Board holds open meetings on the second Monday of the month (subject to Bank holidays). Board papers are circulated to 25 organisations in the Avon Wiltshire and Gloucestershire Strategic Health Authority area. Members of the public are given the opportunity to ask questions and comment on the discussions.

The Trust Executive Committee

This group brings together key staff to facilitate strategic thinking, performance monitoring and the consideration of major issues providing advice to the Main Board and assistance to Executive Directors with delegated responsibilities and leadership for the Trust. It meets fortnightly between the Main Board meetings.

There are also many other committees and meetings of various kinds to bring people together to communicate, plan and conduct business.

| MEMBERSHIP OF COMMITTEES | Non Executive Directors |
|--|--|
| Audit (Executive Lead: Director of Finance) Meetings: Not less than 3 times a year | Chair: Mike Evans All NEDs will be members of the Committee |
| Mental Health Act Managers (Executive Lead: Deputy Chief Executive) Meetings: Not less than 3 times a year | Chair: Kate MacDuff All NEDs will be members of the Committee |
| Appointments and Remuneration (Executive Lead :Director of Human Resources) Meetings: as and when required | Chair: Robert Maxwell All NEDs will be members of the Committee |
| Clinical Governance | |

| | |
|--|--|
| (Executive Lead: Medical Director) Meetings: Not less than 3 times a year | Chair: Frank Powell All NEDs will be members of the Committee |
| Risk Management Committee (Executive Lead: Director of Social Care) Meetings: Not less than 3 times a year | Chair: Mike Evans Chair of Clinical Governance Committee will be members of the Committee |
| Charitable Funds (Executive Lead: Director of Finance) Meetings: 4 times a year or private session of Board | Chair: Kate MacDuff All Board members are Trustees |
| BOARD AREAS OF RESPONSIBILITY | |
| Clinical Governance (Executive Lead: Medical Director) | Frank Powell |
| Controls Assurance (Executive Lead: Director of Social Care) | Mike Evans |
| Users and Carers Voluntary Orgns. Forum (Executive Lead: Director of Social Care) | TBA |
| Complaints Non-Executive Convenor (Executive Lead: Chief Executive) | Lizzie Abderrahim |
| Voluntary Organisations and Partnerships (Executive Lead: Director of Social Care) | Lizzie Abderrahim |
| Human Resources (Executive Lead: Director of Human Resources) Race Equality Strategy | Lizzie Abderrahim |

| Care Groups | |
|---|-------------------|
| Working Age Adults (Executive Lead: Linda Folley) | Kate MacDuff |
| Older People (Executive Lead: Bob Feirn) | Lizzie Abderrahim |
| Learning Difficulties (Executive Lead: Ted Quinn) | Frank Powell |
| Substance Misuse (Executive Lead: Tommy Flanigan) | Mike Evans |
| CAMHS (Executive Lead: David Jones) | Mike Evans |

The Trust has a website that gives details of our organisation, key personnel, details of the Trust Board and subcommittees.

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| Register of Interests (hard copy only) |
| Establishment Orders |
| Standing orders (March 2004) |
| Standing Financial Instructions |
| Scheme of Delegation |
| Codes of Conduct and other governance documents (hard copy only) |

Working in Partnership

The Trust is involved in significant partnership working and the NHS community in Gloucestershire with whom we work includes five other NHS organisations:

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| Cheltenham and Tewkesbury Primary Care Trust |
| Cotswold and Vale Primary Care Trust |
| Gloucestershire Ambulance Trust |
| Gloucestershire Hospitals NHS Trust |
| West Gloucestershire Primary Care Trust |

The Trust will maintain its active partnerships with the local health and social care community including the voluntary and charitable sectors, users and carers organisations, Housing Associations and other statutory partners such as the Youth Offending Team, HMP Gloucester, Gloucestershire DAAT etc. as part of its strategic and operational engagement with local strategic partnerships.

The Trust also works in partnership with other organisations, which include the following:

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| Avon, Gloucestershire & Wiltshire Strategic Health Authority |
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| Building Contractors |
| Charitable Bodies |
| Gloucestershire County Council |
| Gloucestershire Healthcare Partnership (GHP) |
| League of Friends |
| NHS Trusts and Hospitals in neighbouring counties |
| Police |
| Private Contractors |
| Private Sector organisations |
| Professional Bodies |
| Social Services |
| The University of Gloucestershire |
| University of the West of England |
| University of Worcestershire |
| Western Challenge |

In addition the Trust is also a member of the following multi-agency forums, which involve significant partnership working.

| |
|--|
| Joint Agency Carers Network |
| Gloucestershire Strategic Forum |
| Child and Adolescent Mental Health Services (CAMHS) Multi Agency Group |
| Gloucestershire Strategic Partnership |
| Gloucestershire Community Safety Partnership |
| Local Workforce Development Group |
| Countywide Patient and Public Involvement Group |
| Joint Commissioning Group |
| Shared Service User Forum |
| Gloucestershire Planning Consortium |
| Health Living Partnership (Sub group of Gloucestershire Strategic Forum) |
| Local Implementation Strategy Board |
| Social Services Forum |

Some of these organisations are involved in the joint delivery of services with us. If you would like to know more about these arrangements and how these services are managed, please contact the Publication Scheme Co-ordinator who will arrange for you to receive or direct you to the information you require.

Some of the partnerships will involve information sharing, with agreed protocols and procedures between the organisations. The Trust has signed up to an [Information Sharing Agreement](#) with other key stakeholders within the County.

The Trust will provide information, for which it is responsible, about meetings with partner organisations and details of any relevant service level agreements to any member of the public who asks for them. We will not provide material that is exempt under the Freedom of Information Act 2000 or the Data Protection Act 1998.

From January 2005 Information not available through the Publication Scheme can be accessed through our Publication Scheme Co-ordinator.

3. Financial and Funding Information

Class Description: Funding details, charging policies and financial accounts

Funding for services

We obtain funding for the services we provide by establishing Service Level Agreements (SLAs) with our commissioners. Each SLA details the type and quality of service we will provide, the number of patients we will see and the amount of funding we will require to provide the service. Our local commissioners are Cheltenham & Tewkesbury PCT, Cotswold & Vale PCT and West Gloucestershire PCT. We also receive funding from PCTs outside the Gloucestershire area as well as Gloucestershire Social Services.

Charging Policies

The prices detailed in our SLAs are derived from a costing exercise that is undertaken each year that costs the services we provide in adherence to the NHS Costing Manual. The process ensures that the cost of the service equals the price charged, and that cross subsidisation between services does not occur.

Financial Information

For the financial year 2003/2004 the Gloucestershire Partnership NHS Trust was allocated approximately £72.2 million of revenue funding and £1.3 million of capital funding. 60% of our revenue funding was spent on doctors, nurses and scientific/technical staff. Of the remaining 40%, 10 % was spent on other employees, including senior managers with the balance being spent on supplies, estate and transport costs.

The Trust has statutory financial targets to achieve which it achieved for the financial year 2003/4 as follows:

- a surplus of £5,000 on Income and Expenditure Account, against a total operating income £72,211,000.
- financing activities within the External Financing Limit of £1,060,000.
- Total Capital Expenditure incurred was within the Capital Resource Limit of £3,159,000.
- Achieving a Capital Cost Absorption Rate of £3.7%

The Trusts also holds charitable funds that have been donated and are to be used for specific purposes as prescribed by the donor. During 2003/04, the Trust received a total of £27,000 in donations from the local community, £5,000 of which were legacies. Charitable fund expenditure for the same period amounted to £46,000, benefiting patients' welfare and amenities, staff welfare and amenities and research.

Our Director of Finance and Information Sandra Betney has corporate responsibility for the oversight of the Trust's finances. She can be contacted via the Finance Department at:

Director of Finance and Information
Gloucestershire Partnership NHS Trust
Rikenel
Montpellier
Gloucester
GL1 1LY

Telephone 01452 891042

The Trust Board receives regular updates on the financial position of the organisation and makes decisions in the allocation of these resources. It is a key target, set by the Department of Health, for the Trust to achieve financial balance by the end of each financial year.

A copy of the following reports can be found on our Intranet: or hard copies can be provided with any charges being in accordance with Trust Policy as detailed in Class 15 of this Publication Scheme:

[Budget Reports are available monthly in the Board Papers](#)

[Annual Report](#)

[Monthly monitoring reports included in Board Papers](#)

We have in place and adhere to the Corporate Governance Framework, which includes our [Standing Orders](#), [Standing Financial Instruction](#) and Scheme of Delegation, which has been approved by the Board.

The Trust makes available as much information as possible about the sources and state of its finances. In certain circumstances information intended for future publication, audit material, personal information, commercial or confidential information and criminal and regulatory investigation material or law enforcement material will be exempt from publication.

Financial accountancy services, including payment of invoices, payment to staff is provided by Shared Financial services hosted by [Gloucestershire Hospitals NHS Trust](#).

How we purchase our equipment and supplies

The Trust follows the guidance established by the NHS Purchasing and Supply Agency (PASA) whose website can be found at www.pasa.doh.gov.uk The PASA guidance sets out the standard terms and conditions that NHS organisations should follow in regard to purchasing our equipment and supplies. In the NHS we refer to this as procurement.

Our Head of Procurement reports to the Director of Finance and can be contacted at:

[The Procurement Department](#)

Victoria Warehouse

The Docks

Gloucester

GL1 2EL

Tel: 01452 300222

The Trust will advertise tenders for goods, services or works schemes above the prevailing EU financial threshold through the Official Journal of the European Communities (OJEC) procedures. The website for OJEC is www.ojec.com . In addition contract award notices will be published in OJEC.

4. Corporate Information

Class Description: Reports, policies, minutes of meetings and business plans

The Trust has a statutory responsibility to plan and deliver services for the people it serves. In order to do this effectively and to ensure that our plans are transparent and available to all our staff as well as the public, we produce a series of documents that we routinely publish are publicly available. A copy of the following reports can be found via the [hyperlinks](#) or hard copies can be provided with any charges being in accordance with Trust Policy as detailed in [Class 15](#) of this Publication Scheme.

[Annual Report.](#)

The 2004/2005 Annual Report was published in September 2005.

[Trust Board Papers](#)

Agenda, supporting papers and minutes for the Trust Board and associated Sub-Committees.

[Business Plan](#)

See [Class 6](#) for the Trust's Business Plan and Objectives.

[The Capital Programme](#)

[Corporate Communications](#)

Please see [News](#) for briefing notes for staff and other communications publicly available such as [Press Releases and Team News](#)

[Organisational Policies and Strategies](#): [Class 8](#) lists some of the principle policies of the Trust

[Star Ratings](#)

[The Environment Strategy](#)

[The Trust Health and Safety Policy](#)

Internal meetings:

Minutes of other internal meetings that are available include:

[Audit Committee](#)

[Clinical Governance Committee](#)

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|---|
| Information Management & Technology Programme Board |
| Risk Management Committee |
| Professional Nursing Advisory Group |
| Medical Staffing Committee |
| Strategic Management Group |
| Executive Committee |
| Health and Social Care Records Committee |
| Race Equality |
| Mental Health Act Managers Committee |

Some information that is of a personal and confidential nature or otherwise exempt under the Freedom of Information Act 2000 or Data Protection Act 1998 will be excluded as will any other confidential material. This includes material relating to the health and safety of specific individuals, as to law enforcement or criminal or regulatory enforcement or audit issues may also be excluded from publication. There may be circumstances where material cannot be released because the appropriate officer of the Trust has taken the view that it may be prejudicial to the conduct of public affairs.

5. Aims Targets and Achievements

Class Description: Financial targets, aims and objectives and key performance indicators

See also Class 9 below.

Financial Aims & Objectives

The Trust is required to achieve a recurring cash releasing efficiency saving for the 2005/2006 financial year of 1.7%, while maintaining the quality and effectiveness of the services provided and achieving a yearend balanced financial position. This is managed and achieved through a Trust Board approved savings programme that identifies managers with responsibility for implementing change that will release savings while maintaining the effectiveness of the service.

Trust Key Financial Targets

General

- To establish and maintain sound financial control of all Trust resources.
Revenue
- To optimise the efficiency of Trust services.
- To ensure recurring expenditure commitments do not exceed recurring income.
- To establish sufficient flexibility to enable unforeseen in year cost pressures to be met and hence breakeven out-turn positions to be achieved.

Capital

- Maximise access to funding sources.
- Establish and maintain a capital programme which ensures maximum value is obtained from available resources.

The Director of Finance reports to the Board on a monthly basis the financial performance of the Trust and is required to submit an audited set of accounts annually. Financial details can be found in the following documents:

[Monthly Finance Report to the Board](#)

[Annual Report](#)

[Standing Financial Instructions](#)

[Standing Orders](#)

[Scheme of Delegation](#)

Performance

The Trust monitors its own performance in Governance, Finance and the services it provides and this process ensures that we monitor progress towards meeting the targets set by the government and improve the health of people in Gloucestershire. We will publish a number of reports during each financial year including key performance issues against the NHS Plan and National Service Framework performance targets which are presented to the Board. Copies of reports and other documents presently produced are as follows and others will be added as they become available:

| |
|---|
| Quarterly Performance Report |
| Business Plan . See Class 6 for the Trust's Business Plan and Objectives. |
| Annual Accounts |
| Annual Budgets |
| Strategic Plan |
| Complaints Report |
| Clinical Audit Report |
| Statistical Submissions to the Department of Health |

The routine performance report produced by the Trust focuses on operational issues such as resource utilisation service activity levels and performance against national targets. This is complemented by the Business Plan update which provides a focus on monitoring the progress of the Trust's development agenda. These reports are produced quarterly in June, September, December and March and are presented to the Board.

The report reflects performance at a care group level as well as covering Trust wide issues in a corporate section, taking account of key performance measures. The Care Groups are as follows:

Working Age Adults
Older Peoples Services
Child and Adolescent Mental Health Services
Substance Misuse
Learning Disabilities

The corporate section will be based around in-year reporting of the [Healthcare Commission](#) performance measures. Care Groups will continue to receive and/or develop bespoke monthly reports that will contain more detailed and specific information needed by operational managers and clinicians.

We will develop Care Groups as the "building blocks" of the performance management framework, to enable clinicians and managers to work collectively to solve problems.

The Trust is also monitored by a number of external bodies in regard to performance in a variety of areas. These are listed in Section 3 of this scheme.

The Healthcare Commission promotes improvement in the quality of the NHS and independent healthcare. They have a wide range of responsibilities, all aimed at

improving the quality of healthcare. They have a statutory duty to assess the performance of healthcare organisations, award annual performance ratings for the NHS and coordinate reviews of healthcare by others.

You can see information and reports related to Gloucestershire Partnership NHS Trust on the Healthcare Commission site.

The Gloucestershire Partnership NHS Trust was awarded a 3 star rating for 2003 and for 2004. The star ratings summarise the overall performance of the Trust in 30 target areas. More details about the Trust’s latest star rating can be found on the [Healthcare Commission](#) website.

Governance

Governance is defined by the Audit Commission, in its paper *Corporate Governance in Health Organisations – April 2002* as ‘The systems and processes by which local authorities and health organisations lead, direct and control their functions to achieve organisational objectives; develop the capacity for improvement; and relate to their partners and the wider community.’

- **Corporate governance:** this includes the way decisions are made through both consultative and deliberative processes; compliance with legislation, external guidance and internal protocols; and procedures for the identification and management of risk.
- **Clinical governance:** is the framework through which we are accountable for improving the quality of our services and safeguarding high standards of care. This includes how we reflect on both adverse events and areas of good practice.

Our strategic intention is to achieve greater convergence of these mechanisms to provide a more cohesive, comprehensive overview of governance at Board level. The individuals with responsibility for the management of governance issues are detailed below:

| Name | Responsibilities |
|---|---|
| Dr Paul Winterbottom, Medical Director | Clinical Governance Research & Development Medical Education Medical Staffing CNST Consultant Appraisal Clinical Audit Litigation/Legal Claims Complaints Consultant Liaison Health Records |
| David McGrath - Director of Social Care | Social Care Contracts & Commissioning Social Care Professional Standards and Development Approved Social Work Service (Local |

| | |
|---|--|
| | <p>Authority) Patient and Public Involvement, PALs, users and carers Co-ordination of Risk Management Controls Assurance Supporting People Commissioning and Contracts Freedom of Information Human Rights</p> |
| Kay Harrison - Director of Human Resources | <p>Training and Education (Operational Department) Staff Involvement Equal Opportunities Disability Discrimination Employment, Recruitment and Management Health and Safety Occupational Health</p> |
| David Coombs - Director of Nursing | <p>Infection Control Zero Tolerance Nurse Training & Education Links (External) Mental Health Act Operations Mayfield and MEND Contract Professional Leadership of Nursing</p> |
| John Cash – Associate Director of Professional Allied to Medicine | <p>Professional Development – Allied Health Professionals Professional Regulation - Allied Health Professionals</p> |
| Sandra Betney –Director of Finance | <p>Finance SaFF (NHS Contracts & Commissioning) Procurement IT Internal and External Audit Capital expenditure Information Management Performance Management</p> |
| Ian Gregory – Director of Service Development | <p>Strategic Planning, Business Management and Service Development Corporate Services/Board, Internal and External Communication Capital Planning Fleet Management Telecommunications Estate, Security, Fire Patient Environment – domestics, catering, etc.</p> |

The following represent documents/reports that support the Governance Agenda and can be found in the board papers and via the hyperlinks or hard copies can be provided with any charges made being in accordance with Trust Policy as detailed in [Class 15](#) of this Publication Scheme.

| |
|--|
| Clinical Governance Reports |
| Clinical Incident reporting |
| Gloucestershire Partnership NHS Trust Strategy for Clinical Governance |
| Risk Management Strategy |
| Standards for Better Health - The Department of Health published its core standards that all NHS organisations in England should be achieving now, and developmental standards that they should be aiming to achieve in the future. From 2005/2006 the Healthcare Commission is intending to assess all NHS organisations in England against these standards. The Trust Business Plan Format presented in the March 2005 Board Papers conforms to this, and reports will be produced monthly |
| Race Equalities Strategy |
| Gloucestershire Partnership NHS Trust Clinical Governance Action Plan 2005/06 – presented in April 2005. |
| The Health and Safety Policy |
| IT National Programme |
| Patient and Public Involvement Strategy |
| Performance Management |
| Research Governance |
| Service Change and Workforce Planning |

To ensure patient, staff and public safety we have various strategies, policies and procedures in place that cover incident/accident reporting, risk management etc. [Class 8](#) gives further details.

6. Our Services

Class Description: The range of services that we provide for the NHS and how we deliver these.

The Trust provides care to: people of all ages with mental health problems; people with learning disabilities and people who have developed problems with substance misuse. Working in partnership with users and carers and other agencies such as social services and housing is important to achieving good quality care.

Mission and Key Values

There was a public consultation exercise to gain approval for setting up the Trust. During the consultation people who use services, their families and carers, staff and others helped to shape the vision and the values of the Trust.

The Trust's vision is to transform the experience of users and carers by:-

- Focusing on the individual needs of the user
- Improving responsiveness to carers
- Integrating the delivery of health and social care
- Bringing practical health improvements to the lives of users and carers
- Valuing staff and investing in their development
- Developing evidence based practice and a commitment to best value
- Achieving national standards for treatment and care across the county
- Engaging with the particular needs of communities
- Promoting effective partnership working with users, carers and voluntary, independent and statutory agencies
- Promoting social inclusion

The Trust's Services

The Trust organises its services into groups based on people's needs and age:

- Child and adolescent mental health services
- Specialist substance misuse services
- Mental health and social care services to adults of working age
- Mental health services to older people
- Specialist health services for people with learning disabilities
- Services to residential care homes run by MEND and Mayfield Trust

A primary mental health team, mental health promotion co-ordinator, and various services shared with Primary Care Trusts including a Patient Advice and Liaison Service, Human Resources and Information Management and Technology.

For further information on the services provided by the Gloucestershire Partnership NHS Trust, please visit our website www.partnershiptrust.org.uk

Trust Sites

The Trust provides services from over 50 sites. We provide inpatient services at:-

Adults of Working Age

Wotton Lawn, Gloucester - 74 beds, adult acute mental health services
Montpellier Low Secure Unit, Gloucester – 12 beds
Charlton Lane, Cheltenham – 42 beds, adult acute mental health services
Sherbourne House, 8 beds, Rehabilitation
The Vron, Gloucester – 6 beds, Rehabilitation
Laurel House, Gloucester – 12 beds, Rehabilitation

Substance Misuse

Sezincote ward, Charlton Lane, Cheltenham – 6 beds

Mental Health of Older People

Charlton Lane, Cheltenham - 32 beds
Holly House, Gloucester - 25 beds
Colliers Court, Cinderford - 25 beds
Weavers Croft, Stroud - 25 beds

Baunton Ward at Cirencester Hospital (16 beds) was temporarily closed in August 2003 in the interests of patient safety. This followed consultation with Gloucestershire County Council's Overview and Scrutiny Committee about the difficulties of maintaining staff levels.

Learning Disabilities

Hollybrook, Stroud – 8 beds
St Mary's, Gloucester – 12 beds
Westridge, Standish – 8 beds
Windrush, Cheltenham – 16 beds

We also currently provide staff to a range of residential homes run by MEND and Mayfield.

Trust's Business Plan and Objectives

The Trust maintains its practice of monitoring business plan progress on a quarterly basis. The broad service aims of the Trust over the next three years will be to build stronger partnerships with users, carers, primary care, other statutory and non statutory agencies, provide a greater range of focused community interventions and improve the therapeutic environment of its services.

The 2004/05 Outturn was agreed by the Board in [May 2005](#). The [2005/06 Business Plan objectives](#) are monitored and reviewed on a quarterly basis. The Business plan is based on the Local Development Plan.

Strategic Plan

The Trust is in the process of developing its Strategic Plan and will include this in future versions of the Publication Scheme. Further information is available from the following:

Director of Service Development
 Gloucestershire Partnership NHS Trust
 Rikenel
 Montpellier
 Gloucester
 GL1 1LY

Non Clinical Services

Contact details for these services are:

| Name | Responsibilities |
|---|--|
| Paul Winterbottom – Medical Director | Complaints and legal services Health & Social Care records |
| Ian Gregory - Director of Service Development | Corporate and capital planning Estates, support and hotel services |
| Kay Harrison - Director of Human Resources | Human Resources Services Training and Organisation Development |
| David Coombs – Director of Nursing and Deputy Chief Executive | Care Group Lead Professional Lead for Primary Care Development |
| David McGrath – Director of Social Care | Patient and Public Involvement Professional Lead for Social Care |
| Sandra Betney –Director of Finance | Finance Information Information Technology Services Procurement Shared Services Data Protection |

7. Reports and Independent Enquiries

Class Description: Independent inspections and findings regarding the Trust
See Part 3 for a list of bodies which monitor and inspect us.

We will use this section to inform the public of the results of some of these independent inspections, investigations and findings regarding the Trust, further details will be added as they become available.

We will not release the results of any inspection prior to the completion of the inspection process. Similarly we will not release any information pertaining to an investigation without the agreement of the inspecting organisation.

Some information that is of a personal and confidential nature will be excluded from the publication of inspection reports, as will any other confidential material. Material relating to the health and safety of specific individuals, to law enforcement, criminal or regulatory investigatory material, or audit issues may also be excluded from publication.

Healthcare Commission

The [Healthcare Commission](#) promotes improvement in the quality of the NHS and independent healthcare. They have a wide range of responsibilities, all aimed at improving the quality of healthcare. They have a statutory duty to assess the performance of healthcare organisations, award annual performance ratings for the NHS and coordinate reviews of healthcare by others.

Clinical and Non Clinical Risk

The NHS Litigation Authority (NHSLA) is a Special Health Authority and thus part of the NHS. They indemnify NHS bodies in respect of both clinical negligence and non-clinical risks and have risk management programmes in place against which NHS trusts are assessed.

Clinical Risk

The Trust has been assessed against Level 1 of the [Clinical Negligence Scheme for Trusts\(CNST\) Risk Management Standards](#). The Trust will be assessed against these standards in March 2006.

A copy of the report is available via the following link:

<http://www.partnershiptrust.org.uk/partnership/june03/papere2.pdf>.

Non Clinical Risk

The Trust has been assessed against level 1 of the Risk Pool Scheme for Trusts (RPST) Risk Management Standards, details can be found in the [Report of Assessment](#) and [Clinical Governance Report](#). The Risk Pooling Scheme for Trust standards has been withdrawn by the [NHS Litigation Authority](#). However, key elements of the standards will be incorporated into a revised approach in the future.

Health Service Commissioner or Ombudsman

If a complaint to the Trust has not been resolved satisfactorily it can be referred to the Healthcare Commission, or the Health Service Ombudsman, who are independent of the NHS and the Government. How to do this is described on the Department of Health website [How to make a complaint about the NHS](#). However, they will not usually consider a complaint if there have not been steps to resolve the matter through the [NHS Complaints Procedure](#). Please also see Class 11 in this Publication Scheme.

Confidential Enquiries

The Trust assists and provides information to the following confidential enquiries and responds to the outcomes:

[National Confidential Enquiry into Suicides and Homicides by People with Mental Illness](#)

[The Confidential Enquiry into Maternal and Child Health \(CEMACH\)](#)

[Health & Safety Executive](#)

[Mental Health Act Commission](#)

[Commission for Social Care Inspection \(CSCI\)](#)

[Healthcare Commission](#)

8. Policies and Procedures

Class Description: General policies and procedures in use within the Trust. These include but are not restricted to human resources, prescribing and prescription, health and safety.

The policies and procedures listed below are all new documents that have been developed for the Gloucestershire Partnership NHS Trust.

ADMINISTRATION

Complaints Policy and Procedure
Annex: Freedom of Information and Data Protection Acts
Complaints Procedure
Data Protection
Environmental
Estates Development Strategy
Fire Policy
Freedom of Information Policy
Freedom of Information Procedure
Handling Habitual or Vexatious Complainants
Health and Social Care Records Policy and Procedures
Hospitality Policy
Media Relations Policy
Policy for Managing Personal Injury, Social Care, Human Resources,
Property Expenses and Clinical Negligence Claims
Policy for Reporting and Investigating Incidents
Security
Serious Untoward Incident Immediate Response Policy
Supervision Policy
Translation Policy
Transport

CLINICAL

Adult Basic Life Support
Child Protection Policy
Complementary Medicine / Therapies Policy
Consent to Examination or Treatment
Copying Letters to Patients
Defibrillation Policy
Do Not Attempt to Resuscitate Policy
Paediatric Basic Life Support
Transition of Care Protocol

HEALTH AND SAFETY

Health and Safety Policy
Alcohol and Drugs at Work
COSHH Guidance (Hazardous Substances)
Display Screen Equipment
Handling and Moving Policy

Latex
Lone Workers
Mercury
Preventing and Responding to Violence and Aggression
Smoking in the Workplace

HUMAN RESOURCES

Please see Class 12, Human Resources.

INFECTION CONTROL

Hand Hygiene Policy
Management of Individuals/Patients in Hospital, colonised or infected with Methicillin Resistant Staphylococcus Aureus (MRSA)

I.T. POLICIES

E mail and Internet Acceptable Use Policy
IT Security Policy

The Trust follows the Care Practice Procedures listed below:

PRACTICE GUIDELINES/ PROCEDURES

Adult Basic Life Support - Policy
Alcohol and drug testing
Care Programme Approach – Policy

- A guide for service users

Confidentiality and Practice Guidelines
Discharge from service procedure
Emergency overdose cases – CAMHS
Guidance on reporting, investigating and preventing abuse, exploitation and neglect in adults
Guidelines on the use of advocacy services
Lost patient procedure
Non compliance with treatment regimes
Paediatric Basic Life Support - Policy
Personal relationships and sexuality – a procedure for services to adults with learning disabilities
Police enquiries
Referral for a forensic opinion
Regulating complementary medicine/therapies
Risk assessment and management
Section 117
Supervised Discharge - Policy
Taking of photographs and video films
Transfer from one community mental health team to another
Transfer of a person on enhanced CPA, including those subject to S.117,
Supervised Discharge
Violent, unnatural and sudden death

Interagency Agreed Policies
Supervision Policy
Transition Protocols
Social Circumstances Reports
Defibrillation Policy

IN-PATIENT /RESIDENTIAL SETTINGS PROCEDURES/GUIDELINES

Additional hours
Admission of violent/potentially violent offenders
Control and Restraint – Charlton Lane
Control and Restraint – Wotton Lawn
Deployment of internal pagers within psychiatric unit
Discharge against medical advice
Discharge from In-patient unit
Emergency equipment checklist and procedure on routine inspection
Guidance on dogs in hospital buildings
Guidelines on detained patients to whom the Sex Offenders Act 1997 applies who are admitted or transferred as an inpatient
Guidelines on the restraint of people with a Learning Disability or Mental Illness who are not formally detained
Holidays for residents and patients
Hostage situations
In the event of a patient locking themselves in their room
Induction checklist for temporary staff – Charlton Lane
Induction checklist for temporary staff – Wotton Lawn
Informal patient leave
Medical emergency
Medication error protocol
Missing patient procedures
Observation guidelines
Patient shopping
Patient voting
Patients using cars whilst an In-patient
Psychiatric emergencies – Charlton Lane
Psychiatric emergencies – Wotton Lawn
Receipt of drugs and other substances
Reception and detention of people under Section.136 of the Mental Health Act 1983
Risk taking in In-patient settings
Searching patients and their property
Self referral
Student nurses involved in the administration of medicine
Time out
Visiting arrangements
Visiting of psychiatric patients by children
Operational Policy for Young People Receiving Care and Treatment in Adult In-Patient Settings

The Gloucestershire Partnership NHS Trust has also adopted the following internal guidance documents:

Inpatient Integrated Care Pathway

Policy for Ordering, Prescribing and Administration of Medicine (POPAM)

Some policies are still under development and until they have been approved by the Trust board the relevant policy or procedure from the former organisation will apply. These are:

Administration of Medicines Under Group Protocols (May 2000)
Adults At Risk (December 1992)
Appraisal System for Senior Medical Staff (October 2001)
Capital Project/Purchase Process (October 2001)
Clinical Nursing Procedures Policy (Revised February 1996)
Condemnation and Disposal Policy (May 1995)
Developing User and Carer Involvement in the Severn NHS Trust - A Toolkit for Staff (1996)
Employment of Bank Staff (November 1998)
Equal Opportunities (September 1993)
Fraud Policy (March 1998)
Guidelines for Staff Involved in Training and Education Programmes or Staff Development Activities (1996)
Health and Safety Protocol – Equipment Management
IM&T Security Policy (April 1998)
Legal Services Plan (April 1999)
Management of Change Procedure (May 1993)
Mental Health Policies and Procedures (December 1995)
Name Badge Procedure (1997)
Private Telephone Calls (May 2000)
Procedures for Doctors to Report concerns about the Conduct, Performance or Health of Medical Colleagues (2000)
Protection of Pay
Standards of Business Conduct for Staff (April 1999)
Standing Orders Policy (May 1998)
Trust Fund Policies (Revised May 1998)
Use of Pool Vehicles (Nov 2000)
Volunteers Within the Severn NHS Trust (Revised March 1998)
Waiting List Policy (April 2001)

9. Public Involvement and Consultation

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

Gloucestershire Partnership NHS Trust provides health and social care to people with mental health problems, people with learning disabilities and people who have developed problems of substance misuse. In all its provision the Trust will seek to ensure that service users, their families and carers, staff and the wider public are appropriately involved in the decisions that may affect them.

The Trust is committed to the development of a framework for managing the involvement of individuals and communities in a co-ordinated, systematic and focused way.

Involving people is an important aspect of every clinician's and manager's role and is critical to the Trust's ability to provide quality services in an appropriate environment.

Further information is available in the following documents:

[A Guide to getting involved in Gloucestershire Partnership NHS Trust](#)

[Strategy for the Involvement of Service Users, Carers and the Public](#)

[Patient and Public Involvement Annual Report](#)

[Appendix A
Patient and Public Involvement Baseline Assessment](#)

[Details of consultation procedures](#), decision-making processes, timescales and responses. Consultations in progress and how you can become involved.

MH Service Users Survey 2005 - Findings

[Mental Health Survey 2005 - Introduction](#)

[Board Paper - Mental Health Service Users Survey](#)

[Healthcare Commission Patient Survey Report](#)

[Updated Action Plan to Address Findings from 2004 Survey](#)

[Action Plan to Address Findings 2005](#)

Alternatively you can contact the Patient Advice and Liaison Service which is a confidential service that has been created to help patients, their families and carers, to find answers to questions or concerns regarding the care or treatment they receive from all NHS services. They can help with information, advice or support if needed, to

help deal with any questions or concerns about any NHS services within Gloucestershire.

Gloucestershire Community Patient and Advice Liaison Service (PALS)
Hesters Way Community Resource Centre
Cassin Drive
Cheltenham
Glos GL51 7SU

Free phone: 0800 151 548
Tel: 01242 242156 (Office)
Fax: 01242 269383

www.palsglos.org.uk

10. Regular publications and information for the Public

Class Description: Guidance and information leaflets

The Trust regularly publishes information and guidance on the website and through local library services. Details of these can be found under the [Publications](#) and [News](#) sections on the Trust website. These include:

| |
|--|
| Annual Report |
| Your Guide to Gloucestershire Partnership NHS Trust |
| A Strategy for Promoting Well Being in Gloucestershire |
| Team News |
| Mentally Disordered Offenders Handbook |
| Consultation to Develop a Trust Strategy |
| Who Cares ? A Booklet for carers |
| Consultation to Develop a Trust Strategy |
| Mental Health - What does it Mean? |

The Trust has also made available a Mental Health Toolkit, which is published on www.pmhsglos.org.uk/toolkit . This provides guidance and information to Mental Health professionals and service users on a wide range of subjects, including diagnosis, treatments, self-help, and useful contacts.

For further information please contact:

Gloucestershire Community Patient and Advice Liaison Service (PALS)
Hesters Way Community Resource Centre
Cassin Drive
Cheltenham
Glos GL51 7SU

Free phone: 0800 151 548
Tel: 01242 242156 (Office)
Fax: 01242 269383

www.palsglos.org.uk

11. Complaints

Class Description: Policies, procedures and contacts for complaints

The Trust welcomes any comments, good or bad, about its services. If anyone is not happy with the service the Trust is providing, or has provided, the Trust would like to know about it. Complaints give the Trust the opportunity to respond to people's dissatisfaction and provide useful information from the perspective of service-users, their families, friends, carers and the wider general public which can help to improve services and plan for the future.

The Trust acknowledges the importance of an effective and efficient complaints procedure. We aim to treat all complaints seriously, listen carefully to what complainants have to say, investigate any concerns thoroughly, confidentially, fairly and quickly.

Wherever possible, people who are dissatisfied with a service should speak to any member of the Trust's staff at the place where that service is provided. If you wish to talk to someone who is not involved with the care, please contact

Complaints Manager
Rikenel
Montpellier
Gloucester
GL1 1LY
Telephone 01452 891138

Our aim is to resolve problems on the spot or within two working days.

Alternatively people can write to the Chief Executive. We endeavour to acknowledge such letters within two working days. The concerns will be investigated, and The Chief Executive will respond, usually within twenty working days.

The Trust follows the NHS Complaints Procedure. This is available at <http://www.dh.gov.uk/PolicyAndGuidance/OrganisationPolicy/ComplaintsPolicy/NHSComplaintsProcedure/> or from the Complaints Manager, who can also provide the following documents

| |
|---|
| Trust's Complaints Policy and Procedure |
| Leaflet 'How do I Comment or Complain?' |
| Handling Habitual or Vexatious Complainants |

The Patient Advice and Liaison Service (PALS) is a confidential service which offers information and advice to anyone using their local community health service. It responds to queries and suggestions and helps to facilitate informal resolutions to local health concerns.

PALS can be contacted at Hesters Way Community Resource Centre, Cassin Drive, Cheltenham, GL51 7SU (08000 151548). Or via their website at www.palsglos.org.uk/

The Independent Complaints Advocacy Service (ICAS) is a free and independent service which can offer help and support in making a complaint about an NHS service. ICAS can be contacted at

Gloucester and District Citizens Advice Bureau
75-81 Eastgate Street
Gloucester
GL1 1PN
(01452 423647).

Information is available at

http://www.dh.gov.uk/PolicyAndGuidance/OrganisationPolicy/ComplaintsPolicy/NHSComplaintsProcedure/NHSComplaintsProcedureArticle/fs/en?CONTENT_ID=4087428&chk=WoVmTf

If you are dissatisfied with the Trust's response to your complaint, you can contact the Healthcare Commission at

FREEPOST NAT 18958
Complaints Investigation Team
Manchester M1 9XZ
0845 601 3012

www.healthcarecommission.org.uk/contactus/ComplainAboutNHS

If you remain unhappy with the outcome of your complaint, you can contact the Health Service Ombudsman at

Millbank Tower
Millbank
London
SW1P 4QP
(0845 0154033)

or

www.ombudsman.org.uk

The Ombudsman will not normally investigate a complaint if the local complaints procedure has not been completed.

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 PALS.

Patient confidentiality is observed in accordance with the Data Protection Act 1998. The Trust does not publish details of individual complaints or any other information containing person identifiable data.

12. Human Resources

Class Description: Employment policies and procedures

The Director of Human Resources is [Kay Harrison](#) who has responsibility for Human Resources and Training and Development.

The policies and procedures listed below are all new documents that have been developed for the Gloucestershire Partnership NHS Trust.

| |
|---|
| Additional Employment |
| Adoption Leave and Pay |
| Annual Leave |
| Appraisal Policy |
| Assimilation Procedure |
| Attendance Management |
| Career Breaks |
| Clothing Payments Policy |
| Dignity at Work |
| Disciplinary Policy and Procedure |
| Disputes Procedure |
| Employing Non-Permanent Staff |
| Escort Duties |
| Flexitime |
| Flexible Working |
| Gateway Policy |
| Grievance Procedure |
| Health and Safety |
| Home Working Policy |
| Job Evaluation Review Procedure |
| Job Sharing |
| Lease Car Policy |
| Long Service Award |
| Maintenance, Access and Storage of Personal Files Procedure |
| Managing Diversity |
| Managing Performance and Capability Policy |
| Maternity Leave and Pay |
| Parental Leave |
| Paternity Leave and Pay Policy |
| Periods of Notice Procedure |
| Racial Harassment Policy |
| Recruitment and Selection Procedural Guidelines |
| Recruitment Starting Salaries and Transitional Points |
| Relocation Policy |
| Secondments |
| Special Leave for Domestic, Personal and Family Reasons |
| Staff Involvement Policy |
| Staff Referred for Treatment within the Trust |
| Study Leave |

| |
|--|
| Time off in Lieu |
| Time off for Civic and Public Duties |
| Time off for Medical and Dental Appointments |
| Whistleblowing |
| Working Time Regulations |

Further details on Human Resources Policies and Procedures can be obtained from

Human Resources Department
 Gloucestershire Partnership NHS Trust
 Rikenel
 Montpellier
 Gloucester
 GL1 1LY
 01452 891046

Human Resources Strategy

The Trust Strategy sets out the key strategic Human Resources targets and milestones that will enable the Trust to achieve its vision.

Workforce Profile

The Trust employs over 2000 staff at over 70 locations. Details of the Workforce Profile can be found in the [Workforce Profile Document](#)

Workforce development Confederation

The Trust is linked to the [Avon, Gloucestershire and Wiltshire Workforce Development Confederation](#)

Training and Development

The Trust's aim is to continue to work towards improving services through the support and development of a skilled, confident and competent workforce, which is established through a countywide approach to training, education and development. The facilities at the Shared Services Training are provided to the Partnership Trust and the 3 Primary Care Trusts in Gloucestershire. These training services are delivered from a dedicated training facility at:

Collingwood House
 Horton Road
 Gloucester
 GL1 3PX
 Telephone 01452 891240

The agenda for training, education and continuous professional development has never been of higher importance, and the Training Team aims to positively respond to the challenges detailed in 'Working Together - Learning Together' A Framework for Lifelong Learning for the NHS, published by the DoH in November 2001

Communicating with Staff

The Trust has frameworks for communicating with staff through staff side representatives. The staff are represented at the Joint Negotiating Committee and Joint Consulting Committee, both of which meet regularly throughout the year.

Information from these meetings is made available to staff through the Partnership Matters Newsletter.

Improving Working Lives

The Trust is committed to ensuring that it provides a working environment in which staff feel valued and respected. It intends to achieve this working with staff and their representatives by building on the work already done by our predecessor organisations. It believes that all staff should be encouraged and enabled to maintain a healthy balance between their commitment to work and to other significant aspects of their lives. The Trust is committed to working with staff and their representatives to promote their well being and to create appropriate opportunities for personal development.

The Improving Working Lives standard is a national standard which all NHS employers must meet. The Trust has an [Improving Working Lives Plan](#) which links in to the national standard which can be found at <http://www.dh.gov.uk/PolicyAndGuidance/HumanResourcesAndTraining/ModelEmployer/ImprovingWorkingLives/>

Race Equality

The Trust is an equal opportunities employers and has developed a Race Equality Strategy and [Action Plan](#) for the period of 2003 - 2006

Payroll Services

The process of paying our staff is undertaken by the Payroll Department which is hosted by the Gloucestershire Hospitals Trust. The department is located at:

| |
|--|
| Gloucestershire NHS Finance Shared Service Victoria Warehouse The Docks Gloucester GL1 2EL Telephone 01452 300222 |
|--|

The majority of our staff are contracted to the [NHS Pensions Agency](#)

Recruitment and Selection

The Trust has a dedicated in house team to deal with Recruitment and Selection. To find out more about the job vacancies in the Trust and local health community visit the Trust website [job vacancies page](#) or contact

| |
|--|
| Human Resources Gloucestershire Partnership NHS Trust Rikenel Montpellier Gloucester GL1 1LY Telephone 01452 89 1046 |
|--|

13. Communications with the Press and Media Releases

Class Description: Our releases to the press and the media

The Trust has a Communication Strategy and Plan which describes how it will achieve its aims of planned and effective communication with staff; service users and carers; the media and the public; the voluntary and community organisations; Members of Parliament; Councillors and Leaders of District and County Councils; religious leaders; business leaders; Patient Forums and Chairs and non- executive directors of other local NHS organisations.

The Trust has a [Media Relations Policy](#). This has been developed to ensure staff, managers and Board members understand the Trust's approach to media relations.

The Trust will publish news releases and statements.

[Trust Communication Strategy](#)

[Trust Communication Action Plan](#)

[Trust Media Relations Policy](#)

[News release and Statements](#)

Gloucestershire Partnership NHS Trust has a Corporate Communications and Business Manager who provides advice and support to staff about internal and external communication issues; co-ordinates responses to media enquiries and supports other Trust public relation activities.

Deborah Richards
Corporate Communications and Business Manager
Gloucestershire Partnership NHS Trust Headquarters
Rikenel
Montpellier
Gloucester
GL1 1LY

Telephone 01452 891094

14. Environmental Information

Class Description: Our estate and land holdings, and the uses they currently enjoy. Information required to be placed in the public domain as a result of the Environmental Information Regulations, any Environmental Enforcement action and associated information (see also Introduction to Publication Scheme).

It is the policy of the Gloucestershire Partnership NHS Trust to consider the environmental effect of all of its activities, and take them into account in preparing or reviewing strategies.

As a major consumer of products and services, the Trust recognises that its actions can have considerable impact on the environment. The Trust aims to ensure that its activities benefit the environment whenever this is possible. When this is not possible the Trust will aim to ensure that its activities cause no or minimal harm to the environment.

The Trust has great potential to make a positive contribution to improving the quality of the environment. In particular it will look to achieve improvements through its purchasing policies and operational procedures. The following documents will provide useful sources of information that support this commitment:

[Environmental Strategy](#)

[Estates Strategy](#)

Estate and Land Holdings

The aim of the [Department of Health Estates and Facilities Division](#) is the strategic development of a flexible and responsive environment for health and social care, delivering improved health outcomes through innovative estates and facilities solutions which enable high quality, safe patient care

The NHS Environmental Purchasing and Supply Working Group (NHS EPSWG) was established in February 2001 to support EMS objectives and targets. Purchasing and supply professionals from each region of the NHS were invited to attend the group. The aims of the group include:

- interpreting Greening Government and Greening NHS agendas in terms of purchasing and supply issues in the NHS
- assisting with the development of the environmental purchasing and supply agenda within the NHS and the Agency
- sharing knowledge and best practice within the NHS

For further details please visit the website of [NHS Environmental Purchasing and Supply Agency](#).

If you require further information please contact

Facilities and Security Management Specialist,
Gloucestershire Partnership NHS Trust
Rikenel
Montpellier
Gloucester
GL1 1LY

Telephone 01452 891092

15. This Publication Scheme

Class Description: 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.

Changes to this Publication Scheme

The content of this Publication Scheme is reviewed and altered regularly to ensure publications and websites which are referred to are up to date. Previous versions of the Scheme in printed form, as well as the log of changes made, are available on request.

Information Management

The Trust has an Information Governance Working Group that considers all information management policies, and reports to the Board for policy ratification. The scope of the IG Group includes Freedom of Information, and the management of this Publication Scheme. All enquiries should be directed to the Publication Scheme Co-ordinator, as detailed below.

Cost of information from the Publication Scheme

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

b) For those without Internet access, we will provide a single print-out of the information requested, this would be available by post from Publication Scheme Co-ordinator or by personal application at Trust Headquarters

Rikenel
Montpellier
Gloucester
GL1 1LY

c) Requests for multiple printouts, or for archived copies of documents which are no longer accessible or available on the web, may attract a charge, of *10p per sheet and an administrative charge of £10*, to cover the time taken to retrieve information and the cost of photocopying, 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 organisations websites.

d) Leaflets, brochures or booklets Available free of charge from:
Gloucestershire Community Patient and Advice Liaison Service (PALS)
Hesters Way Community Resource Centre
Cassin Drive
Cheltenham
Glos GL51 7SU

Free phone: 0800 151 548
Tel: 01242 242156 (Office)
Fax: 01242 269383

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

The charges will be reviewed regularly.

To Request Information

To make a request for Information, write, with your name, address and a description of the information you require to:

| |
|--|
| <p>Susan O'Connell Publication Scheme Co-ordinator Gloucestershire Partnership NHS Trust Rikenel Montpellier Gloucester GL1 1LY</p> <p>Email information.access@glos.nhs.uk</p> |
|--|

Charges for information from the Publication Scheme are as outlined above. Charges for other information will be assessed when the request is received and will be notified to you in advance.

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

PART THREE

Bodies involved in inspection/monitoring of our services

Index

Useful Resources

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

- Audit Commission (www.audit-commission.gov.uk)
- Avon, Gloucestershire and Wiltshire Strategic Health Authority (www.agwsha.nhs.uk/)
- British Psychological Society (www.bps.org.uk)
- Child Protection Teams (www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/ChildrenServices/fs/en)
- Commission for Social Care Inspection (CSCI) (www.csci.org.uk)
- Confidential Inquiry into Suicides and Homicides (www.national-confidential-inquiry.ac.uk/nci)
- Directorate of Counter Fraud Services (www.cfsms.nhs.uk)
- Environmental Health offices (www.gloucestershire.gov.uk/index.cfm?ArticleID=156)
- General Medical Council (www.gmc-uk.org)
- Gloucestershire Coroner's Offices (www.gloucestershire.gov.uk/index.cfm?articleID=856)
- Gloucestershire County Council (www.gloucestershire.gov.uk/)
- Health and Safety Executive (www.hse.gov.uk)
- Health Service Ombudsman (www.ombudsman.org.uk)
- Health Professions Council (www.hpc-uk.org)
- Healthcare Commission (www.healthcarecommission.org.uk)
- Healthcare Commission Children's Work (www.healthcarecommission.org.uk/NationalFindings/NationalThemedReports/ChildrensWork/fs/en)
- Home Office Mental Health Unit (www.homeoffice.gov.uk/about-us/organisation/directorate-search/noms/sad/mhu/)
- Medicines and Healthcare products Regulatory Agency (www.mhra.gov.uk/)
- Mental Health Act Commission (www.mhac.trent.nhs.uk)
- National Clinical Assessment Authority (www.ncaa.nhs.uk)
- National Patient Safety Agency (www.npsa.nhs.uk)
- NHS Estates (www.nhsestates.gov.uk)
- NHS Litigation Authority (www.nhsla.com)
- Nursing and Midwifery Council (www.nmc-uk.org)

Useful Resources

Web sites

www.dca.gov.uk

This is the Department for Constitutional Affairs' web site

www.informationcommissioner.gov.uk

This is the Information Commissioner's web site

www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/HealthAndSocialCareArticle/fs/en?CONTENT_ID=4070951&chk=W3ar/W

This is the National Service Frameworks web site.

www.foi.nhs.uk

This is the NHS Freedom of Information web site

Publications

- NHS Openness Code-
www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4050490&chk=FTzRUK
- FOI Act 2000 – www.legislation.hmso.gov.uk/acts/acts2000/20000036.htm
- FOI Act 2000 Explanatory Notes
<http://www.hmso.gov.uk/acts/en2000/2000en36.htm>
- Codes of Practice under the Freedom of Information Act -
<http://www.dca.gov.uk/foi/codesprac.htm>

Disclosure of information that is exempt from the Freedom of Information Act 2000

2. Information accessible to applicant by other means
3. Information intended for future publication
4. Information supplied by, or relating to, bodies dealing with security matters
5. Information that is needed for the purpose of safeguarding national security
6. Certificates in relation to security or national security
7. Information is considered exempt if its disclosure is likely to prejudice the defence of the British Islands or of any colony
8. Information is exempt if its disclosure is likely to prejudice relations between the United Kingdom and any other state, or international organisation
9. Information is exempt if its disclosure is likely to prejudice relations between any administration in the United Kingdom and any other such administrations
10. Information is exempt if its disclosure is likely to prejudice the economic interests of the United Kingdom or of any part of the United Kingdom
11. Information held at any time by a public authority in relation to criminal or civil investigations and proceedings
12. Information is exempt if its disclosure is likely to prejudice law enforcement
13. Court records are exempt from disclosure
14. Information in relation to audit functions is exempt from disclosure
15. Information is exempt if it is required for the purpose of avoiding an infringement of the privileges of either House of Parliament
16. Information is exempt from disclosure if it is in relation to formulation of government policy
17. Information is considered exempt if disclosure is likely to prejudice effective conduct of public affairs
18. Information concerning communications with Her Majesty is exempt from disclosure
19. Health & Safety information is exempt if its disclosure is likely to endanger the physical, mental health or safety of an individual
20. Information is exempt if the public authority holding it is obliged by regulations to make the information available to the public in accordance with regulations or would be so obliged but for any exemption contained in the regulations
21. Release of personal information that would contravene the Data Protection Act 1998 is exempt from disclosure
22. Any information that was provided in confidence is exempt from disclosure

23. Information in respect of which a claim to legal professional privilege or, in Scotland, to confidentiality of communications could be maintained in legal proceedings is exempt information
24. Information is exempt from disclosure if it constitutes a trade secret
25. Information is exempt if its disclosure by the public authority holding it is prohibited by or under any enactment, or is incompatible with any Community obligation or would constitute or be punishable as a contempt of court.

For further information regarding these exemptions please see the official website at:
<http://www.legislation.hmso.gov.uk/acts/acts2000/20000036.htm>

Index of Documents and Web Sites Referenced in the Publication Scheme

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| Access to information, rights of (Subject Access - A Guide for Data Subjects) | External Documents | PART 1 |
| Additional Employment | GPT Policies and Procedures | Class 12 |
| Additional hours | GPT Policies and Procedures | Class 8 |
| Administration of Medicines Under Group Protocols (May 2000) | GPT Policies and Procedures | Class 8 |
| Admission of violent/potentially violent offenders | GPT Policies and Procedures | Class 8 |
| Adoption Leave and Pay | GPT Policies and Procedures | Class 12 |
| Adult Basic Life Support | GPT Policies and Procedures | Class 8 |
| Adult Basic Life Support - Policy | GPT Policies and Procedures | Class 8 |
| Adults At Risk (December 1992) | GPT Policies and Procedures | Class 8 |
| Agenda for Change | External Websites | Class 1 |
| Alcohol and drug testing | GPT Policies and Procedures | Class 8 |
| Alcohol and Drugs at Work | GPT Policies and Procedures | Class 8 |
| Allied Health Professional, Associate Director | GPT People | Class 2 |
| Annual Leave | GPT Policies and Procedures | Class 12 |
| Annual Report | GPT Corporate | Class 2, Class 3, Class 4, Class 5, Class 10 |
| Appraisal Review and Personal Development Planning | GPT Policies and Procedures | Class 12 |
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| Avon, Gloucestershire and Wiltshire Workforce Development Confederation. | External Websites | Class 12 |
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| British Psychological Society | External Websites | Part 3 |
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| BUSINESS PLAN OBJECTIVES | GPT Corporate | Class 6 |
| Caldicott Guardian | GPT People | Part 1 |
| Capital Project/Purchase Process (October 2001) | GPT Policies and Procedures | Class 8 |
| Care Group Workforce Teams | External Websites | Class 5 |
| Care Programme Approach - Policy | GPT Policies and Procedures | Class 8 |
| Career Breaks | GPT Policies and Procedures | Class 12 |
| Chairman | GPT People | Class 2 |
| Cheltenham and Tewkesbury Primary Care Trust | External Websites | Class 2 |
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| Child Protection Policy | GPT Policies and Procedures | Class 8 |
| Child Protection Teams | External Websites | Part 3 |
| Clinical Governance Annual report | GPT Corporate | Class 7 |
| Clinical Negligence Scheme for Trusts, Risk Management Standards, Report of Assessment at Level One | GPT Corporate | Class 7 |
| Clinical Nursing Procedures Policy (Revised February 1996) | GPT Policies and Procedures | Class 8 |
| Clothing Payments Policy | GPT Policies and Procedures | Class 12 |
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| Commission for Health Improvement | External Websites | Class 5 |
| Commission for Social Care Inspection (CSCI) | External Websites | Class 7, Part 3 |
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| Communications Strategy and plan | GPT Corporate | Class 13 |

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| Complementary Medicine / Therapies Policy | GPT Policies and Procedures | Class 8 |
| Condemnation and Disposal Policy (May 1995) | GPT Policies and Procedures | Class 8 |
| Confidential Enquiry into Maternal and Child Health (CEMACH) | External Websites | Class 7 |
| Confidentiality and Practice Guidelines | GPT Policies and Procedures | Class 8 |
| Consent to Examination or Treatment | GPT Policies and Procedures | Class 8 |
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| Control and Restraint – Wotton Lawn | GPT Policies and Procedures | Class 8 |
| Controls Assurance | GPT Corporate | Class 5 |
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| Department for Constitutional Affairs | External Websites | Part 3 |
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| Deployment of internal pagers within psychiatric unit | GPT Policies and Procedures | Class 8 |
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| Details of consultation procedures, decision-making processes, timescales and responses. Consultations in progress and how you can become involved. | GPT Corporate | Class 9 |
| Developing User and Carer Involvement in the Severn NHS Trust - A Toolkit for Staff (1996) | GPT Policies and Procedures | Class 8 |
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| Employment of Bank Staff (November 1998) | GPT Policies and Procedures | Class 8 |
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| Equal Opportunities (September 1993) | GPT Policies and Procedures | Class 8 |
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| General Medical Council | External Websites | Part 3 |
| Gloucestershire Ambulance Trust | External Websites | Class 2 |
| Gloucestershire Constabulary (Police) | External Websites | Class 2 |
| Gloucestershire Coroner's Offices | External Websites | Part 3 |
| Gloucestershire County Council | External Websites | Class 2, Part 3 |
| Gloucestershire Hospitals Trust | External Websites | Class 2, Class 3 |
| Grievance Procedure | GPT Policies and Procedures | Class 12 |
| Guidance on dogs in hospital buildings | GPT Policies and Procedures | Class 8 |
| Guidance on reporting, investigating and preventing abuse, exploitation and neglect in adults | GPT Policies and Procedures | Class 8 |
| Guide to getting involved in Gloucestershire Partnership NHS Trust | GPT Corporate | Class 9 |
| Guidelines for Staff Involved in Training and Education Programmes or Staff Development Activities (1996) | GPT Policies and Procedures | Class 8 |
| Guidelines on detained patients to whom the Sex Offenders Act 1997 applies who are admitted or transferred as an inpatient | GPT Policies and Procedures | Class 8 |
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| Guidelines on the use of advocacy services | GPT Policies and Procedures | Class 8 |
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| Improvement, Expansion and Reform: The Next 3 Years | External Websites | Class 1 |
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| Private Telephone Calls (May 2000) | GPT Policies and Procedures | Class 8 |
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