

# NHS Orkney – Guide to Information and Publication Scheme

## Guide to Information available through The Model Publication Scheme

<b>Contents</b>	<b>Page</b>
<b>SECTION 1: Introduction to NHS Orkney Guide to Information</b>	<b>2</b>
<b>SECTION 2: About NHS Orkney</b>	<b>3</b>
<b>SECTION 3: Accessing information under the Guide</b>	<b>3-4</b>
<b>SECTION 4: Information that we may withhold</b>	<b>5</b>
<b>SECTION 5: Our Charging Policy</b>	<b>5</b>
<b>SECTION 6: Our Copyright Policy</b>	<b>6</b>
<b>SECTION 7: Records Management Policy</b>	<b>6</b>
<b>SECTION 8: Contact details for enquiries, feedback and complaints</b>	<b>7</b>
<b>SECTION 9: How to access information which is not available in the Guide to</b>	<b>8-9</b>
<b>SECTION 10: Classes of Information</b>	<b>10-21</b>

**Date of last update : November 2024**

## Section 1 Introduction to NHS Orkney Guide to Information

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to adopt and maintain a publication scheme. Authorities are under a legal obligation to:

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

NHS Orkney has adopted the Model Publication Scheme which has been produced and approved by the Scottish Information Commissioner.

You can see this scheme on the Scottish Information Commissioner's website at <https://www.foi.scot/publication-schemes>.

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

- Freedom of Information Officer, NHS Orkney, The Balfour, Foreland Road, Kirkwall, Orkney, KW15 1NZ
- Tel: 01856 888220
- emailed to: [ORK.FOIRRequests@nhs.scot](mailto:ORK.FOIRRequests@nhs.scot)

The purpose of the Guide to Information is to:

- Allow the public to see what information is available (and what is not available) for NHS Orkney in relation to each class in the Model Publication Scheme
- State what charges may be applied
- Explain how to find the information easily
- Provide contact details for enquiries and to get help with access to the information
- Explain how to request information that has not been published

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

## Section 2: About NHS Orkney

NHS Scotland is made up of 14 regional NHS Boards, seven special NHS Boards and one public health body. Each NHS Board is accountable to the Scottish Ministers. Regional NHS Boards are responsible for the protection and the improvement of their population's health and for the delivery of frontline healthcare services. Special NHS Boards support the regional NHS Boards by providing a range of important specialist and national services.

### Our promise, values & priorities

Our Promise: Looking after our community and providing excellent care

Our Values: Open and honest, respect and kindness

Our Priorities: People, Patient Safety, Performance, Place and Potential

### Who are we and what do we do?

Health Boards also work with independent primary care contractors - NHS doctors, dentists, pharmacists and opticians - who are contracted by the Board to provide primary health care services to the local population. Primary care contractors are subject to FOISA in relation to their NHS work but are not covered by this Scheme as they have their own practice-based schemes. If you would like to find out more in general about NHS Orkney, visit NHS Orkney web site.

## Section 3: Accessing Information under the Scheme

### Availability and formats

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

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

### Online:

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

- Freedom of Information Officer, NHS Orkney, The Balfour, Foreland Road, Kirkwall, Orkney, KW15 1NZ
- Tel: 01856 888220
- emailed to: [ORK.FOIRRequests@nhs.scot](mailto:ORK.FOIRRequests@nhs.scot)

If the information you seek is listed in our Guide to Information but is not published on our website, we can send it to you by email, wherever possible. When requesting information from us, please provide a telephone number so that we can telephone you to clarify details, if necessary.

### By phone:

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

**By post:**

You can also request hard copies of any information in the Guide by post. Please address your request to:

- Freedom of Information Officer, NHS Orkney, The Balfour, Foreland Road, Kirkwall, Orkney, KW15 1NZ

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee

**Personal visits:**

If you prefer to visit us to inspect the information, in limited cases you may be required to make an appointment to view the information. In such cases, this will be set

**Advice and assistance:**

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

**Exempt information**

We will publish all the information we hold that falls within the classes of information in the Model Publication Scheme. We publish this information in Section 10 of

## Section 4 Information that we may withhold

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

Our aim in adopting the Commissioner's Model Publication Scheme and in maintaining this Guide to Information is to be as open as possible.

You should note, however, that there may be limited circumstances where information will be withheld from one of the classes of information listed in "Section 10 – Classes of Information".

Information will only be withheld, however, where the Act (or, in the case of environmental information, the EIRs) expressly permits it.

Information may also be withheld if it is another person's personal information, and its release would breach Data Protection legislation. Whenever information is

## Section 5 – Our Charging Policy

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website, We may charge you for providing information to you, for example photocopying and postage, but we will only charge you what it actually costs us to do.

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

Size of paper	Black and White (pence per sheet)	Colour (pence per sheet)
A4	10 p	20 p
A3	20 p	40 p

Information provided on CD will be charged at £1 per disc.

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail second class. When

## Section 6: Copyright

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

Providing access to information does not mean that copyright has been waived, nor does it give the recipient the right to re-use information for commercial purposes. If you intend to re-use information obtained from the Scheme, and you are unsure whether you have the right to do so, please make a request to the Freedom of Information Officer, e-mail [ORK.FOIRequests@nhs.scot](mailto:ORK.FOIRequests@nhs.scot) to re-use the information.

Your request will be considered under the Re-use of Public Sector Information Regulations 2005 which may provide the right to impose a charge. In the event that a charge is imposed, if you require more information on the re-use of information go to

<https://www.legislation.gov.uk/uksi/2005/1515/contents>

In the event that a charge is payable you will be advised what this is and how it is calculated contact the Freedom of Information Officer, e-mail [ORK.FOIrequests@nhs.scot](mailto:ORK.FOIrequests@nhs.scot).

The Publication Scheme may contain information where the copyright holder is not NHS Orkney's. In most cases, the copyright holder will be obvious from the documents. In cases

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

NHS Orkney regards its records as a major asset of the organisation. It confirms that its records are one of the essential resources which support management in the efficient and effective fulfilment of its governance, business and legal responsibilities. NHS Orkney Records Management Policy can be found in "Section 10 Classes of Information, Class 5".

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

As we have adopted the Model Publication Scheme, this means we will review our Guide to Information from time to time. As a result, we welcome feedback on how

You may, for example wish to tell us about:

- other information that you would like to see included in the guide;
- whether you found the guide easy to use;
- whether you found the guide to information useful;
- whether our staff were helpful;
- any other comments or suggestions to improve our Guide to Information

Our aim is to make our guide to information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the Guide then please contact us and we will try and resolve your complaint as quickly as possible. Any complaint will be acknowledged. You have legal rights to access information under the Model Publication Scheme (as described in this Guide to Information) and a right of appeal to the Scottish

These rights apply only to information requests made in responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to The Commissioner's website has a guide to this three step process:

1. Request to organisation for review
2. Internal review if requester is dissatisfied with response
3. Appeal to Scottish Information Commissioner if requester remains unsatisfied

The Scottish Information Commissioner operates an enquiry service operates on Monday to Friday from 9:00am to 5:00pm. The office can be contacted as follows:

**Scottish Information Commissioner**

Tel: 01334 464610

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

Website: <https://www.foi.scot/your-rights>

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

- Freedom of Information Officer, NHS Orkney, The Balfour, Foreland Road, Kirkwall, Orkney, KW15 1NZ
- Tel: 01856 888220
- emailed to: [ORK.FOIRequests@nhs.scot](mailto:ORK.FOIRequests@nhs.scot)

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

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

**The Act:** provides you with a right of access to the information we hold, subject to certain exemptions. The EIRs separately provide a right of access to the

Should you wish to request a copy of any information that we hold that is not available under the Model Publication Scheme (and described in this Guide), please

- Freedom of Information Officer, NHS Orkney, The Balfour, Foreland Road, Kirkwall, Orkney, KW15 1NZ
- Tel: 01856 888220
- emailed to: [ORK.FOIRRequests@nhs.scot](mailto:ORK.FOIRRequests@nhs.scot)

Charges for information which is not available under the scheme:

The charges for information which is available under NHS Orkney Guide to Information are set out under “Section 5 – Our Charging Policy.

If you submit a request to us for information which is not available in this Guide the charges will be based on the following calculations:

General information requests:

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

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

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

We do not charge for the time to determine whether we hold the environmental information requested, or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you e.g. photocopying and postage.

In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated on the basis of the actual cost to NHS Orkney of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail Second Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- The first £100 worth of information will be provided to you without charge.



- Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

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

As from May 2018 there is no charge for subject access requests under the Data Protection Act.

NHS Inform has produced a number of publications that give details of your rights in relation to NHS healthcare. Details of how to make a subject access request can be found on NHS Orkney's website (<https://www.ohb.scot.nhs.uk/node/2099>).

## **Section 10: Classes of Information**

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

Freedom of Information <https://www.ohb.scot.nhs.uk/about-us/freedom-information>

All links have been listed below for your convenience. Once information is published under a class we will continue to make it available for the current and previous two financial years. We publish all the information that we hold within the following classes:

	<b>Classes</b>	<b>Pages</b>
<b>1</b>	About NHS Orkney	11 -12
<b>2</b>	How we deliver our functions and services	13
<b>3</b>	How we take decisions and what we have decided	14
<b>4</b>	What we spend and how we spend it	14
<b>5</b>	How we manage our human, physical and information resources	15 - 19
<b>6</b>	How we procure goods and services from external providers	20
<b>7</b>	How we are performing	20
<b>8</b>	Our commercial publications	20
<b>9</b>	Open data	21

In cases where information has not been listed below, please contact the Freedom of Information officer directly for further advice or submit a Freedom of Information request to obtain further information – see ‘Section 3 – Accessing Information under the Scheme’ for information on how to submit a request.

#### **CLASS 1: ABOUT NHS ORKNEY**

**Class description:** Information about NHS ORKNEY, who we are, where to find us, how to contact us, how we are managed and our external relations.

The information we publish under this class includes:	Description	How to access it/details of any charges
<b>About Us</b>		
Organisation's Purpose, Mission Statement Vision & Values	Our purpose, vision & values / mission statement describes why we are here? Where we are going & how do we deliver.	<a href="https://www.ohb.scot.nhs.uk/about-us">https://www.ohb.scot.nhs.uk/about-us</a>
Contact Details	Contact details of all our venues and of our head/principal offices.	<a href="https://www.ohb.scot.nhs.uk/contact-us">https://www.ohb.scot.nhs.uk/contact-us</a>
Organisational Chart	Details the organisational structure of NHS Orkney.	<a href="#">NHS Orkney board governance structure:</a> <a href="https://www.ohb.scot.nhs.uk/sites/default/files/publications/Board%20Governance%20Structure%20-%202023.pdf">https://www.ohb.scot.nhs.uk/sites/default/files/publications/Board%20Governance%20Structure%20-%202023.pdf</a>  <i>Organisational structure to be updated.</i>
Our Board	Details who our Board Members and Executive Directors are and what they do, plus names of Board Members.	<a href="https://www.ohb.scot.nhs.uk/index.php/about-us/nhs-orkney-board-members">https://www.ohb.scot.nhs.uk/index.php/about-us/nhs-orkney-board-members</a>
Board Members Declaration of Interest	Board Members declarations of interest and their register of gifts and hospitality.	<a href="https://www.ohb.scot.nhs.uk/nhs-orkney-register-interests">Register of interests: https://www.ohb.scot.nhs.uk/nhs-orkney-register-interests</a>  <i>Register of gifts and hospitality - to be uploaded</i>
Board Meeting Dates	Schedule of forthcoming Board meeting dates.	<a href="https://www.ohb.scot.nhs.uk/about-us/board-and-its-committees">https://www.ohb.scot.nhs.uk/about-us/board-and-its-committees</a>
Company Governance	Details of NHS Orkney corporate governance e.g. governance policy, risk register, codes of conduct and other governance information. This information can be found in the links shown to the right.	<a href="https://www.ohb.scot.nhs.uk/code-corporate-governance">Code of corporate governance: https://www.ohb.scot.nhs.uk/code-corporate-governance</a>
Orkney Health Board Media	News about NHS Orkney e.g. news releases, newsletters, social media, publications.	<a href="https://www.ohb.scot.nhs.uk/news">https://www.ohb.scot.nhs.uk/news</a>
How to complain or make a comment	How to complain or make a comment about our services.	<a href="#">Contact the Patient Experience Officer:</a> Tel: 01856 888221 <a href="mailto:ork.feedback@nhs.scot">ork.feedback@nhs.scot</a>  <a href="https://www.ohb.scot.nhs.uk/making-complaint">https://www.ohb.scot.nhs.uk/making-complaint</a>
How to make a Freedom of Information request	How to request information, contacts details for FOI section/unit.	<a href="https://www.ohb.scot.nhs.uk/about-us/freedom-information">https://www.ohb.scot.nhs.uk/about-us/freedom-information</a>
Information Governance Policy	Policy document covering data protection, Freedom of Information and patient confidentiality including details how	<a href="https://www.ohb.scot.nhs.uk/node/1042">https://www.ohb.scot.nhs.uk/node/1042</a> <a href="https://ico.org.uk/">ICO website: https://ico.org.uk/</a>

	personal information about employees and customers will be kept and processed by NHS Orkney. It follows the principles of the Data Protection Act and subsequent Codes as published by the UK Information Commissioner	<a href="https://www.ohb.scot.nhs.uk/publications">FOI Policy - https://www.ohb.scot.nhs.uk/publications</a>
		<a href="https://www.ohb.scot.nhs.uk/publications">Information Governance Policy - https://www.ohb.scot.nhs.uk/publications</a>
How to make a request for personal information	How to apply your rights under the Data Protection Act 2018 & request personal information held by NHS Orkney about you.	<a href="https://www.ohb.scot.nhs.uk/node/2099">https://www.ohb.scot.nhs.uk/node/2099</a> <a href="mailto:ork.dp@nhs.scot">Contact the Freedom of Information Officer, ork.dp@nhs.scot</a> or 01856888220
Model Publication Scheme	NHS Orkney has adopted the Scottish Information Commissioner's Model Publication Scheme.	<a href="https://www.ohb.scot.nhs.uk/about-us/freedom-information/PublicationSchemes/TheModelPublicationScheme.aspx">https://www.ohb.scot.nhs.uk/about-us/freedom-information/PublicationSchemes/TheModelPublicationScheme.aspx</a>

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

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

The information we publish under this class includes:	Description	How to access it/details of any charges
Corporate Plan	Provides a high level overview on where we are as an organisation, what we are aiming to achieve and the actions we need to take to get there.	NHS Orkney Corporate Strategy 2024 - Delivering what matters to our community: 2024-2028: <a href="https://www.ohb.scot.nhs.uk/nhs-orkney-corporate-strategy-2024-delivering-what-matters-our-community-2024-2028">https://www.ohb.scot.nhs.uk/nhs-orkney-corporate-strategy-2024-delivering-what-matters-our-community-2024-2028</a>
Our Services	NHS Orkney, which is part of NHS Scotland, provides a complete and comprehensive range of healthcare services to the population of the Orkney. Our aim is to be the 'best at what we do' and to deliver high quality person-centred services.	<a href="https://www.ohb.scot.nhs.uk/services">https://www.ohb.scot.nhs.uk/services</a>
Our Staff	NHS Orkney employs more than 700 members of staff who work in healthcare premises across the Orkney. Information on working at the health board	<a href="https://www.ohb.scot.nhs.uk/working">https://www.ohb.scot.nhs.uk/working</a>
Jobs at NHS Orkney	Our current vacancies.	<a href="https://apply.jobs.scot.nhs.uk/">https://apply.jobs.scot.nhs.uk/</a>

## CLASS 3: HOW WE TAKE DECISIONS AND WHAT WE HAVE DECIDED

**Class description:** Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has

The information we publish under this class includes:	Description	How to access it/details of any charges
Board/Committee Agendas	The agendas for our Board/Committee Meetings are provided under each committee	<a href="https://www.ohb.scot.nhs.uk/about-us/board-and-its-committees">https://www.ohb.scot.nhs.uk/about-us/board-and-its-committees</a>
Approved Board/Committee Minutes	The approved minutes from our Board/Committee Meetings. The approved minutes will be published as soon as they have received approval. You can request copies of minutes, prior to their approval, from us under the Act.	<a href="https://www.ohb.scot.nhs.uk/about-us/board-and-its-committees">https://www.ohb.scot.nhs.uk/about-us/board-and-its-committees</a>
Reports of Regulatory Inspections	Reports of regulatory inspections, audits and investigations carried out by the authority.	Audit Scotland: <a href="https://audit.scot/publications/nhs-orkney-annual-audit-202324">https://audit.scot/publications/nhs-orkney-annual-audit-202324</a>
Local Drug Formulary	Shares NHS Grampian's Area Formulary	<a href="https://www.grampianformulary.scot.nhs.uk/default.asp?siteType=Full">https://www.grampianformulary.scot.nhs.uk/default.asp?siteType=Full</a>
Scottish Medicines & its Decisions	Scottish Medicines & Its Decisions.	<a href="http://www.scottishmedicines.org.uk">www.scottishmedicines.org.uk</a>

#### CLASS 4: WHAT WE SPEND AND HOW WE SPEND IT

**Class description:** Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).

The information we publish under this class includes:	Description	How to access it/details of any charges
Annual Report & Accounts	Annual report and audited financial statements.	Annual accounts: <a href="https://www.ohb.scot.nhs.uk/annual-reports-and-accounts">https://www.ohb.scot.nhs.uk/annual-reports-and-accounts</a>
Expenses Policy & Procedures - Business Code of Conduct	The NHS Orkney Business Code of Conduct and details of travel, subsistence and other allowances is included in the Code of Corporate Governance.	Code of corporate governance: <a href="https://www.ohb.scot.nhs.uk/code-corporate-governance">https://www.ohb.scot.nhs.uk/code-corporate-governance</a> Register of interests: <a href="https://www.ohb.scot.nhs.uk/nhs-orkney-register-interests">https://www.ohb.scot.nhs.uk/nhs-orkney-register-interests</a>
Pay & Grading Structure	Pay & grading structure for NHS Orkney staff. As per Agenda for Change, pay and grading structures are set out as detailed in the link provided. This pay structure is therefore applicable NHS-wide.	<a href="https://www.gov.scot/publications/nhs-staff-pay/">https://www.gov.scot/publications/nhs-staff-pay/</a>

#### CLASS 5: HOW WE MANAGE OUR HUMAN, PHYSICAL AND INFORMATION RESOURCES

**Class description:** Information about how we manage the human, physical and information resources of the authority.

The information we publish under this class includes:	Description	How to access it/details of any charges
Policies and Procedures	Access to all current NHS Orkney policies and Declaration of Interest	<a href="#">Corporate Publications   NHS Orkney (scot.nhs.uk)</a>
Human Resources – Current Policies	Access to all current NHS ORKNEY HR Policies are in PDF format.	<a href="#">Corporate Publications   NHS Orkney (scot.nhs.uk)</a>
Alcohol Drugs & Substance Abuse Policy	Outlines support provided to staff if they have issues with alcohol, drug and substance abuse.	<i>To be uploaded</i>
Attendance Management Policy	Explains the procedures and guidelines to assist managers and employees during absence from work due to illness. NHS Orkney follows NHS Scotland Workforce Policies.	<a href="https://workforce.nhs.scot/policies/">https://workforce.nhs.scot/policies/</a>
Career Break Policy	Outlines the policy for employees to take a break from paid employment, which could be to deal with personal responsibilities or for other personal reasons. NHS Orkney follows NHS Scotland Workforce Policies.	<a href="https://workforce.nhs.scot/policies/">https://workforce.nhs.scot/policies/</a>
CCTV Code of Practice and Procedures	Details NHS Orkney policy and procedures for the monitoring, recording, holding and processing of images of identifiable individuals constitutes personal data as defined by the Data Protection Act 2018 (DPA).	<i>To be uploaded</i>
Disciplinary Policy	Outlines the Disciplinary procedures to help and encourage all employees to improve, achieve and maintain required standards of conduct whilst ensuring that all employees are treated fairly, consistently, and without discrimination. NHS Orkney follows NHS Scotland Workforce Policies	<a href="https://workforce.nhs.scot/policies/">https://workforce.nhs.scot/policies/</a>
Equal Opportunities Policy	Policy aims to prevent all forms of discrimination in the provision of services and employment of people, particularly on the grounds of sex, marital status, disability, race, colour, religion, sexual orientation, nationality, ethnic origin, political belief, trade union activity, responsibility for dependants, employment status, age, culture or language.	<a href="https://www.ohb.scot.nhs.uk/node/495">See Equality and Diversity page on website: https://www.ohb.scot.nhs.uk/node/495</a>
Flexible Working	This policy explains the different types of working arrangements that are in place in NHS Orkney and sets out the framework to use for requests to work flexibly. NHS Orkney follows NHS Scotland Workforce Policies	<a href="https://workforce.nhs.scot/policies/">https://workforce.nhs.scot/policies/</a>
ICT and IT Security Policies	These policies ensure that employees of NHS Orkney understand the way in which Information Security handled by staff.	<i>To be uploaded.</i>

Job Evaluation Policy	The purpose of our Job Evaluation policy is to explain the process of job evaluation.	<a href="https://www.sehd.scot.nhs.uk/dl/DL(2021)19.pdf">https://www.sehd.scot.nhs.uk/dl/DL(2021)19.pdf</a>
Managing Smoking Policy	This policy ensures that NHS Orkney complies with “The Smoking, Health and Social Care (Scotland) Act 2005” and “The Prohibition of Smoking in Certain Premises (Scotland) Regulations 2006	<i>To be uploaded</i>
NHS Mail Acceptable Use Policy	This policy clarifies the responsibilities of employees and NHS Orkney in managing the use of NHS Orkney mobile devices.	<a href="#">To be uploaded</a>
Parental Leave Policy	This policy outlines the entitlements of employees in relation to maternity, adoption and paternity leave and pay. It also details the rights of employees with children to take parental leave and to request flexible working patterns. NHS Orkney follows NHS Scotland Workforce Policies.	<a href="https://workforce.nhs.scot/policies/">https://workforce.nhs.scot/policies/</a>
Pension Regulations Policy	NHS Orkney currently does not hold information specifically relating to the regulations of pensions, however further information can be found on the SPPA website or additionally by submitting a FOI request.	<a href="http://www.sppa.gov.uk">www.sppa.gov.uk</a>
Recruitment & Selection Policy	The aims of the policy are to promote equality of employment opportunities and the elimination of discrimination in employment.	<a href="#">NHS Orkney Recruitment Selection Procedure - https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
Redundancy Policy	Outlines the process of dismissal of employees through redundancy.	<i>To be uploaded</i>
Resolution of Difference Policy	Outlines the procedures for resolving a difference between staff. NHS Orkney follows NHS Scotland Workforce Policies.	<a href="https://workforce.nhs.scot/policies/">https://workforce.nhs.scot/policies/</a>
Retirement Policy	Explains policy on retirement. NHS Orkney follows NHS Scotland Workforce Policies.	<a href="https://workforce.nhs.scot/policies/">https://workforce.nhs.scot/policies/</a>
Special Leave of Absence Policy	Outlines how NHS Orkney supports reasonable requests for time off to deal with unexpected situations that arise and may necessitate short periods of leave that can be accommodated within the needs of the service. NHS Orkney follows NHS Scotland Workforce Policies.	<a href="https://workforce.nhs.scot/policies/">https://workforce.nhs.scot/policies/</a>
Stress Policy	This policy explains the action NHS Orkney are taking, as an employer, with regard to stress related problems in the workplace.	<a href="#">No specific policy. Absences managed as per NHS Scotland 'Once for Scotland' Attendance Policy - https://workforce.nhs.scot/policies/</a>

Threats or Violence Policy	This policy covers the threat of, or actual, violence towards employees by other employees and people visiting venues such as contractors and customers.	<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">Management of Violence and aggression policy</a> <a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
Time Off for Union Duties & Activities	Details guidelines on the granting of time off for trade union duties and activities, and on the provision of facilities to assist officials in the exercise of their functions.	<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">NHS Orkney Facilities Arrangement for Trade Union Policy -</a> <a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
Training & Development Policy	Details how NHS Orkney aims to develop and improve the competency and efficiency of all staff both as members of teams and as individuals to enable the maximum delivery of service to our customers.	<i>To be uploaded</i>
Transfer Policy	Details how employees of NHS Orkney can apply to transfer to work at another venue in the same type of post.	<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">NHS Orkney Relocation Policy -</a> <a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
Travel & Expenses Policy	Details how NHS Orkney will reimburse reasonable expenses incurred by employees while on authorised business.	<a href="https://www.ohb.scot.nhs.uk/sites/default/files/publications/Code%20of%20Corporate%20Governance%20-%20v15.1%20-2021_0.pdf">See section (F)(12) of NHS Orkney's Code of Corporate Governance -</a> <a href="https://www.ohb.scot.nhs.uk/sites/default/files/publications/Code%20of%20Corporate%20Governance%20-%20v15.1%20-2021_0.pdf">https://www.ohb.scot.nhs.uk/sites/default/files/publications/Code%20of%20Corporate%20Governance%20-%20v15.1%20-2021_0.pdf</a>
Volunteering Policy	Details NHS Orkney on engaging volunteers and how to become a volunteer.	<a href="https://www.ohb.scot.nhs.uk/volunteering-nhs-orkney">Details of how to volunteer: https://www.ohb.scot.nhs.uk/volunteering-nhs-orkney</a>
Whistleblowing Policy	Provides guidance to employees on the action to take in disclosing a serious wrongdoing such as fraud or dangerous	<a href="https://www.ohb.scot.nhs.uk/whistleblowing-standards">National Whistleblowing Standards   INWO (spso.org.uk)</a> <a href="https://www.ohb.scot.nhs.uk/whistleblowing-standards">https://www.ohb.scot.nhs.uk/whistleblowing-standards</a>
<b>Information Resources</b>		
Records Management Policy	Outlines our policy on records management.	<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">NHS Orkney Records Management Policy -</a> <a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
Retention Schedule	Details what documents we keep for how long and by whom.	<a href="https://www.informationgovernance.scot.nhs.uk/wp-content/uploads/2020/06/SG-HSC-Scotland-Records-Management-Code-of-Practice-2020-v20200602.pdf">https://www.informationgovernance.scot.nhs.uk/wp-content/uploads/2020/06/SG-HSC-Scotland-Records-Management-Code-of-Practice-2020-v20200602.pdf</a>
FOI Procedures	Procedures & Guidance for Staff.	<a href="https://www.ohb.scot.nhs.uk/sites/default/files/publications/1.%20FOI%20Policy_V5_January%202022.pdf">FOI Policy:</a> <a href="https://www.ohb.scot.nhs.uk/sites/default/files/publications/1.%20FOI%20Policy_V5_January%202022.pdf">https://www.ohb.scot.nhs.uk/sites/default/files/publications/1.%20FOI%20Policy_V5_January%202022.pdf</a>
ICT strategy/policy	Details of our policy for managing ICT.	<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">See NHS Orkney Information Security Policy -</a> <a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
<b>Health &amp; Safety</b>		
Health & Safety Policy and procedures	Health and safety policies and procedures for NHS Orkney.	<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
Risk Assessments	Details of risk assessment carried out for NHS Orkney venues.	Not currently published.



Emergency Action Plans	NHS Orkney does not publish any information under this class	N/A
<b>Physical Resources</b>		
Land and property holdings	Description of NHS Orkney land and property holdings.	<a href="mailto:ORK.FOIrequests@nhs.scot">For any additional information please contact the FOI Officer via ORK.FOIrequests@nhs.scot</a>
Environmental Reports	Details of reports on environmental issues e.g. sustainability, energy usage, carbon footprint etc.	<a href="mailto:ORK.FOIrequests@nhs.scot">For any additional information please contact the FOI Officer via ORK.FOIrequests@nhs.scot</a>
<b>Facility Maintenance &amp; Asset Management</b>		
Estates Policies	All policies relating to estates issues.	<i>To be uploaded</i>
Asbestos Policy Management Plan	NHS Orkney policy and procedures for managing asbestos; details an effective organisational means for controlling the risk to health from asbestos within properties owned by NHS Orkney.	<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">NHS Orkney control of Asbestos Policy - https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
<b>Employee Relations</b>		
Staff Governance Standard	Details partnership working	<a href="https://www.staffgovernance.scot.nhs.uk/what-is-staff-governance/staff-governance-standard/">https://www.staffgovernance.scot.nhs.uk/what-is-staff-governance/staff-governance-standard/</a>
Area Partnership Forum	Approved minutes from Area Partnership Forum meetings	No currently published

<b>CLASS 6: HOW WE PROCURE GOODS AND SERVICES FROM EXTERNAL PROVIDERS</b>		
<b>Class description:</b> Information about how we procure goods and services, and our contracts with external providers.		
<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
Procurement Policies & Procedures	NHS Orkney Procurement Strategy	<a href="https://www.ohb.scot.nhs.uk/service/finance-and-procurement">https://www.ohb.scot.nhs.uk/service/finance-and-procurement</a>
Contracts	Details of NHS Orkney let contracts which have gone through formal tendering, including contractor and value. Procurement Annual report details a summary of procurements and contracts	<a href="https://www.ohb.scot.nhs.uk/service/finance-and-procurement">https://www.ohb.scot.nhs.uk/service/finance-and-procurement</a>

<b>CLASS 7: HOW WE ARE PERFORMING</b>		
<b>Class description:</b> Information about how we perform as an organisation, and how well we deliver our functions and services.		

The information we publish under this class includes:	Description	How to access it/details of any charges
Key Performance Indicators	Information on NHS Orkney key performance	<a href="https://www.ohb.scot.nhs.uk/about-us/corporate-publications">https://www.ohb.scot.nhs.uk/about-us/corporate-publications</a> <a href="https://www.nhsperforms.scot/hospital-data?hospitalid=49">https://www.nhsperforms.scot/hospital-data?hospitalid=49</a> <a href="http://www.isdscotland.org/Health-Topics/Waiting-Times/">http://www.isdscotland.org/Health-Topics/Waiting-Times/</a>
Audits & Inspections	Reports from audits and inspections.	Audit Scotland: <a href="https://www.audit-scotland.gov.uk/publications/nhs-orkney-annual-audit-202021">https://www.audit-scotland.gov.uk/publications/nhs-orkney-annual-audit-202021</a>
Annual Performance Report	Annual report and audited financial statements.	<a href="https://www.ohb.scot.nhs.uk/annual-reports-and-accounts">https://www.ohb.scot.nhs.uk/annual-reports-and-accounts</a>
Health & Safety Audits	Details the Health & Safety Audits of our venues.	Not currently published

## CLASS 8: OUR COMMERCIAL PUBLICATIONS

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

The information we publish under this class includes:	Description	How to access it/details of any charges
<b>NHS Orkney does not hold or publish any information under this class</b>		

## CLASS 9: OPEN DATA

**Class description:** The open data we make available as described by the Scottish Government's Open Data Strategy and Resource Pack, available under an open licence

The information we publish under this class includes:	Description	How to access it/details of any charges
<b>NHS Orkney not hold or publish any information under this class</b>		

## Section 10: Classes of Information

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

Freedom of Information <https://www.ohb.scot.nhs.uk/about-us/freedom-information>

All links have been listed below for your convenience. Once information is published under a class we will continue to make it available for the current and previous two financial years. We publish all the information that we hold within the following classes:

**LAST UPDATED: October 2022**

	Classes	Pages
1	About NHS Orkney	2 - 3
2	How we deliver our functions and services	3
3	How we take decisions and what we have decided	4
4	What we spend and how we spend it	4
5	How we manage our human, physical and information resources	5 - 8
6	How we procure goods and services from external providers	9
7	How we are performing	9
8	Our commercial publications	9
9	Open data	10

In cases where information has not been listed below, please contact the Freedom of Information officer directly for further advice or submit a Freedom of Information request to obtain further information – see 'Section 3 – Accessing Information under the Scheme' for information on how to submit a request.

**CLASS 1: ABOUT NHS ORKNEY**

<b>Class description:</b> Information about NHS ORKNEY, who we are, where to find us, how to contact us, how we are managed and our external relations.		
<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
<b>About Us</b>		
Organisation's Purpose, Mission Statement Vision & Values	Our purpose, vision & values / mission statement describes why we are here? Where we are going & how do we deliver.	<a href="https://www.ohb.scot.nhs.uk/about-us">https://www.ohb.scot.nhs.uk/about-us</a>
Contact Details	Contact details of all our venues and of our head/principal offices.	<a href="https://www.ohb.scot.nhs.uk/contact-us">https://www.ohb.scot.nhs.uk/contact-us</a>
Organisational Chart	Details the organisational structure of NHS Orkney.	<a href="https://www.ohb.scot.nhs.uk/sites/default/files/publications/Update%20NHS%20Orkney%20Organisational%20chart%20as%20@%20July%202019.pdf">https://www.ohb.scot.nhs.uk/sites/default/files/publications/Update%20NHS%20Orkney%20Organisational%20chart%20as%20@%20July%202019.pdf</a>
Our Board	Details who our Board Members and Executive Directors are and what they do, plus names of Board Members.	<a href="https://www.ohb.scot.nhs.uk/index.php/about-us/nhs-orkney-board-members">https://www.ohb.scot.nhs.uk/index.php/about-us/nhs-orkney-board-members</a>
Board Members Declaration of Interest	Board Members declarations of interest and their register of gifts and hospitality.	Register of interests: <a href="https://www.ohb.scot.nhs.uk/nhs-orkney-register-interests">https://www.ohb.scot.nhs.uk/nhs-orkney-register-interests</a>  <i>Register of gifts and hospitality - to be uploaded</i>
Board Meeting Dates	Schedule of forthcoming Board meeting dates.	<a href="https://www.ohb.scot.nhs.uk/about-us/board-and-its-committees">https://www.ohb.scot.nhs.uk/about-us/board-and-its-committees</a>
Company Governance	Details of NHS Orkney corporate governance e.g. governance policy, risk register, codes of conduct and other governance information. This information can be found in the links shown to the right.	Code of corporate governance: <a href="https://www.ohb.scot.nhs.uk/code-corporate-governance">https://www.ohb.scot.nhs.uk/code-corporate-governance</a>
Orkney Health Board Media	News about NHS Orkney e.g. news releases, newsletters, social media, publications.	<a href="https://www.ohb.scot.nhs.uk/news">https://www.ohb.scot.nhs.uk/news</a>
How to complain or make a comment	How to complain or make a comment about our services.	Contact the Patient Experience Officer: <a href="tel:01856888221">Tel: 01856 888221</a> <a href="mailto:ork.feedback@nhs.scot">ork.feedback@nhs.scot</a>  <a href="https://www.ohb.scot.nhs.uk/making-complaint">https://www.ohb.scot.nhs.uk/making-complaint</a>
How to make a Freedom of Information request	How to request information, contacts details for FOI section/unit.	<a href="https://www.ohb.scot.nhs.uk/about-us/freedom-information">https://www.ohb.scot.nhs.uk/about-us/freedom-information</a> FOI Policy: <a href="https://www.ohb.scot.nhs.uk/sites/default/files/publications/1.%20FOI%20Policy_V5_January%202022.pdf">https://www.ohb.scot.nhs.uk/sites/default/files/publications/1.%20FOI%20Policy_V5_January%202022.pdf</a>
Information Governance Policy	Policy document covering data protection, Freedom of Information and patient confidentiality including details how	<a href="https://www.ohb.scot.nhs.uk/node/1042">https://www.ohb.scot.nhs.uk/node/1042</a> ICO website: <a href="https://ico.org.uk/">https://ico.org.uk/</a>

	personal information about employees and customers will be kept and processed by NHS Orkney. It follows the principles of the Data Protection Act and subsequent Codes as published by the UK Information Commissioner	<a href="https://www.ohb.scot.nhs.uk/publications">Information Governance Policy - https://www.ohb.scot.nhs.uk/publications</a>
How to make a request for personal information	How to apply your rights under the Data Protection Act 2018 & request personal information held by NHS Orkney about you.	<a href="https://www.ohb.scot.nhs.uk/node/2099">https://www.ohb.scot.nhs.uk/node/2099</a>  <a href="mailto:ork.dp@nhs.scot">Contact the Freedom of Information Officer, ork.dp@nhs.scot</a> or 01856888220
Model Publication Scheme	NHS Orkney has adopted the Scottish Information Commissioner's Model Publication Scheme.	<a href="http://www.itspublicknowledge.info/ScottishPublicAuthorities/PublicationSchemes/TheModelPublicationScheme.aspx">http://www.itspublicknowledge.info/ScottishPublicAuthorities/PublicationSchemes/TheModelPublicationScheme.aspx</a>

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

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

The information we publish under this class includes:	Description	How to access it/details of any charges
Corporate Plan	Provides a high level overview on where we are as an organisation, what we are aiming to achieve and the actions we need to take to get there.	<a href="https://www.ohb.scot.nhs.uk/sites/default/files/publications/NHS%20Orkney%202021%20Plan%20on%20a%20Page.pdf">NHS Orkney Plan on a Page: https://www.ohb.scot.nhs.uk/sites/default/files/publications/NHS%20Orkney%202021%20Plan%20on%20a%20Page.pdf</a>
Our Services	NHS Orkney, which is part of NHS Scotland, provides a complete and comprehensive range of healthcare services to the population of the Orkney. Our aim is to be the 'best at what we do' and to deliver high quality person-centred services.	<a href="https://www.ohb.scot.nhs.uk/services">https://www.ohb.scot.nhs.uk/services</a>
Our Staff	NHS Orkney employs more than 700 members of staff who work in healthcare premises across the Orkney. Information on working at the health board	<a href="https://www.ohb.scot.nhs.uk/working">https://www.ohb.scot.nhs.uk/working</a>
Jobs at NHS Orkney	Our current vacancies.	<a href="https://apply.jobs.scot.nhs.uk/">https://apply.jobs.scot.nhs.uk/</a>

## CLASS 3: HOW WE TAKE DECISIONS AND WHAT WE HAVE DECIDED

<b>Class description:</b> Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).		
<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
Board/Committee Agendas	The agendas for our Board/Committee Meetings are provided under each committee	<a href="https://www.ohb.scot.nhs.uk/about-us/board-and-its-committees">https://www.ohb.scot.nhs.uk/about-us/board-and-its-committees</a>
Approved Board/Committee Minutes	The approved minutes from our Board/Committee Meetings. The approved minutes will be published as soon as they have received approval. You can request copies of minutes, prior to their approval, from us under the Act.	<a href="https://www.ohb.scot.nhs.uk/about-us/board-and-its-committees">https://www.ohb.scot.nhs.uk/about-us/board-and-its-committees</a>
Reports of Regulatory Inspections	Reports of regulatory inspections, audits and investigations carried out by the authority.	<b>Audit Scotland:</b> <a href="https://www.audit-scotland.gov.uk/publications/nhs-orkney-annual-audit-202021">https://www.audit-scotland.gov.uk/publications/nhs-orkney-annual-audit-202021</a>
Local Drug Formulary Scottish Medicines & its Decisions	Shares NHS Grampian's Area Formulary Scottish Medicines & Its Decisions.	<a href="https://www.grampianformulary.scot.nhs.uk/default.asp?siteType=Full">https://www.grampianformulary.scot.nhs.uk/default.asp?siteType=Full</a> <a href="http://www.scottishmedicines.org.uk">www.scottishmedicines.org.uk</a>

<b>CLASS 4: WHAT WE SPEND AND HOW WE SPEND IT</b>		
<b>Class description:</b> Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).		
<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
Annual Report & Accounts	Annual report and audited financial statements.	<b>Annual accounts:</b> <a href="https://www.ohb.scot.nhs.uk/annual-reports-and-accounts">https://www.ohb.scot.nhs.uk/annual-reports-and-accounts</a>
Expenses Policy & Procedures - Business Code of Conduct	The NHS Orkney Business Code of Conduct and details of travel, subsistence and other allowances is included in the Code of Corporate Governance.	<b>Code of corporate governance:</b> <a href="https://www.ohb.scot.nhs.uk/code-corporate-governance">https://www.ohb.scot.nhs.uk/code-corporate-governance</a> <b>Register of interests:</b> <a href="https://www.ohb.scot.nhs.uk/nhs-orkney-register-interests">https://www.ohb.scot.nhs.uk/nhs-orkney-register-interests</a>
Pay & Grading Structure	Pay & grading structure for NHS Orkney staff. As per Agenda for Change, pay and grading structures are set out as detailed in the link provided. This pay structure is therefore applicable NHS-wide.	<a href="https://www.sehd.scot.nhs.uk/pcs/PCS2020(AFC)01.pdf">https://www.sehd.scot.nhs.uk/pcs/PCS2020(AFC)01.pdf</a>

**CLASS 5: HOW WE MANAGE OUR HUMAN, PHYSICAL AND INFORMATION RESOURCES**

<b>Class description:</b> Information about how we manage the human, physical and information resources of the authority.		
<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
Policies and Procedures	Access to all current NHS Orkney policies and Declaration of Interest	<a href="#">Corporate Publications   NHS Orkney (scot.nhs.uk)</a>
Human Resources – Current Policies	Access to all current NHS ORKNEY HR Policies are in PDF format.	<a href="#">Corporate Publications   NHS Orkney (scot.nhs.uk)</a>
Alcohol Drugs & Substance Abuse Policy	Outlines support provided to staff if they have issues with alcohol, drug and substance abuse.	<a href="#">Drug and Alcohol Policy – https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=Allston/Downloads/NHS-Orkney-Drug-and-Alcohol-Policy-Aug-2015.pdf</a>
Attendance Management Policy	Explains the procedures and guidelines to assist managers and employees during absence from work due to illness.	<a href="#">nhs-scotland-workforce-attendance-policy.pdf</a>
Career Break Policy	Outlines the policy for employees to take a break from paid employment, which could be to deal with personal responsibilities or for other personal reasons.	<a href="#">Career Break Policy – https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
CCTV Code of Practice and Procedures	Details NHS Orkney policy and procedures for the monitoring, recording, holding and processing of images of identifiable individuals constitutes personal data as defined by the Data Protection Act 2018 (DPA).	<i>To be uploaded</i>
Disciplinary Policy	Outlines the Disciplinary procedures to help and encourage all employees to improve, achieve and maintain required standards of conduct whilst ensuring that all employees are treated fairly, consistently, and without discrimination.	<a href="#">nhs-scotland-workforce-conduct-policy.pdf</a>
Equal Opportunities Policy	Policy aims to prevent all forms of discrimination in the provision of services and employment of people, particularly on the grounds of sex, marital status, disability, race, colour, religion, sexual orientation, nationality, ethnic origin, political belief, trade union activity, responsibility for dependants, employment status, age, culture or language.	<a href="#">See Equality and Diversity page on website: https://www.ohb.scot.nhs.uk/node/495</a>
Flexible Working	This policy explains the different types of working arrangements that are in place in NHS Orkney and sets out the framework to use for requests to work flexibly.	NHS Orkney Flexible Working Policy - <a href="#">https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>

ICT and IT Security Policies	These policies ensure that employees of NHS Orkney understand the way in which Information Security handled by staff.	NHS Orkney Information Security Policy - <a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
Job Evaluation Policy	The purpose of our Job Evaluation policy is to explain the process of job evaluation.	<a href="https://www.sehd.scot.nhs.uk/dl/DL(2021)19.pdf">https://www.sehd.scot.nhs.uk/dl/DL(2021)19.pdf</a>
Managing Smoking Policy	This policy ensures that NHS Orkney complies with “The Smoking, Health and Social Care (Scotland) Act 2005” and “The Prohibition of Smoking in Certain Premises (Scotland) Regulations 2006	<i>To be uploaded</i>
NHS Mail Acceptable Use Policy	This policy clarifies the responsibilities of employees and NHS Orkney in managing the use of NHS Orkney mobile devices.	<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">See NHS Orkney Information Security Policy - https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
Parental Leave Policy	This policy outlines the entitlements of employees in relation to maternity, adoption and paternity leave and pay. It also details the rights of employees with children to take parental leave and to request flexible working patterns.	<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">NHS Orkney Maternity leave policy - https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
		<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">NHS Orkney Parental leave policy - https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
		<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">NHS Orkney Paternity leave policy- https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
		<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">NHS Orkney Shared Parental leave (birth) policy - https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
		<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">NHS Orkney Shared Parental leave (adoption) policy - https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
Pension Regulations Policy	NHS Orkney currently does not hold information specifically relating to the regulations of pensions, however further information can be found on the SPPA website or additionally by submitting a FOI request.	<a href="http://www.sppa.gov.uk">www.sppa.gov.uk</a>
Recruitment & Selection Policy	The aims of the policy are to promote equality of employment opportunities and the elimination of discrimination in employment.	<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">NHS Orkney Recruitment Selection Procedure - https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
Redundancy Policy	Outlines the process of dismissal of employees through redundancy.	<i>To be uploaded</i>
Resolution of Difference Policy	Outlines the procedures for resolving a difference between staff.	<a href="https://workforce.nhs.scot/policies/">See 'Once for Scotland' Workforce Policies Programme Policies - https://workforce.nhs.scot/policies/</a>



Retirement Policy	Explains policy on retirement.	<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;aper_type=All">NHS Orkney Retirement Policy - https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;aper_type=All</a>
Special Leave of Absence Policy	Outlines how NHS Orkney supports reasonable requests for time off to deal with unexpected situations that arise and may necessitate short periods of leave that can be accommodated within the needs of the service.	<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;aper_type=All">NHS Orkney Special Leave Policy - https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;aper_type=All</a>
Stress Policy	This policy explains the action NHS Orkney are taking, as an employer, with regard to stress related problems in the workplace.	<a href="https://workforce.nhs.scot/policies/">No specific policy. Absences managed as per NHS Scotland 'Once for Scotland' Attendance Policy - https://workforce.nhs.scot/policies/</a>
Threats or Violence Policy	This policy covers the threat of, or actual, violence towards employees by other employees and people visiting venues such as contractors and customers.	<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;aper_type=All">Management of Violence and aggression policy https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;aper_type=All</a>
Time Off for Union Duties & Activities	Details guidelines on the granting of time off for trade union duties and activities, and on the provision of facilities to assist officials in the exercise of their functions.	<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;aper_type=All">NHS Orkney Facilities Arrangement for Trade Union Policy - https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;aper_type=All</a>
Training & Development Policy	Details how NHS Orkney aims to develop and improve the competency and efficiency of all staff both as members of teams and as individuals to enable the maximum delivery of service to our customers.	<i>To be uploaded</i>
Transfer Policy	Details how employees of NHS Orkney can apply to transfer to work at another venue in the same type of post.	<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;aper_type=All">NHS Orkney Relocation Policy - https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;aper_type=All</a>
Travel & Expenses Policy	Details how NHS Orkney will reimburse reasonable expenses incurred by employees while on authorised business.	<a href="https://www.ohb.scot.nhs.uk/sites/default/files/publications/Code%20of%20Corporate%20Governance%20-%20v15.1%20-2021_0.pdf">See section (F)(12) of NHS Orkney's Code of Corporate Governance - https://www.ohb.scot.nhs.uk/sites/default/files/publications/Code%20of%20Corporate%20Governance%20-%20v15.1%20-2021_0.pdf</a>
Volunteering Policy	Details NHS Orkney on engaging volunteers and how to become a volunteer.	<a href="https://www.ohb.scot.nhs.uk/volunteering-nhs-orkney">Details of how to volunteer: https://www.ohb.scot.nhs.uk/volunteering-nhs-orkney</a>
Whistleblowing Policy	Provides guidance to employees on the action to take in disclosing a serious wrongdoing such as fraud or dangerous practices at NHS Orkney.	<a href="https://www.ohb.scot.nhs.uk/whistleblowing-standards">National Whistleblowing Standards   INWO (spso.org.uk) https://www.ohb.scot.nhs.uk/whistleblowing-standards</a>
<b>Information Resources</b>		
Records Management Policy	Outlines our policy on records management.	<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;aper_type=All">NHS Orkney Records Management Policy - https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;aper_type=All</a>
Retention Schedule	Details what documents we keep for how long and by whom.	<a href="https://www.informationgovernance.scot.nhs.uk/wp-content/uploads/2020/06/SG-HSC-Scotland-Records-Management-Code-of-Practice-2020-v20200602.pdf">https://www.informationgovernance.scot.nhs.uk/wp-content/uploads/2020/06/SG-HSC-Scotland-Records-Management-Code-of-Practice-2020-v20200602.pdf</a>

FOI Procedures	Procedures & Guidance for Staff.	FOI Policy: <a href="https://www.ohb.scot.nhs.uk/sites/default/files/publications/1.%20FOI%20Policy%20V5%20January%202022.pdf">https://www.ohb.scot.nhs.uk/sites/default/files/publications/1.%20FOI%20Policy%20V5%20January%202022.pdf</a>
ICT strategy/policy	Details of our policy for managing ICT.	See NHS Orkney Information Security Policy - <a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
<b>Health &amp; Safety</b>		
Health & Safety Policy and procedures	Health and safety policies and procedures for NHS Orkney.	<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
Risk Assessments	Details of risk assessment carried out for NHS Orkney venues.	Not currently published.
Emergency Action Plans	NHS Orkney does not publish any information under this class	N/A
<b>Physical Resources</b>		
Land and property holdings	Description of NHS Orkney land and property holdings.	<a href="mailto:ORK.FOIrequests@nhs.scot">For any additional information please contact the FOI Officer via ORK.FOIrequests@nhs.scot</a>
Environmental Reports	Details of reports on environmental issues e.g. sustainability, energy usage, carbon footprint etc.	<a href="mailto:ORK.FOIrequests@nhs.scot">For any additional information please contact the FOI Officer via ORK.FOIrequests@nhs.scot</a>
<b>Facility Maintenance &amp; Asset Management</b>		
Estates Policies	All policies relating to estates issues.	<i>To be uploaded</i>
Asbestos Policy Management Plan	NHS Orkney policy and procedures for managing asbestos; details an effective organisational means for controlling the risk to health from asbestos within properties owned by NHS Orkney.	<a href="https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All">NHS Orkney control of Asbestos Policy - https://www.ohb.scot.nhs.uk/publications?committee=All&amp;document_type=84&amp;paper_type=All</a>
<b>Employee Relations</b>		
Staff Governance Standard	Details partnership working	<a href="https://www.staffgovernance.scot.nhs.uk/what-is-staff-governance/staff-governance-standard/">https://www.staffgovernance.scot.nhs.uk/what-is-staff-governance/staff-governance-standard/</a>
Area Partnership Forum	Approved minutes from Area Partnership Forum meetings	No currently published

<b>Class description:</b> Information about how we procure goods and services, and our contracts with external providers.		
<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
Procurement Policies & Procedures	NHS Orkney Procurement Strategy	<a href="https://www.ohb.scot.nhs.uk/service/finance-and-procurement">https://www.ohb.scot.nhs.uk/service/finance-and-procurement</a>
Contracts	Details of NHS Orkney let contracts which have gone through formal tendering, including contractor and value. Procurement Annual report details a summary of procurements and contracts	<a href="https://www.ohb.scot.nhs.uk/service/finance-and-procurement">https://www.ohb.scot.nhs.uk/service/finance-and-procurement</a>

<b>CLASS 7: HOW WE ARE PERFORMING</b>		
<b>Class description:</b> Information about how we perform as an organisation, and how well we deliver our functions and services.		
<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
Key Performance Indicators	Information on NHS Orkney key performance	<a href="https://www.ohb.scot.nhs.uk/about-us/corporate-publications">https://www.ohb.scot.nhs.uk/about-us/corporate-publications</a> <a href="https://www.nhsperforms.scot/hospital-data?hospitalid=49">https://www.nhsperforms.scot/hospital-data?hospitalid=49</a> <a href="http://www.isdscotland.org/Health-Topics/Waiting-Times/">http://www.isdscotland.org/Health-Topics/Waiting-Times/</a>
Audits & Inspections	Reports from audits and inspections.	Audit Scotland: <a href="https://www.audit-scotland.gov.uk/publications/nhs-orkney-annual-audit-202021">https://www.audit-scotland.gov.uk/publications/nhs-orkney-annual-audit-202021</a>
Annual Performance Report	Annual report and audited financial statements.	<a href="https://www.ohb.scot.nhs.uk/annual-reports-and-accounts">https://www.ohb.scot.nhs.uk/annual-reports-and-accounts</a>
Health & Safety Audits	Details the Health & Safety Audits of our venues.	Not currently published

<b>CLASS 8: OUR COMMERCIAL PUBLICATIONS</b>		
<b>Class description:</b> Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal		
<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
<b>NHS Orkney does not hold or publish any information under this class</b>		

**CLASS 9: OPEN DATA**

**Class description:** The open data we make available as described by the Scottish Government's Open Data Strategy and Resource Pack, available under an open licence

**The information we publish under this class includes:**

**Description**

**How to access it/details of any charges**

**NHS Orkney not hold or publish any information under this class**

# NHS Orkney – Guide to Information and Publication Scheme

## Guide to Information available through The Model Publication Scheme

Contents	Page
<b>SECTION 1: Introduction to NHS Orkney Guide to Information</b>	
<b>SECTION 2: About NHS Orkney</b>	
<b>SECTION 3: Accessing information under the Guide</b>	
<b>SECTION 4: Information that we may withhold</b>	
<b>SECTION 5: Our Charging Policy</b>	
<b>SECTION 6: Our Copyright Policy</b>	
<b>SECTION 7: Records Management Policy</b>	
<b>SECTION 8: Contact details for enquiries, feedback and complaints</b>	
<b>SECTION 9: How to access information which is not available in the Guide to</b>	
<b>SECTION 10: Classes of Information</b>	

### Section 1 Introduction to NHS Orkney Guide to Information

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to adopt and maintain a publication scheme. Authorities are under a legal obligation to:

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

NHS Orkney has adopted the Model Publication Scheme which has been produced and approved by the Scottish Information Commissioner.

You can see this scheme on the Scottish Information Commissioner's website at [https://www.itspublicknowledge.info/publication-schemes.](https://www.itspublicknowledge.info/publication-schemes)

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

- Freedom of Information Officer, NHS Orkney, The Balfour, Foreland Road, Kirkwall, Orkney, KW15 1NZ
- Tel: 01856 888220
- [emailed to: ORK.FOIRequests@nhs.scot](mailto:ORK.FOIRequests@nhs.scot)

The purpose of the Guide to Information is to:

- Allow the public to see what information is available (and what is not available) for NHS Orkney in relation to each class in the Model Publication Scheme
- State what charges may be applied
- Explain how to find the information easily
- Provide contact details for enquiries and to get help with access to the information
- Explain how to request information that has not been published

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

## Section 2: About NHS Orkney

NHS Scotland is made up of 14 regional NHS Boards, seven special NHS Boards and one public health body. Each NHS Board is accountable to the Scottish Ministers. Regional NHS Boards are responsible for the protection and the improvement of their population's health and for the delivery of frontline healthcare services. Special NHS Boards support the regional NHS Boards by providing a range of important specialist and national services.

### **Our Mission and Values**

As a Health Board, our mission statement is to 'Be the best remote and rural care provider in the UK' and our overall aims are to optimise health, optimise care and optimise cost.

NHS Orkney is responsible providing a comprehensive range of high quality health services in both hospital and community facilities. We also have a duty to protect public health throughout the Orkney area.

### **Who are we and what do we do?**

Health Boards also work with independent primary care contractors - NHS doctors, dentists, pharmacists and opticians - who are contracted by the Board to provide primary health care services to the local population. Primary care contractors are subject to FOISA in relation to their NHS work but are not covered by this Scheme as they have their own practice-based schemes. If you would like to find out more in general about NHS Orkney, visit NHS Orkney web site.

## Section 3: Accessing Information under the Scheme

### Availability and formats

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

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

#### Online:

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

- Freedom of Information Officer, NHS Orkney, The Balfour, Foreland Road, Kirkwall, Orkney, KW15 1NZ
- Tel: 01856 888220
- [emailed to: ORK.FOIRequests@nhs.scot](mailto:ORK.FOIRequests@nhs.scot)

If the information you seek is listed in our Guide to Information but is not published on our website, we can send it to you by email, wherever possible. When requesting information from us, please provide a telephone number so that we can telephone you to clarify details, if necessary.

#### By phone:

All information in the guide will be available in hard copy form for example, paper copies. Hard copies of information can be requested from us over the telephone. Please call us to request information available under this scheme. 01856 888220.

#### By post:

You can also request hard copies of any information in the Guide by post. Please address your request to:

- Freedom of Information Officer, NHS Orkney, The Balfour, Foreland Road, Kirkwall, Orkney, KW15 1NZ

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

**Personal visits:**

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

**Advice and assistance:**

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

**Exempt information**

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

## Section 4 Information that we may withhold

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

Our aim in adopting the Commissioner’s Model Publication Scheme and in maintaining this Guide to Information is to be as open as possible.

You should note, however, that there may be limited circumstances where information will be withheld from one of the classes of information listed in “Section 10 – Classes of Information”.

Information will only be withheld, however, where the Act (or, in the case of environmental information, the EIRs) expressly permits it.

Information may also be withheld if it is another person’s personal information, and its release would breach Data Protection legislation. Whenever information is withheld we will inform you of this, and will set out why that information cannot be released. Even where information is withheld it will, in many cases, be possible to provide copies with the withheld information edited out. If you wish to complain about any information which has been withheld from you, please refer to ‘Section 8: Contact details for enquiries, feedback and complaints’.



## Section 5 – Our Charging Policy

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website, at our premises or where it can be sent to you electronically by email.

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

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

Size of paper	Black and White (pence per sheet)	Colour (pence per sheet)
A4	10:00 PM	20 p
A3	20 p	40 p

Information provided on CD will be charged at £1 per disc.

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail second class. When providing copies of pre-printed publications, we will charge you no more than the cost per copy of the total print run.

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

Details of any individual charges which differ from the above charging policy are provided within Section 10 – Classes of Information.

## Section 6: Copyright

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

Providing access to information does not mean that copyright has been waived, nor does it give the recipient the right to re-use information for commercial purposes. If you intend to re-use information obtained from the Scheme, and you are unsure whether you have the right to do so, please make a request to the Freedom of Information Officer, e-mail [ORK.FOIRequests@nhs.scot](mailto:ORK.FOIRequests@nhs.scot) to re-use the information.

Your request will be considered under the Re-use of Public Sector Information Regulations 2005 which may provide the right to impose a charge. In the event that a charge is payable you will be advised what this is and how it is calculated. If you require more information on the re-use of information visit [www.oqps.gov.uk](http://www.oqps.gov.uk).

If you require more information on the re-use of information go to <http://www.scotland.gov.uk/Topics/Government/queensprinterforscotland>.

In the event that a charge is payable you will be advised what this is and how it is calculated contact the Freedom of Information Officer, e-mail [ORK.FOIrequests@nhs.scot](mailto:ORK.FOIrequests@nhs.scot).

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

## Section 7: Records Management Policy

NHS Orkney regards its records as a major asset of the organisation. It confirms that its records are one of the essential resources which support management in the efficient and effective fulfilment of its governance, business and legal responsibilities. NHS Orkney Records Management Policy can be found in "Section 10 Classes of Information, Class 5".

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

As we have adopted the Model Publication Scheme, this means we will review our Guide to Information from time to time. As a result, we welcome feedback on how we can develop our guide further. If you would like to comment on any aspect of this Guide to Information, then please contact us.

You may, for example wish to tell us about:

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

- any other comments or suggestions to improve our Guide to Information

Our aim is to make our guide to information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the Guide then please contact us and we will try and resolve your complaint as quickly as possible. Any complaint will be acknowledged within 3 working days of receipt and we will respond in full within twenty working days.

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

These rights apply only to information requests made in responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

The Commissioner's website has a guide to this three step process:

1. Request to organisation for review
2. Internal review if requester is dissatisfied with response
3. Appeal to Scottish Information Commissioner if requester remains unsatisfied

The Scottish Information Commissioner operates an enquiry service operates on Monday to Friday from 9:00am to 5:00pm.

The office can be contacted as follows:

**Scottish Information Commissioner**

Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS

Tel: 01334 464610

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

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

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

- Freedom of Information Officer, NHS Orkney, The Balfour, Foreland Road, Kirkwall, Orkney, KW15 1NZ
- Tel: 01856 888220
- [emailed to: ORK.FOIRequests@nhs.scot](mailto:ORK.FOIRequests@nhs.scot)

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

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

**The Act:** provides you with a right of access to the information we hold, subject to certain exemptions. The EIRs separately provide a right of access to the environmental information we hold, while the **Data Protection Act 2018 (DPA)** provides a right of access to any personal information about you that we hold. Again, these rights are subject to certain exceptions or exemptions.

Should you wish to request a copy of any information that we hold that is not available under the Model Publication Scheme (and described in this Guide), please write to:

- Freedom of Information Officer, NHS Orkney, The Balfour, Foreland Road, Kirkwall, Orkney, KW15 1NZ
- Tel: 01856 888220
- [emailed to: ORK.FOIRequests@nhs.scot](mailto:ORK.FOIRequests@nhs.scot)

Charges for information which is not available under the scheme:

The charges for information which is available under NHS Orkney Guide to Information are set out under "Section 5 – Our Charging Policy."

If you submit a request to us for information which is not available in this Guide the charges will be based on the following calculations:

General information requests:

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

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

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

We do not charge for the time to determine whether we hold the environmental information requested, or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you e.g. photocopying and postage.

In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated on the basis of the actual cost to NHS Orkney of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail Second Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- The first £100 worth of information will be provided to you without charge.
- Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

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

As from May 2018 there is no charge for subject access requests under the Data Protection Act.

[NHS Inform has produced a number of publications that give details of your rights in relation to NHS healthcare. Details of how to make a subject access request can be found on NHS Orkney's website \(https://www.ohb.scot.nhs.uk/node/2099\).](https://www.ohb.scot.nhs.uk/node/2099)