

**UNDER REVIEW**



**NHS SHETLAND**

**MODEL PUBLICATION SCHEME 2018**

Publication Date: May 2024

# UNDER REVIEW

## **SHETLAND HEALTH BOARD commonly known as NHS SHETLAND GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION SCHEME 2018**

### **Contents**

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

# UNDER REVIEW

## Section 1: Introduction

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

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

NHS Shetland originally adopted the **Model Publication Scheme 2014** which has been produced and approved by the Scottish Information Commissioner.

However this version has been updated to add links to documents now publicly available on the Board's website or other NHS Scotland website for and now has to comply with the revised **Model Publication Scheme 2018**.

<http://www.itspublicknowledge.info/ScottishPublicAuthorities/PublicationSchemes/TheModelPublicationScheme.aspx>

You can also see this scheme on our website at the following:

<http://www.shb.scot.nhs.uk/board/foi/index.asp>

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

The purpose of the Guide to Information is to:

- allow the public to see what information is available (and what is not available) for NHS Shetland 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.

The data in this report was last reviewed in May 2024 when links were updated for the new NHS Shetland website. A full review of the guide is still ongoing.

# UNDER REVIEW

## Section 2: About NHS Shetland

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

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

### Introducing NHS Shetland

#### Our purpose:

The purpose of NHS Shetland is to:

- improve the health of people in the Shetland
- provide high quality services for our patients
- help people choose the best ways to look after their health

#### Our vision:

[NHS Shetland Vision](#) is to deliver sustainable high quality, local health and care services, that are suited to the needs of the population; to make best use of our community strength, community spirit and involvement; for people to make healthy lifestyle choices, and use their knowledge and own capacity to look after themselves and each other.

#### Our values:

[Our Values](#) are what is important to us, to govern our actions:

- Person centered – in the partnerships between patients, their families and those delivering healthcare services we respect individual needs and values and demonstrate care & compassion, continuity, clear communication and shared decision-making
- Safe – avoiding injury or harm, in an environment that is clean and safe
- Effective – the most appropriate treatments, interventions, support and services provided to everyone who will benefit Efficient – making best use of available resources, and the eradication of wasteful or harmful variation
- Equitable – taking account of and valuing diversity, promoting equality, fairness
- Timely – linked to effective: services in the right place at the right time, reducing waiting times wherever possible
- Sustainable – using resources responsibly, to continue to provide services locally
- Ambitious – always striving to be better for our patients, staff and service

## UNDER REVIEW

**NHS Shetland** 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 Shetland area.

Health Boards also work with independent contractors - NHS doctors, dentists, pharmacists and opticians who are contracted by the Board to provide primary health care services to the local population. These people are known as primary care contractors or General Practitioners (GPs). 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

To find out more about NHS Shetland, visit <https://www.nhsshotland.scot.nhs.uk>

# UNDER REVIEW

## 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:

FoI Office,  
NHS Shetland  
Breiwick House  
South Road  
Lerwick  
Shetland  
ZE1 0TG

### By email:

If the information you seek is listed in our Guide to Information but is not published on our website, we can send it to you by email, wherever possible. Email us at [shet-hb.foi@nhs.scot](mailto:shet-hb.foi@nhs.scot)

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 at 01595 743059 to request information available under this scheme.

### By post:

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

Please address your request to Corporate Services, NHS Shetland Board Headquarters, Upper Floor Montfield, Burgh Road, Lerwick, Shetland, ZE1 0LA.

## UNDER REVIEW

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 at Freedom of Information office to help you.

FoI Office,  
NHS Shetland  
Breiwick House  
South Road  
Lerwick  
Shetland  
ZE1 0TG  
E-mail: [shet.foi@nhs.scot](mailto:shet.foi@nhs.scot)  
Telephone: 01595 743059

### **Exempt information**

We will publish all the information we hold that falls within the classes of information in the Model Publication Scheme 2018. 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.

# UNDER REVIEW

## 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 2018 and in maintaining this Guide to Information is to be as open as possible. You should note, however, that there may be limited circumstances where information will be withheld from one of the classes of information listed in "Section 10 – Classes of Information". Information will only be withheld, however, where the Act (or, in the case of environmental information, the EIRs) expressly permits it. Information may be withheld, for example, where its disclosure would breach the law of confidentiality, harm an organisation's commercial interests, or endanger the protection of the environment.

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

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



# UNDER REVIEW

## 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:

<b>Size of paper/alternative format</b>	<b>Black and White Pence per sheet</b>	<b>Colour Pence per sheet</b>
A4	10p	20p
A3	20p	40p

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

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

NHS Shetland does not have any commercial publications for sale.

# UNDER REVIEW

## Section 6: Our Copyright Policy

NHS Shetland 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.

You may use and re-use Crown copyright information published through this guide free of charge in any format or medium, under the terms and conditions of the Open Government Licence, provided it is reproduced accurately and not used in a misleading context. Where any of the Crown copyright items published through this guide are being republished or copied to others, the source of the material must be identified and the copyright status acknowledged.

<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

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 Information Governance Department at [shet.foi@nhs.scot](mailto:shet.foi@nhs.scot) to re-use the information.

Your request will be considered under the **Re-use of Public Sector Information Regulations 2015**, which implement European Directive 2013/37/EU, may provide the right to impose a charge. In the event that a charge is payable you will be advised what this is and how it is calculated. If you require more information on the re-use of information go to [www.oqps.gov.uk](http://www.oqps.gov.uk) or contact the Information Governance Department. The Publication Scheme may contain information where the copyright holder is not NHS Shetland. 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.

# UNDER REVIEW

## Section 7: Records Management Policy

NHS Shetland 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 Shetland's Records Management Policy can be found in Section 10 Classes of Information - Class 5.

# UNDER REVIEW

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

The Act requires that we review our publication scheme from time to time. As we have adopted the Model Publication Scheme 2018, this means we will review our Guide to Information from time to time.

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

You may, for example wish to tell us about:

- other information that you would like to see included in the guide;
- whether you found the guide easy to use;
- whether you found the guide to information useful;
- whether our staff were helpful;
- other ways in which our guide to information can be improved.

Our aim is to make our guide to information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the Guide then please contact us and we will try and resolve your complaint as quickly as possible.

Any written complaint will be acknowledged within 3 working days of receipt and we will respond in full within twenty working days.

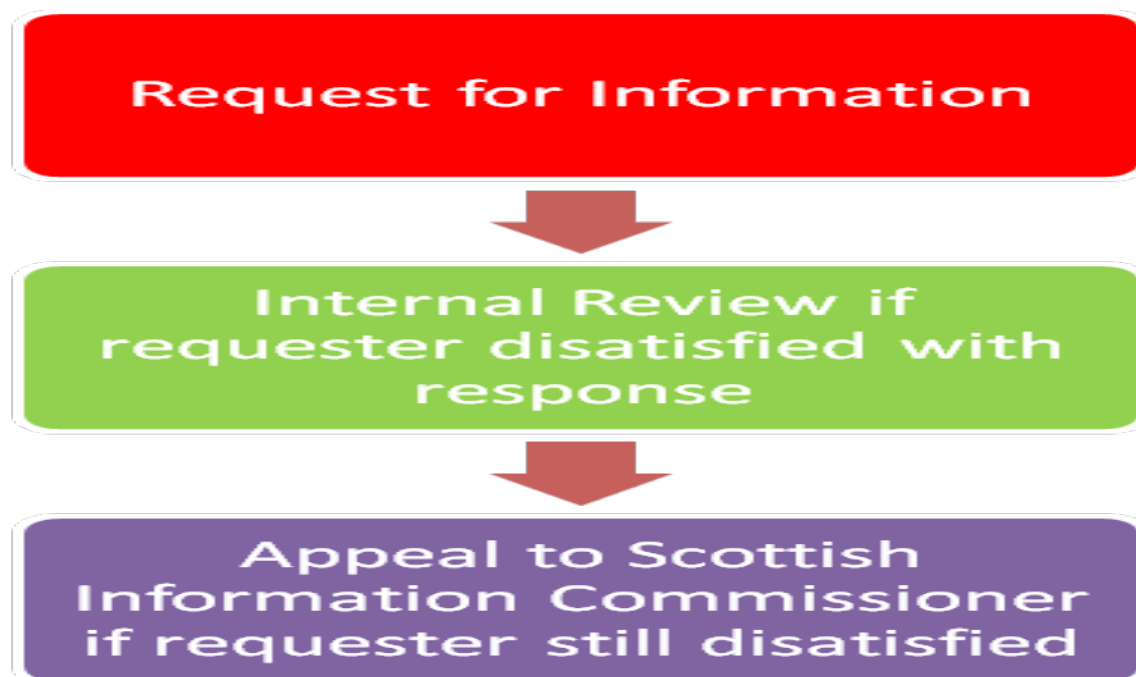
You have legal rights to access information under the Model Publication Scheme 2018 (as described in this Guide to Information) and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response.

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

---

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

## UNDER REVIEW



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

Her 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:

FoI Office,  
NHS Shetland  
Breiwick House  
South Road  
Lerwick  
Shetland  
ZE1 0TG  
Email: [shet.foi@nhs.scot](mailto:shet.foi@nhs.scot)  
Telephone: 01595 743059

## UNDER REVIEW

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

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

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

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

FoI Office,  
NHS Shetland  
Breiwick House  
South Road  
Lerwick  
Shetland  
ZE1 0TG  
E-mail: [shet.foi@nhs.scot](mailto:shet.foi@nhs.scot)  
Telephone: 01595 743059

# UNDER REVIEW

## **Charges for information which is not available under the scheme:**

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

If you submit a request to us for information which is not available in this Guide 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.

## UNDER REVIEW

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

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail First Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

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

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

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

### **Request for your own personal data**

Under GDPR directly requesting for your own personal data is free.

[Health Rights Information Scotland](#) (HRIS) has produced a number of publications that give details of your rights in relation to NHS healthcare.



# UNDER REVIEW

## SECTION 10: Classes of Information

### CLASS 1: ABOUT SHETLAND HEALTH BOARD

Class description:

**Information about NHS Shetland , 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.nhssheland.scot/us">https://www.nhssheland.scot/us</a>
Contact Details	Address and contact details for NHS Shetland's headquarters and hospitals are available at	<a href="https://www.nhssheland.scot/contact-us">https://www.nhssheland.scot/contact-us</a>
Organisational Chart	Details the organisational structure of NHS Shetland.	<a href="https://www.nhssheland.scot/board/governance/1">https://www.nhssheland.scot/board/governance/1</a>
Our Board	Details of Board Members and Executive Directors, and their contact details.	<a href="https://www.nhssheland.scot/board-members">https://www.nhssheland.scot/board-members</a>

## UNDER REVIEW

	<p>The Board papers can be found here.</p> <p>Schedule of forthcoming Board meeting dates.</p> <p>Board Members Declarations of Interest and their Register of Gifts and Hospitality.</p> <p>Board Members expenses are published here.</p>	<p><a href="https://www.nhsshethland.scot/board/board-meetings">https://www.nhsshethland.scot/board/board-meetings</a></p> <p><a href="https://www.nhsshethland.scot/board/board-meetings">https://www.nhsshethland.scot/board/board-meetings</a></p> <p><a href="http://www.shb.scot.nhs.uk/board/interests.asp">http://www.shb.scot.nhs.uk/board/interests.asp</a><a href="https://www.nhsshethland.scot/board-members/board-members-register-interests">https://www.nhsshethland.scot/board-members/board-members-register-interests</a></p> <p>NHS Shetland does not currently publish expenses on the internet</p>
Directors	List of NHS Shetland's Directors including their roles and responsibilities.	<a href="https://www.nhsshethland.scot/board-members">https://www.nhsshethland.scot/board-members</a>
Governance	<p>Details of NHS Shetland's corporate governance e.g. governance policy, risk register, codes of conduct, standing orders and other governance information. Our policies, including standing orders, code of conduct can be found at</p> <p>Our register of interests can be accessed at</p>	<p><a href="https://www.nhsshethland.scot/directory/1/policies-procedures-and-strategies">https://www.nhsshethland.scot/directory/1/policies-procedures-and-strategies</a></p> <p><a href="https://www.nhsshethland.scot/board-members/board-members-register-interests">https://www.nhsshethland.scot/board-members/board-members-register-interests</a></p>
News	News about NHS Shetland e.g. news releases, newsletters.	<a href="https://www.nhsshethland.scot/news">https://www.nhsshethland.scot/news</a>
Accountability and Audit Relationships	Details of bodies we are audited and/or regulated by, and the nature of our relationship with them – for example, <b>Healthcare Environment Inspectorate (HEI), Annual Review.</b>	To be added
<b>External relations and working with others</b>		
Partnership Opportunities	Information on working in partnership with <b>Shetland Island Council</b> E.g. Public consultant and engagement, volunteering.	To be added

## UNDER REVIEW

Partnership Agreements and Strategic Agreements with other organisations.	<p>Details of our Partnership Agreements and any other strategic agreements we have with other bodies e.g. Memoranda of Understanding. Information Sharing Protocols [Contract information can be found in Class 6.]</p> <p>Agreements with other Health Boards or other public authorities for the provision of services</p>	<p>To be added</p> <p>To be added</p>
<b>Information on rights, how to make a request</b>		
How to complain or make a comment	How to complain or make a comment e.g. complaints policy, and contact details.	<p><a href="https://www.nhssheland.scot/rights/patient-feedback-complaints">https://www.nhssheland.scot/rights/patient-feedback-complaints</a></p> <p><a href="https://www.nhssheland.scot/rights/patient-feedback-complaints">https://www.nhssheland.scot/rights/patient-feedback-complaints</a></p>
How to make a freedom of information request	How to request information, contacts details for FOI section/unit.	<p><a href="https://www.nhssheland.scot/freedom-information">https://www.nhssheland.scot/freedom-information</a></p>
How to make a request for personal information	How to apply your rights under the Data Protection Act 2018 and request personal information held by NHS Shetland about you.	<p><a href="https://www.nhssheland.scot/rights/accessing-information">https://www.nhssheland.scot/rights/accessing-information</a></p>
Model Publication Scheme 2018	NHS Shetland has adopted the Scottish Information Commissioner's Model Publication Scheme 2018.	<p><a href="https://www.nhssheland.scot/downloads/file/1051/nhs-shetland-model-publication-scheme">https://www.nhssheland.scot/downloads/file/1051/nhs-shetland-model-publication-scheme</a></p>
Guide to Information	NHS Shetland's Guide to Information it makes available under the Model Publication Scheme 2018.	<p><a href="https://www.nhssheland.scot/downloads/file/1051/nhs-shetland-model-publication-scheme">https://www.nhssheland.scot/downloads/file/1051/nhs-shetland-model-publication-scheme</a></p>

# UNDER REVIEW

CLASS 2: HOW WE DELIVER OUR FUNCTIONS AND SERVICES		
<b>Class description:</b>		
<b>Information about our work, our strategy and policies for delivering functions and services and information for our service users.</b>		
The information we publish under this class includes:	Description	How to access it/details of any charges
Corporate Strategy	Provides a high level overview on where we are as an organisation, what we are aiming to achieve and the actions we need to take to get there.  Local Delivery Plans.  Corporate strategies, policies	<a href="https://www.nhsshethland.scot/homepage/1028/annual-reports-plans-and-strategies">https://www.nhsshethland.scot/homepage/1028/annual-reports-plans-and-strategies</a>  <a href="https://www.nhsshethland.scot/directory/1/policies-procedures-and-strategies">https://www.nhsshethland.scot/directory/1/policies-procedures-and-strategies</a>
Our Services	Service finder – an A to Z of the services we provide	<a href="https://www.nhsshethland.scot/right-care-right-place">https://www.nhsshethland.scot/right-care-right-place</a>  <a href="https://www.nhsshethland.scot/services">https://www.nhsshethland.scot/services</a>
Our Hospitals Visiting times	Visiting hours can be access via the link or alternatively you can phone – 01595 743000	<a href="https://www.nhsshethland.scot/gilbert-bain-hospital/visitors">https://www.nhsshethland.scot/gilbert-bain-hospital/visitors</a>
Corporate policies and procedures.	Corporate-wide policies can found. For example, Whistle-blowing policy, information governance policy.	<a href="https://www.nhsshethland.scot/directory/1/policies-procedures-and-strategies">https://www.nhsshethland.scot/directory/1/policies-procedures-and-strategies</a>
How to access our services	Information about how to locate health services. This includes:	

## UNDER REVIEW

	<p>Directions and maps to the hospital</p> <p>Alternatively you can phone – 01595 743000</p> <p>Description of the services provided by Community Health and Care Partnerships</p> <p>Directory of Health Centres and Clinic Premises [if applicable] Please look under the Hospital box on our Home page</p> <p>Alternatively you can phone – 01595 743000</p> <p>Services which accept referral from members of the public directly include this information in the alphabetical service directory from our home page,</p> <p>Alternatively you can phone – 01595 743000</p>	<p><a href="https://www.nhssheland.scot/gilbert-bain-hospital/getting-car-parking">https://www.nhssheland.scot/gilbert-bain-hospital/getting-car-parking</a></p> <p><a href="https://www.nhssheland.scot/community-health">https://www.nhssheland.scot/community-health</a></p> <p><a href="https://www.nhssheland.scot/community-health">https://www.nhssheland.scot/community-health</a></p> <p><a href="https://www.nhssheland.scot/site-search/results/?q=self+referral&amp;startNum=1">https://www.nhssheland.scot/site-search/results/?q=self+referral&amp;startNum=1</a></p>
<p>Jobs at NHS Shetland</p>	<p>Our current vacancies can be found on the NHS Scotland Recruitment website*</p> <p>* This is an external website NHS Shetland is not responsible for the content of this site.</p> <p>On our website at:</p>	<p><a href="https://jobs.scot.nhs.uk/">https://jobs.scot.nhs.uk/</a></p> <p><a href="https://jobs.scot.nhs.uk/results.aspx?catID=&amp;regionID=14&amp;orgID=&amp;word=">https://jobs.scot.nhs.uk/results.aspx?catID=&amp;regionID=14&amp;orgID=&amp;word=</a></p> <p>Or</p> <p><a href="https://www.nhssheland.scot/work-us">https://www.nhssheland.scot/work-us</a></p>

# UNDER REVIEW

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

### Class description:

Information about the decisions we take how we make decisions and how we involve others.

The information we publish under this class includes:	Description	How to access it/details of any charges
NHS Board meetings	Agendas and papers for past NHS Board meetings and approved minutes of Board meetings.	<a href="https://www.nhssheland.scot/board/board-meetings">https://www.nhssheland.scot/board/board-meetings</a>
Board standing orders for the conduct of business		<a href="https://www.nhssheland.scot/board/board-meetings">https://www.nhssheland.scot/board/board-meetings</a> Section 3 of the Corporate Governance Handbook <a href="https://www.nhssheland.scot/downloads/download/15/corporate-governance-handbook">https://www.nhssheland.scot/downloads/download/15/corporate-governance-handbook</a>
Schemes of delegation		<a href="https://www.nhssheland.scot/downloads/download/15/corporate-governance-handbook">https://www.nhssheland.scot/downloads/download/15/corporate-governance-handbook</a> Section 5 of the Corporate Governance, document stored there regularly updated so
Public consultation and engagement strategies	Details of how we inform and engage with service users, families and key stakeholders. Details of current and previous public consultations.	To be added
Reports of Regulatory Inspections	Reports of regulatory inspections, audits and investigations carried out by	To be added
Environmental Impact Assessment Reports	Environmental Impact Assessment Reports under taken in compliance with the Town and Country Planning (Environmental Impact	None currently completed will be added in future if report produced

## UNDER REVIEW

	Assessment)(Scotland) Regulations 2018	
--	--	--

CLASS 4: WHAT WE SPEND AND HOW WE SPEND IT		
<b>Class description:</b>		
<b>Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).</b>		
The information we publish under this class includes:	Description	How to access it/details of any charges
Annual Accounts (Exchequer)	Statutory financial statements Directors report including Board member and senior employees' remuneration plus Performance and Accountability Report within Annual Accounts  Independent auditors report External Website: Audit Scotland <a href="#">Reports</a> page	<a href="https://www.nhsshotland.scot/homepage/1026/budget-and-finance">https://www.nhsshotland.scot/homepage/1026/budget-and-finance</a>  <a href="http://www.audit-scotland.gov.uk/report/search?search=NHS+Shetland&amp;council=All&amp;region=All&amp;report_type%5B%5D=annual_audit&amp;author=All">http://www.audit-scotland.gov.uk/report/search?search=NHS+Shetland&amp;council=All&amp;region=All&amp;report_type%5B%5D=annual_audit&amp;author=All</a>
Annual Accounts (Endowment Funds)	Statutory financial statements Trustees report and Statement of Trustees Responsibilities Independent Auditors Report	<a href="https://www.nhsshotland.scot/endowment-fund">https://www.nhsshotland.scot/endowment-fund</a>
Public Services Reform (Scotland) Act 2010	Supplier payments over £25,000  Employees with remuneration in excess of £150,000?	<a href="http://www.shb.scot.nhs.uk/board/procurement.asp">http://www.shb.scot.nhs.uk/board/procurement.asp</a> <a href="https://www.nhsshotland.scot/us/procurement-information">https://www.nhsshotland.scot/us/procurement-information</a>  <a href="https://www.nhsshotland.scot/homepage/1028/annual-reports-plans-and-strategies">https://www.nhsshotland.scot/homepage/1028/annual-reports-plans-and-strategies</a>

## UNDER REVIEW

	<p>Efficiency, Effectiveness and Economy information</p> <p>Public Relations Expenditure Overseas Travel Expenditure</p> <p>Hospitality and Entertainment Expenditure</p> <p>Sustainable economic growth information</p>	<p><a href="https://www.nhssheland.scot/homepage/1028/annual-reports-plans-and-strategies">https://www.nhssheland.scot/homepage/1028/annual-reports-plans-and-strategies</a></p>
Financial Plan	Revenue /Capital Financial Plan	<p>Contained within Board meeting papers: <a href="https://www.nhssheland.scot/board/board-meetings">https://www.nhssheland.scot/board/board-meetings</a></p>
Financial Polices	<p>Standing Financial Instructions Scheme of Delegation Expenses policy – Staff Travel Relocation Arrangements</p>	<p><a href="https://www.nhssheland.scot/board/governance/1">https://www.nhssheland.scot/board/governance/1</a>  <a href="https://www.nhssheland.scot/board/governance/1">https://www.nhssheland.scot/board/governance/1</a>  <a href="https://www.nhssheland.scot/directory/1/policies-procedures-and-strategies/category/4">https://www.nhssheland.scot/directory/1/policies-procedures-and-strategies/category/4</a>  <a href="https://www.nhssheland.scot/directory/1/policies-procedures-and-strategies/category/4">https://www.nhssheland.scot/directory/1/policies-procedures-and-strategies/category/4</a></p>
Financial Monitoring Reports	<p>Overview in-year financial reports</p> <p>Board Member Expenses</p>	<p>Contained within Board meeting papers: <a href="https://www.nhssheland.scot/board/board-meetings">https://www.nhssheland.scot/board/board-meetings</a> To be published in future</p>



# UNDER REVIEW

CLASS 5: HOW WE MANAGE OUR HUMAN, PHYSICAL AND INFORMATION RESOURCES		
<p><b>Class description:</b></p> <p><b>Information about how we manage the human, physical and information resources of the authority.</b></p>		
The information we publish under this class includes:	Description	How to access it/details of any charges
<b>Human Resources</b>		
Current policies	Human resources policies which are currently in use including recruitment, discipline and grievance, standard of business conduct, stress, whistleblowing, volunteering, working time and policies for our staff, single equality scheme	<a href="https://www.nhssheland.scot/directory/1/policies-procedures-and-strategies/category/4">https://www.nhssheland.scot/directory/1/policies-procedures-and-strategies/category/4</a>
Strategies	Information about our key priorities including the staff governance action plan	<a href="https://www.nhssheland.scot/us/strategies-consultations">https://www.nhssheland.scot/us/strategies-consultations</a>
Staffing	Information about our staffing establishment is published by the Information Services Division of NHS National Services Scotland (ISD).  Please note that NHS Shetland is not responsible for the content of this website.	<a href="https://www.publichealthscotland.scot/">https://www.publichealthscotland.scot/</a>
Employee relations	Information about partnership arrangements and facilities agreements in place including area partnership forums, HR forums and staff development groups	To be added

## UNDER REVIEW

Equality and Diversity at NHS Shetland	Annual report	<a href="https://www.nhssheland.scot/rights/equality-diversity">https://www.nhssheland.scot/rights/equality-diversity</a>
Registers	Staff interests Gifts and hospitality	To be added
Volunteering	Working with us	<a href="https://www.nhssheland.scot/work-us/volunteering-work-experience">https://www.nhssheland.scot/work-us/volunteering-work-experience</a>
Jobs at NHS Shetland	Our current vacancies can be found on the NHS Scotland Recruitment website*  * This is an external website NHS Shetland is not responsible for the content of this site.	<a href="https://jobs.scot.nhs.uk/">https://jobs.scot.nhs.uk/</a> *  <a href="https://www.nhssheland.scot/homepage/1009/current-vacancies">https://www.nhssheland.scot/homepage/1009/current-vacancies</a>
<b>Information Resources</b>		
Records management	Information on records management including codes of practice, records management plan, health records policy, administrative records policy, and the removal of data from vacated properties policy.	<a href="https://www.nhssheland.scot/directory/1/policies-procedures-and-strategies/category/5">https://www.nhssheland.scot/directory/1/policies-procedures-and-strategies/category/5</a>
Information assurance and management	Information on using, protecting and the fair processing of another person's personal information and also information security, including the information assurance strategy, information governance standards, information asset registers, IG toolkit, fair processing notice, data protection principles, Caldicott guardian principles, and how to submit subject access requests.	<a href="https://www.nhssheland.scot/directory/1/policies-procedures-and-strategies/category/5">https://www.nhssheland.scot/directory/1/policies-procedures-and-strategies/category/5</a>
Freedom of Information	Information about the freedom of information policy and how to submit a request	<a href="https://www.nhssheland.scot/directory/1/policies-procedures-and-strategies/category/5">https://www.nhssheland.scot/directory/1/policies-procedures-and-strategies/category/5</a>  <a href="#">Freedom of Information – NHS Shetland</a>

## UNDER REVIEW

Knowledge management	<p>Information on the knowledge interaction implementation group including a list of projects being carried out and contact details for further information.</p> <p>Information on knowledge information strategy in the NHS is published by NHS Education for Scotland (NES). Please note that NHS Shetland is not responsible for the content of this site.</p>	<a href="http://www.nes.scot.nhs.uk/">http://www.nes.scot.nhs.uk/</a>
Statistics	<p>Health information is published by the Information Services Division of NHS National Services Scotland (ISD). You can find statistical information here on cancer, child health, deaths, dental care, drugs and alcohol misuse, emergency care, equality and diversity, eye care, finance, general practice, health and social care, health conditions, heart diseases, hospital care, maternity and births, mental health, prescribing and medicines, public health, quality indicators, healthcare audits, sexual health, stroke and waiting times. Please note that NHS [enter board name] is not responsible for the content of this site.</p>	<a href="https://www.publichealthscotland.scot/">https://www.publichealthscotland.scot/</a>
<b>Physical Resources</b>		
Property or rental	<p>Property management information is published including –</p> <ul style="list-style-type: none"> <li>- Property and Asset Management Strategy which details the property owned and occupied by NHS Shetland,</li> <li>- Fire policy and procedures and annual fire safety report which detail compliance and management of fire safety</li> <li>- Sustainability policy and annual report setting out objectives and actions on sustainability</li> </ul>	<p><a href="https://www.nhssheland.scot/directory/1/policies-procedures-and-strategies/category/2">https://www.nhssheland.scot/directory/1/policies-procedures-and-strategies/category/2</a></p> <p><a href="https://www.nhssheland.scot/directory/1/policies-procedures-and-strategies/category/1">https://www.nhssheland.scot/directory/1/policies-procedures-and-strategies/category/1</a></p> <p><a href="https://www.nhssheland.scot/directory/1/policies-procedures-and-strategies/category/1">https://www.nhssheland.scot/directory/1/policies-procedures-and-strategies/category/1</a></p>

**UNDER REVIEW**

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

Class description:

	PFI contracts	<a href="#">strategies/category/2</a> Not applicable
--	---------------	---

## UNDER REVIEW

Information about how we procure goods and services, and our contracts with external providers		
The information we publish under this class includes:	Description	How to access it/details of any charges
<b>Procurement Policies</b>	<p>Standing Financial Instructions</p> <p>Procurement Information</p> <p>Procurement Strategy</p>	<p><a href="https://www.nhssheland.scot/board/governance/1">https://www.nhssheland.scot/board/governance/1</a> Section 6 of the Corporate Governance Handbook</p> <p><a href="https://www.nhssheland.scot/us/procurement-information">https://www.nhssheland.scot/us/procurement-information</a></p> <p><a href="https://www.nhssheland.scot/us/procurement-information">https://www.nhssheland.scot/us/procurement-information</a></p>
<b>Invitations to Tender</b>	<p>Invitations to tender can be found on the Public Contracts Scotland Advertising Portal*</p> <p>* This is an external website NHS Shetland is not responsible for the content of this site.</p>	<p><a href="http://www.publiccontractsscotland.gov.uk/">http://www.publiccontractsscotland.gov.uk/</a></p>
<b>Contracts</b>	<p>A list of contracts which have gone through formal tendering can be found at Public Contracts Scotland Advertising Portal*</p> <p>* This is an external website NHS Shetland is not responsible for the content of this site.</p>	<p><a href="http://www.publiccontractsscotland.gov.uk/">http://www.publiccontractsscotland.gov.uk/</a></p>

# UNDER REVIEW

CLASS 7: HOW WE ARE PERFORMING		
<p><b>Class description:</b></p> <p>Information about how we perform as an organisation, and how well we deliver our functions and services.</p>		
The information we publish under this class includes:	Description	How to access it/details of any charges
Key Performance Indicators	<p>Information on NHS Shetland's key performance indicators and performance against them. This includes information such as:</p> <ul style="list-style-type: none"> <li>• Local Delivery Plans</li> <li>• HEAT Targets</li> <li>• Access to Treatment / waiting times</li> <li>• Delayed Discharges</li> <li>• Infection Control reports and information</li> <li>• Healthcare Associated Infection (HAI) reports</li> </ul>	<p><a href="https://www.nhssheland.scot/us/nhs-shetland-published-plans">https://www.nhssheland.scot/us/nhs-shetland-published-plans</a>  <a href="https://www.nhssheland.scot/board/board-meetings">https://www.nhssheland.scot/board/board-meetings</a>  <a href="https://www.nhssheland.scot/homepage/1028/annual-reports-plans-and-strategies">https://www.nhssheland.scot/homepage/1028/annual-reports-plans-and-strategies</a>  <a href="https://www.nhsperforms.scot/hospital-data?hospitalid=18#activity7">https://www.nhsperforms.scot/hospital-data?hospitalid=18#activity7</a>  <a href="https://www.nhsperforms.scot/hospital-data/indicator-hospital?hospitalid=18&amp;indicatorid=27">https://www.nhsperforms.scot/hospital-data/indicator-hospital?hospitalid=18&amp;indicatorid=27</a>  <a href="https://www.nhssheland.scot/public-health">https://www.nhssheland.scot/public-health</a>  <a href="https://www.nhssheland.scot/public-health">https://www.nhssheland.scot/public-health</a>  <a href="https://www.nhssheland.scot/board/board-meetings">https://www.nhssheland.scot/board/board-meetings</a></p>
Audits & Inspections	<p>Information about audits and inspections carried out by external bodies - for example, <b>Healthcare Environment Inspectorate (HEI)</b>.</p>	<p>Available on external website, not currently republished on Board website.</p>
Annual Performance Report	<p>Includes information on the Annual Accountability Review and Annual Accounts.</p>	<p><a href="https://www.nhssheland.scot/us/nhs-shetland-annual-reports">https://www.nhssheland.scot/us/nhs-shetland-annual-reports</a>            Annual Review self assessment pack</p>

## UNDER REVIEW

Patient feedback	Information on how to provide feedback on our services.	<a href="https://www.nhsshethland.scot/rights/patient-feedback-complaints">https://www.nhsshethland.scot/rights/patient-feedback-complaints</a>
Complaints	Complaints statistics	<a href="https://www.nhsshethland.scot/board/feedback-complaints-annual-reports">https://www.nhsshethland.scot/board/feedback-complaints-annual-reports</a> All Board Quality Reports
Equality Act 2010 specific duties	General Information Mainstreaming Equality Reports Employee and Board equality monitoring	<a href="https://www.nhsshethland.scot/rights/equality-diversity">https://www.nhsshethland.scot/rights/equality-diversity</a> <a href="https://www.nhsshethland.scot/rights/equality-diversity/6">https://www.nhsshethland.scot/rights/equality-diversity/6</a> <a href="https://www.nhsshethland.scot/rights/equality-diversity/6">https://www.nhsshethland.scot/rights/equality-diversity/6</a>
Scottish Public Service Ombudsman (SPSO)	Findings and our responses	<a href="https://www.spsso.org.uk/spsso">https://www.spsso.org.uk/spsso</a>

# UNDER REVIEW

<b>CLASS 8: COMMERCIAL PUBLICATIONS</b>		
<b>Class description:</b>		
<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>		
<b>The information we publish under this class includes:</b>	<b>Description</b>	<b>How to access it/details of any charges</b>
<b>Please note we do not publish any information in this class</b>		
If you do produce commercial publications add them in here.	Add description of publication	



# UNDER REVIEW

CLASS 9: OUR OPEN DATA		
<b>Class description:</b> Open data made available by the authority as described by the Scottish Government's <a href="#">Open Data Resource Pack</a> and available under an open licence		
The information we publish under this class includes:	Description	How to access it/details of any charges
Please note our open data information is as published in the Model Publication Scheme as outlined above.		
If you do produce commercial publications add them in here.	Add description of publication	

# UNDER REVIEW

## Appendix 1: Explanation of terms and acronyms used in this document

Terms used	Term used	Explanation
	Classes of information	Nine broad categories describing the types of information authorities must publish (if they hold it)
	Copyright law	The Copyright, Designs and Patents Act 1988
	EIRs	The Environmental Information (Scotland) Regulations 2004
	FOISA	The Freedom of Information (Scotland) Act 2002
	MPS	The Model Publication Scheme
	MPS Principles	The six key principles with which all information published under the MPS must comply
	Model Publication Scheme	A standard framework for authorities to publish information under FOISA, approved by the Scottish Information Commissioner
	NHS	National Health Service
	NHS Shetland	NHS Shetland is the commonly used term for Shetland Health Board , the legal entity proper name under the National Health services (Scotland) 1978 Act.
	Re-use Regulations	The Re-use of Public Sector Information Regulations 2015