



Healthcare Improvement Scotland Guide to Information

HEALTHCARE IMPROVEMENT SCOTLAND INFORMATION GOVERNANCE

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GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION SCHEME

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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 what it might cost

Healthcare Improvement Scotland has adopted the Model Publication Scheme which has been produced and approved by the Scottish Information Commissioner.

You can see the scheme on our website at [Our publication scheme \(healthcareimprovementscotland.org\)](https://www.healthcareimprovementscotland.org). It is also available on the Scottish Information Commissioner's website at <https://www.itspublicknowledge.info/publication-schemes>

The Scottish Information Commissioner has approved our adoption of the Model Publication Scheme. This scheme is kept under review and will incorporate changes to the Model Publication Scheme as advised from time to time by the Scottish Information Commissioner.

The purpose of the Guide to Information is to:

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

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 Healthcare Improvement Scotland

The purpose of Healthcare Improvement Scotland is to enable the people of Scotland to experience the best quality of health and social care.

These are the areas where we believe we can make the most impact and where we focus our efforts and resources:

- Enabling people to make informed decisions about their care and treatment.
- Helping health and social care organisations to redesign and continuously improve services.
- Provide evidence and share knowledge that enables people to get the best out of the services they use and helps services improve.
- Provide quality assurance that gives people confidence in the services and supports providers to improve.
- Making the best use of resources, we aim to ensure every pound invested in our work adds value to the care people receive.

Our broad work programme supports health and social care services to improve.

Further information on HIS's key activities can be accessed below.

Community Engagement	Healthcare Improvement Scotland - Community Engagement HIS Engage
Death Certification	Death certification in Scotland (healthcareimprovementscotland.org)
Improvement and Implementation Support (improvement hub (ihub))	ihub Healthcare Improvement Scotland - Home
Inspection of healthcare services	Inspection and regulation of healthcare services (healthcareimprovementscotland.org)
Regulation of independent hospitals and clinics	Regulation of independent healthcare (healthcareimprovementscotland.org)
Scottish Antimicrobial Prescribing Group (SAPG)	SAPG Scottish Antimicrobial Prescribing Group
Scottish Health Technologies Group	Scottish Health Technologies Group (shtg.scot)

Scottish Intercollegiate Guidelines Network (SIGN)	Home (sign.ac.uk)
Scottish Medicines Consortium	SMC Scottish Medicines Consortium
Scottish Patient Safety Programme (SPSP)	Scottish Patient Safety Programme (SPSP) ihub Health and social care improvement in Scotland - Scottish Patient Safety Programme (SPSP)
Healthcare Improvement Scotland overview	Healthcare Improvement Scotland

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 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 section or document. If you are having trouble finding any document listed in our guide, then for further assistance please contact:

Information Governance, Healthcare Improvement Scotland, Delta House, 50 West Nile St, Glasgow G1 2NP

Email: his.foi@nhs.scot Telephone: 0141 225 6999

By email:

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

By phone:

All information in the guide may be made available in hard copy form; for example, as paper copies. Hard copies of information can be requested from us over the telephone on 0141 225 6999. Please call us to request information available under this scheme.

By post:

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

Information Governance, Healthcare Improvement Scotland, Delta House, 50 West Nile St, Glasgow G1 2NP

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, you will be required to make an appointment to view the information.

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 the information we hold that falls within the classes of information in the Model Publication Scheme as described 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 we have done so.

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 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".

Section 5: Our Charging Policy

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

There is no charge to view or download information from our website or to view information at our premises. Prior arrangements must be made to view information at our premises. There is no charge for providing digital copies of information by email or file transfer.

We may charge for costs associated with supplying information by hard copy or on removable media, but we will charge you no more than it actually cost us to do so. 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.

Our photocopying charges are shown in the table below:

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

Postage costs will be charged at cost.

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.

Section 6: Copyright

Healthcare Improvement Scotland holds the copyright for most information in this Publication Scheme. Much 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, and provided that the source of the material is identified and accurately cited.

Where we do not hold the copyright in information we publish, we will make this clear.

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 re-use the information to:

Information Governance, Healthcare Improvement Scotland, Delta House, 50 West Nile St, Glasgow G1 2NP

Email: his.foi@nhs.scot Telephone: 0141 225 6999

Your request will be considered under the **Re-use of Public Sector Information Regulations 2015** which may provide the right to impose a charge. In the event a charge is payable you will be advised what this is and how it is calculated. Where HIS permits re-use of information, we apply the Open Government Licence.

The Publication Scheme may contain information where the copyright holder is not HIS. 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.

Section 7: Records Management Policy

Healthcare Improvement Scotland regards its records as a major asset. 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. Healthcare Improvement Scotland's Records Management Policy can be requested by contacting us using the details provided in section 8 below.

Section 8: Contact details for enquiries, feedback and complaints

You can contact us for advice and assistance with any aspect of this publication scheme. We can also advise you how to ask for information that we do not publish or how to complain if you are dissatisfied with any aspect of this publication scheme. Contact us using the information below:

In writing: Information Governance, Healthcare Improvement Scotland, Delta House, 50 West Nile St, Glasgow G1 2NP

Email: his.foi@nhs.scot Telephone: 0141 225 6999

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 Legislation 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:

Information Governance, Healthcare Improvement Scotland, Delta House, 50 West Nile St, Glasgow G1 2NP

Email: his.foi@nhs.scot Telephone: 0141 225 6999

Section 10: Classes of Information

CLASS 1: ABOUT Healthcare Improvement Scotland (HIS)		
Class description: Information about HIS, 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
Organisation's Purpose, broad work programme	Our Purpose, broad work programme	About us - Healthcare Improvement Scotland
Contact Details	Address and contact details for general, media and work programme related enquiries.	Contact Healthcare Improvement Scotland
Organisational Chart	Details the organisational structure of HIS.	Please contact us using details in section 8 above.
Our Board	<p>Details of Board Members</p> <p>Previous Board papers and minutes.</p> <p>Details of next Board meeting, Code of Conduct, Code of Corporate Governance and Register of Interests</p>	<p>Board biographies (healthcareimprovementscotland.org)</p> <p>Previous Board papers (healthcareimprovementscotland.org)</p> <p>Healthcare Improvement Scotland board</p>
Our Directors	Details of Directors and their roles	Our Executive Team (healthcareimprovementscotland.org)

Operating Framework	Framework defines the key roles and responsibilities which underpin the relationship between HIS and the Scottish Government.	Operating Framework: Healthcare Improvement Scotland and Scottish Government
News	News about HIS e.g. news releases, blogs, events. Subscribe to our newsletters: HIS eNews and eConnect	News and events (healthcareimprovementscotland.org) eNewsletter subscription (healthcareimprovementscotland.org) Subscribe to our newsletter HIS Engage
External relations and working with others		
Partnership Opportunities	Information on working in partnership with HIS (e.g. Public Partners, volunteering)	Volunteer with Healthcare Improvement Scotland HIS Engage
Public Consultations	HIS responses to public consultations.	Consultation responses (healthcareimprovementscotland.org)
Information on rights, how to make a request		
How to complain or make a comment	How to complain or make a comment e.g. complaints policy and contact details.	Complaints and feedback (healthcareimprovementscotland.org)
How to make a freedom of information request	How to request information, contacts details for FOI section/unit.	Freedom of information (healthcareimprovementscotland.org)

How to make a request for personal information	How to apply your rights under the Data Protection Legislation and request personal information held by HIS about you.	Healthcare Improvement Scotland privacy statement See section 10.
Model Publication Scheme	HIS has adopted the Scottish Information Commissioner's Model Publication Scheme	Publication schemes Scottish Information Commissioner (itspublicknowledge.info)
Guide to Information	HIS Guide to Information it makes available under the Model Publication Scheme	Our publication scheme (healthcareimprovementscotland.org)

CLASS 2: HOW WE DELIVER OUR FUNCTIONS AND SERVICES

Class description: Information about our work, our strategies 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 Strategy	Corporate documents including strategy and operational delivery plans.	<p>Corporate documents, plans and policies (healthcareimprovementscotland.org)</p> <p>HIS Strategy 2022-27: A strategy for supporting better care in Scotland: 2022-2027 (healthcareimprovementscotland.org)</p>
What we do	Our film - about evidence, improvement and scrutiny in our work.	<p>Here's how we work (healthcareimprovementscotland.org)</p>
Our evidence work	We develop evidence-based advice, guidance and standards for health and care professionals to provide safer, more effective care.	<p>Evidence: Advice, guidance and intelligence (healthcareimprovementscotland.org)</p> <p>Overview of Evidence products: Evidence: Advice guidance and intelligence - An overview of the work we do and the resources we provide (healthcareimprovementscotland.org)</p>
Our improvement work	We provide improvement and implementation support to encourage and support continuous improvement in healthcare practice.	<p>Improvement and implementation support (healthcareimprovementscotland.org)</p> <p>The improvement hub (ihub) works with a wide range of partners to improve the quality of health and social care services: ihub Healthcare Improvement Scotland - Home</p> <p>The SPSP is a national quality improvement programme that aims to improve the safety and reliability of care and reduce harm: Scottish Patient Safety Programme (SPSP) ihub Health and social care improvement in Scotland - Scottish Patient Safety Programme (SPSP)</p>

Our scrutiny work	Provides public assurance about the quality and safety of healthcare through the scrutiny of NHS hospitals and services, and independent healthcare services.	<p>Reporting on quality and safety of healthcare in Scotland (healthcareimprovementscotland.org)</p> <p>Inspection and regulation of healthcare services (healthcareimprovementscotland.org)</p> <p>Hospital and Service Inspections: NHS hospitals and services (healthcareimprovementscotland.org)</p> <p>Regulation of independent healthcare (healthcareimprovementscotland.org)</p> <p>Death certification in Scotland (healthcareimprovementscotland.org)</p>
Our community engagement work (Previously Scottish Health Council)	We work with policy makers and service providers to ensure that people and communities are involved in planning and developing local health and care services.	Healthcare Improvement Scotland - Community Engagement HIS Engage
Corporate policies and procedures.		<p>Policy documents are available on request.</p> <p>Please contact us using details in Section 8 above.</p>
How to access our services	<p>The search tool on our home page can be used to access our reports, publications and tools.</p> <p>Locations of HIS offices.</p> <p>General enquiry email addresses.</p>	<p>Healthcare Improvement Scotland</p> <p>Details of HIS office locations and our general enquiry contact details can be accessed via Contact Healthcare Improvement Scotland</p>
Jobs at HIS	Our current vacancies can be found on the NHSScotland Recruitment website	<p>https://jobs.scot.nhs.uk/</p> <p>(This is an external website. HIS is not responsible for the content of this site.)</p>

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
HIS Board meetings	Board meetings - agendas and papers for past meetings and approved minutes of Board meetings.	Healthcare Improvement Scotland board
Board Standing Orders for the conduct of business and schemes of delegation	Details of Code of Conduct, Code of Corporate Governance and Register of Interests	Healthcare Improvement Scotland board For schemes of delegation contact us at the details given in section 8 above.
Public engagement	Details of volunteering opportunities with NHS Scotland and HIS	How You Can Get Involved HIS Engage

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 Accounts	Statutory financial statements Directors report including Board member and senior employees' remuneration, governance statement and independent auditors report.	Healthcare Improvement Scotland Annual Report and Accounts: 2021-2022 Healthcare Improvement Scotland Annual Report and Accounts 2020-2021 Healthcare Improvement Scotland Annual Accounts 2019-20
Public Services Reform (Scotland) Act 2010	Public Relations Expenditure Overseas Travel Expenditure Hospitality and Entertainment Expenditure Supplier payments over £25,000 Employees with remuneration in excess of £150,000 Sustainable economic growth information Efficiency, Effectiveness and Economy information	Expenditure information (healthcareimprovementscotland.org)
Financial Monitoring Reports	Overview in-year financial reports are included among the Board Papers	Healthcare Improvement Scotland board

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
Human Resources		
Current policies	HIS follows national NHS Scotland policies and has some local policies.	NHS Scotland Workforce Policies: Policies NHS Scotland Local HIS policy documents are available on request. Please contact us using details in Section 8 above.
Strategies	Minutes of Staff Governance Committee meetings are included in Board Papers. Workforce strategy	Healthcare Improvement Scotland board Workforce and Development Plan: 2020-2023 (healthcareimprovementscotland.org)
Staffing	Statistics about our staffing establishment are published on the Turas Data Intelligence website. Also reported in our annual accounts, available under our Corporate publications	https://turasdata.nes.nhs.scot/workforce-official-statistics/nhsscotland-workforce/ Corporate documents, plans and policies (healthcareimprovementscotland.org)
Staffing structure	High level organograms	Available on request. Please contact us using details in section 8 above.
Equality and Diversity at HIS	Equality reports, action plan, and impact assessments.	Equality and diversity (healthcareimprovementscotland.org) Equality Mainstreaming Report - Including Equality Outcomes (2021–2025) and Equal Pay Statement: April 2021 (healthcareimprovementscotland.org)

Volunteering	Volunteering opportunities	Volunteer with Healthcare Improvement Scotland HIS Engage
Jobs at HIS	Our current vacancies can be found on the NHS Scotland Recruitment website	https://apply.jobs.scot.nhs.uk/ Work with us: current vacancies, clinical engagement, careers and consultation opportunities (healthcareimprovementscotland.org)
Information Resources		
Records management	The HIS records management plan. Progress Update Reports on the HIS plan can be found on the NRS website.	The HIS records management plan is available on request. Please contact us using details in Section 8 above. Progress Update Review (PUR) - Assessment Reports National Records of Scotland (nrscotland.gov.uk)
Privacy and data protection		Healthcare Improvement Scotland privacy statement
Freedom of Information	Information about the freedom of information and how to submit a request	Freedom of information (healthcareimprovementscotland.org)
Knowledge Management	The creation, application, review and implementation of knowledge and evidence across all of Healthcare Improvement Scotland's strategic priority areas.	Knowledge management (healthcareimprovementscotland.org)
Physical Resources		
Properties	Details of HIS main offices in Edinburgh and Glasgow.	Contact Healthcare Improvement Scotland

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

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

The information we publish under this class includes:	Description	How to access it/details of any charges
Procurement	Procurement services for HIS are provided by the Scottish Ambulance Service under a shared service arrangement.	Healthcare Improvement Scotland procurement information
Invitations to Tender	Invitations to tender can be found on the Public Contracts Scotland Advertising Portal.	http://www.publiccontractsscotland.gov.uk/ This is an external website. HIS is not responsible for the content of this site.
Contracts	A list of contracts which have gone through formal tendering can be found at Public Contracts Scotland Advertising Portal	http://www.publiccontractsscotland.gov.uk/ This is an external website. HIS is not responsible for the content of this site.

CLASS 7: HOW WE ARE PERFORMING		
Class description: 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	Key performance indicators are set out in our Corporate Plan and Local Delivery Plan. Performance against them is reported in our Annual Reports	Corporate Plan, Local Delivery Plan and Annual Report can be found here: Corporate documents, plans and policies (healthcareimprovementscotland.org)
Annual performance reporting	Annual Review, Annual Accounts and Reports	HIS routinely publishes information on our Annual Review, Annual Accounts and Annual reports and they can be found here: Corporate documents, plans and policies (healthcareimprovementscotland.org)
Feedback and complaints	Information on how to provide feedback, comments or complaints on our services.	Complaints and feedback (healthcareimprovementscotland.org)
Complaints	Annual complaints statistics reports	Complaints and feedback report 2020-2021
Scottish Public Service Ombudsman (SPSO)	SPSO sends Health Boards an annual letter summarizing complaints received and outcomes.	https://www.spsso.org.uk/our-findings This is an external website. HIS is not responsible for its content.

CLASS 8: COMMERCIAL PUBLICATIONS

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

The information we publish under this class includes:	Description	How to access it/details of any charges
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HIS has no commercial publications

CLASS 9: OUR OPEN DATA

Class description: Open Data made available by Healthcare Improvement Scotland as described by the Scottish Government's Open Data Resource Pack³ and available under open licence

The information we publish under this class includes:	Description	How to access it/details of any charges
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We do not publish any information in this class as HIS does not currently have Open Data

Data and Intelligence at Public Health Scotland publish statistical data sets for NHS Scotland:
<https://www.publichealthscotland.scot/publications/>