



East Sussex Healthcare
NHS Trust

Freedom of Information

Publication Scheme – Guide to Information

January 2018

Part One: Introduction

Welcome to the East Sussex Healthcare NHS Trust's Guide to Information.

What a Guide to Information is?

This Guide to Information is a complete guide to the information routinely published by East Sussex Healthcare NHS Trust. It is a description of the information about our Trust which we make publicly available. We shall review this at regular intervals and monitor how it is operating.

It is important to us that this Guide meets your needs and we have designed it to be a route map so that you can find information about East Sussex Healthcare NHS Trust easily. Under Section 19 of the Freedom of Information Act 2000 (there is a link to the Act in Part Three below), East Sussex Healthcare NHS Trust has a legal duty to adopt and maintain a Publication Scheme and Guide to Information for the publication of Trust information. The purpose of the Act is to promote greater openness by public authorities (of which East Sussex Healthcare NHS Trust is one).

Feedback

We welcome any suggestions about how this Guide to Information or the publications themselves could be improved. The Publication Scheme and Guide to Information are produced and maintained by the Freedom of Information Manager who is the Publication Scheme Co-ordinator.

If you have any questions, suggestions or comments about the Scheme or Guide, please contact the Freedom of Information Manager, whose details are given below:

Jo Shoesmith
Freedom of Information Manager
East Sussex Healthcare NHS Trust
Eastbourne District General Hospital
Kings Drive, Eastbourne
East Sussex BN21 2UD

Email: esh-tr.foi@nhs.net

If you have a complaint about the Publication Scheme or Guide to Information, or how the Trust has dealt with your request for information from the Publication Scheme, please write to:

Lynette Wells
Director of Corporate Affairs
East Sussex Healthcare NHS Trust
Eastbourne District General Hospital
Kings Drive, Eastbourne
East Sussex BN21 2UD

Email: esh-tr.foi@nhs.net

Part Two: The Classes of Information

The information has been divided into seven classes of information as detailed below. Given the amount of information held by the Trust, it will not be possible to publish it all online. In many cases, information normally found in a publication scheme is available elsewhere on the Trust's website.

If the information you require is not available here or on the Trust's website, then please submit a Freedom of Information request.

Classes of Information

Who we are and what we do

Organisational information, locations and contacts, constitutional and legal governance.

What we spend and how we spend it

Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts.

What our priorities are and how we are doing

Strategy and performance information, plans, assessments, inspections and reviews.

How we make decisions

Policy proposals and decisions. Decision making processes, internal criteria and procedures, consultations.

Our policies and procedures

Current written protocols for delivering our functions and responsibilities.

Lists and Registers

Information held in registers required by law and other lists and registers relating to the functions of the authority.

The Services we Offer

Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services offered.

How to use this Guide to Information

Throughout the Guide there are references to key documents held by East Sussex Healthcare NHS Trust. Some of these are available on our website at www.esht.nhs.uk or if you would like a hard copy of any of the documents referred to within the Guide, please contact the Publication Scheme Co-ordinator as detailed previously.

If you require a large print or audio version of the Guide, or any of the documents referred to within it, please contact the Publication Scheme Co-ordinator.

We will state how you can obtain the information outlined within each Class by means of a table which appears at the end of that chapter. Each table gives a full list of publications falling into that Class, together with a description of how each of these can be accessed and whether there is a charge for doing so. Access to documents will either be via our website or as a hard copy or other media as stated within each Class. The publications are all free unless otherwise indicated within each Class.

The Trust's commitment to publish information excludes any information which can legitimately be withheld under the exemptions set out in the NHS Openness Code or the Freedom of Information Act. Where individual Classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to most Classes within the Publication Scheme. A full list of exemptions is given in Appendix III of this Guide to Information.

This Guide to Information is available in both hard copy and on our web site at www.esht.nhs.uk.

1. Class 1: Who we are and what we do

East Sussex Healthcare NHS Trust is part of the National Health Service (NHS). The NHS is a very large part of the public sector. A full list of NHS Trusts can be found at www.nhs.uk.

The work of the Trust is guided by the strategic direction established by the Department of Health. The Department of Health's website can be found at www.dh.gov.uk and has links to the main national strategies for the NHS.

NHS Improvement provides support, oversight and governance for all NHS Trusts on their journey to delivering high quality care and treatment by working with Trusts and challenging and supporting them to find ways to improve performance, become more accessible to the diverse communities they serve, and ensure they spend taxpayers' money wisely.

Their website www.improvement.nhs.uk is also a useful source of information about the wider NHS in our area.

The Trust also has a close working relationship with the Clinical Commissioning Groups for East Sussex which commission many of our services.

1.1 East Sussex Healthcare NHS Trust

East Sussex Healthcare NHS Trust provides NHS hospital and community services throughout East Sussex.

We provide our services from two acute hospital sites at Eastbourne District General Hospital and Conquest Hospital and two community hospital sites at Bexhill and Rye. The Trust also provides services at a number of clinics in other hospitals, health centres and GP surgeries.

1.2 Organisation of the Trust

The Trust Board oversees the work of our organisation. The Trust also has a Senior Leaders Forum which is responsible for overseeing the operational management of the Trust. The day to day work of the Trust is guided by the Chief Executive and the Executive Team and is discharged through clinical units and corporate directorates.

The Board

The Trust Board consists of a Chairman and Chief Executive, five non-executive directors plus four executive directors. The Chairman, along with the five lay (non-executive) members, has been appointed by the NHS Appointments Commission.

The full membership of the Board is outlined on the Trust's website (<http://www.esht.nhs.uk/about-us/board/>) and in the Trust's Annual Report each year which is available on our website at www.esht.nhs.uk or by contacting the Publication Scheme Co-ordinator as detailed previously.

Details of the salary and pension entitlements and expenses of the Trust Board are published in our Annual Report which is available as detailed above. All members of the Board can be contacted through the Director of Corporate Affairs.

Trust Board meetings are held on a regular basis in public. Members of the public are welcome to attend the public sessions of Trust Board. For more information about the Board please see the Trust website at www.esht.nhs.uk. Alternatively, please contact the Publication Scheme Co-ordinator.

Approved minutes of Board meetings are published through the Guide to Information and are available on the Trust website at www.esht.nhs.uk

Sub-Committees

The Board delegates some of its functions and responsibilities to sub-committees. These sub-committees include:

- Audit Committee
- Finance and Investment Committee
- Quality and Safety Committee
- Remuneration and Appointments Committee
- People & Organisational Development Committee

Approved minutes of Board meetings and appropriate sub-committees are published in the Guide to Information. The Scheme of Delegation describes how the Board discharges its responsibilities.

1.3 Management Team and Support

The Chief Executive is supported by a structure of both clinical divisions and corporate directorates as previously mentioned.

The clinical divisions are headed up by a Clinical Lead supported by an Associate Director of Operations and an Associate Director of Nursing

Corporate Directorates

- Clinical Practice
- Finance
- Human Resources
- Operations
- Corporate Affairs

Each of these is headed up by an Executive Director.

1.4 Working in partnership with non-NHS organisations

Links with other NHS organisations are described earlier in this Guide.

The Trust is also committed to working in partnership with a number of non-NHS organisations, to ensure local delivery of services and their development in accordance with national guidance and local needs. These partner organisations include local authorities, educational establishments, police, the private sector and not-for-profit and community groups.

Where partnerships with non-NHS organisations involve information-sharing, we have joint agreements about how this information sharing will be arranged. The Trust has an **Overarching Protocol for the Secure and Confidential Sharing of Person Identifiable Information**. This protocol has been agreed between organisations, and sets out the

obligations on staff to share or disclose information about service users and to maintain confidentiality.

1.5 Service Level Agreements

Where East Sussex Healthcare NHS Trust is involved in joint service provision with partner organisations, Service Level Agreements (SLAs) exist. SLAs form the contract between the two organisations, defining what services are to be delivered and how, together with information about the budget. East Sussex Healthcare NHS Trust currently has Service Level Agreements with, amongst others:

- Eastbourne Hailsham and Seaford Clinical Commissioning Group
- Hastings and Rother Clinical Commissioning Group
- High Weald Lewes and Havens Clinical Commissioning Group
- Sussex Partnership NHS Foundation Trust

For a full list of organisations with which the Trust has Service Level Agreements, or to find out more about any of the SLAs the Trust has with partner organisations, please contact:

Jonathan Reid
 Director of Finance
 East Sussex Healthcare NHS Trust
 St Anne's House, 729 The Ridge
 St Leonards on Sea
 East Sussex TN37 7PT

Tel: 01424 755255 ext 8092
 Email: jonathan.reid@nhs.net

1.6 Meetings with pharmaceutical companies and other medical suppliers

Information regarding meetings with pharmaceutical companies and other medical suppliers can be found on the Trust website at www.esht.nhs.uk.

1.7 Location and contact details for all public-facing departments

Location and contact details for all public-facing departments can be found on the Trust website at www.esht.nhs.uk.

1.8 Key Publications from this Class:

Description	Format	Charge
Full list of Hospital sites	On Trust website www.esht.nhs.uk	None
Organisational structure charts	Available in paper format or by e-mail from the Publication Scheme Co-ordinator	None
Overarching Protocol for the Secure and Confidential Sharing of Person Identifiable Information	Available in paper format or by email from the Publication Scheme Co-ordinator	None
Full list of SLAs with partner organisations	Available in paper format or by email from the Director of Finance	None

2. Class 2: What we spend and how we spend it

Financial information concerning the Trust is contained in the Trust's Annual Report which is published annually and is available on the Trust website at www.esht.nhs.uk.

The Director of Finance has corporate responsibility for the oversight of the Trust's finances and can be contacted at the following address:

Jonathan Reid
Director of Finance
East Sussex Healthcare NHS Trust
St Anne's House, 729 The Ridge
St Leonards on Sea
East Sussex TN37 7PT

Tel: 01424 755255 ext 8092

Email: jonathan.reid@nhs.net

The Trust Board receives regular updates on the financial position of the organisation and the Board makes decisions in regard to the management of these resources. The Trust produces a Performance Report for each Trust Board meeting. This Report gives information relating to key performance indicators for the Trust. These include financial balance, access targets and performance in relation to other key targets laid out in the National Performance Framework.

A summary of the Trust's latest end of year Accounts can be found in the Annual Report, which is available on the Trust website at www.esht.nhs.uk. Alternatively, if you wish to see a full copy of the latest Accounts, or Accounts from a previous period, please contact the Publication Scheme Co-ordinator.

The following documents can also be found on the Trust website:

- Financial statements, budgets and variance reports
- Financial Audit Reports
- Capital programme
- Staff and Board members' allowances and expenses
- Staff pay and grading structures
- Funding (including endowment funds)
- Procurement and tendering procedures
- Details of contracts currently being tendered
- List and value of contracts awarded.

In certain circumstances information intended for future publication, audit material under certain circumstances, personal information, commercial or confidential information and criminal and regulatory investigative material or law enforcement material under certain circumstances, will be exempt.

2.1 Purchase of Equipment and Supplies

East Sussex Healthcare NHS Trust provides health care services to the local community; so much of the expenditure goes to direct patient care services.

The Trust follows national guidance for purchasing equipment and supplies. The Trust has a policy document relating to tendering procedures which sets out guidelines on such issues as obtaining written quotes for good and services. This policy forms part of the Trust Standing Orders which can be found on the Trust website.

The Trust will advertise tenders for goods or services worth over the EU threshold through the Official Journal of the European Communities (OJEC) procedures. The website for OJEC is www.ojec.com OJEC is now recognised as OJEU - the Official Journal of the European Union).

Details relating to contracts and tenders can be found on our website at www.esht.nhs.uk.

Items not included will be those where a commercial issue or issue of confidentiality is involved.

Copies of the Purchasing and Supplies Policy and Procedure Manual can be accessed by contacting the Publication Scheme Co-ordinator.

2.2 Summary of Key Documents from this Class

Description	Format	Charge
Performance Report	On the Trust website as part of supporting papers to go to the Board (www.esht.nhs.uk) In paper format or by email from the Publication Scheme Co-ordinator	None
Summary of latest Accounts	Form part of the Annual Report which is available on the Trust website at www.esht.nhs.uk In paper format or by email from the Publication Scheme Co-ordinator	None

3. Class 3: What our priorities are and how we are doing

3.1 Financial

East Sussex Healthcare NHS Trust has a statutory duty to break even.

3.2 Performance

A monthly Performance Report is produced for the Trust Board. This will summarise the current performance of the Trust in a number of key performance areas including quality of care, access and finance. The Performance Report forms part of the Board papers and can be found on the Trust website at **www.esht.nhs.uk**

The Care Quality Commission (CQC) is the independent regulator of all health and social care services in England. Their role is to make sure that care provided by hospitals, dentists, ambulances, care homes and services in people's own homes and elsewhere meets government standards of quality and safety.

Details of inspections carried out on the Trust by the CQC can be found on their website – www.cqc.org.uk.

3.3 Corporate Information

East Sussex Healthcare NHS Trust routinely publishes a large amount of information. Documents that are published and are publicly available now, include:

- Annual Report
- Annual Quality Account

Documents guiding service development are available for the following areas:

1. Organisational Development Strategy
2. Risk Management Strategy

If you wish to find out more about the strategy documents produced by the Trust, please contact the Publication Scheme Co-ordinator.

Some of this information is of a personal and confidential nature and will be excluded as will any other confidential material. Material relating to the health and safety of specific individuals, as to law enforcement or criminal or regulatory enforcement or audit issues under certain circumstances may also be excluded from publication. There may be circumstances where material cannot be released because the appropriate officer of the Trust has taken the view that it may be prejudicial to the conduct of public affairs.

3.4 Governance

Governance is defined by the Audit Commission as “the systems and processes by which health bodies lead, direct and control their functions, in order to achieve organisational objectives, and by which they relate to their partners and the wider community”. These systems and processes relate to all areas of the Trust's work, including Patient and Public Involvement, personnel issues and information management as well as clinical work.

3.5 Clinical Audit structure and process

Clinical Audit is a key and essential component of clinical governance. The function sits within the Clinical Governance directorate, the role and function being to ensure that

robust audit informs all elements of clinical governance and quality improvement at divisional, specialty and corporate level.

All clinical audit projects are prioritised within the clinical specialties in accordance with the Clinical Audit Forward Plan. All specialties have lead audit clinician(s) identified, with multi-disciplinary audit meetings taking place on a regular basis. Regular reports are made to the specialty management teams. Audit proposals and reports are recorded on a central audit database which is accessible to staff through the Trust Extranet. The full database, including audit proposals and completed reports, has restricted access but the archive database is available to all staff. Anyone wishing to undertake an audit should request support from their Division's Clinical Effectiveness Facilitator (CEF).

The CEF, using the audit protocol on the database, ensures robust methodology and clarity of purpose of the audit. On completion of the audit, a full report is submitted by the audit team to the CEF for circulation. The CEF will work with the audit team to ensure the report contains all of the necessary information required in order to conduct effective future re-audits – lessons learnt are highlighted, identified risks are forwarded to the Trust's Risk team for follow up, conclusions are drawn and recommendations for improvement made. The associated audit action plan is regularly monitored and updated by the CEF. Where there is concern over the completion of an audit action plan, it will be taken to the Clinical Effectiveness Overview Group (CEOG) for action.

In line with best practice, junior doctors are encouraged to participate in clinical audit in consultation with their educational supervisors. On completion of a supported audit (a full report has been submitted to the CE team) a certificate is issued.

The Clinical Effectiveness Overview Group is chaired by the Assistant Medical Director (Quality) and its purpose is to monitor and review Trust Clinical Effectiveness activity (including clinical audit) and compliance indicators on a bimonthly basis and to assure the Board that evidence based practice has been implemented. The CEG feeds into the Trust's Patient Safety and Quality Group and the Trust's Audit Committee.

Aims of clinical audit programme at East Sussex Healthcare NHS Trust

- To deliver demonstrable improvements in patient care
- To encourage evidence-based best practice
- To contribute to the process of continuing clinical education.

3.6 Ensuring Patient Safety

The Trust has a Risk Management Strategy, which is available from the Publication Scheme Co-ordinator. Class 5 gives further details about other strategies, policies and procedures that the Trust has in place.

3.7 Research and Development

The leader responsible for Research and Development is:

Liz Still
Research and Development Manager
Eastbourne District General Hospital
Kings Drive, Eastbourne
East Sussex BN21 2UD

E-mail: liz.still@nhs.net

3.8 Who Monitors the Trust?

The Trust is monitored and scrutinised by a number of external bodies, covering different aspects of its performance, such as professional conduct, services and adverse events. A full list of these bodies is attached at Appendix I in Part 3 of this Guide to Information.

3.9 Reports and Independent Enquiries

How the Trust is measured by other organisations, informs how we measure ourselves. Some of these organisations also conduct inspections of our services. We will use this section to inform the public of the results of some of these inspections and investigations. Some of the Inspection information is of a personal and confidential nature and will be excluded as will any other confidential material. Material relating to the health and safety of specific individuals, as to law enforcement or criminal or regulatory investigatory material or audit issues may also be excluded from publication. See Appendix 1 for a list of inspection and monitoring bodies.

3.10 Health Overview and Scrutiny Organisation Committee (HOSC)

Since January 2003, all local authorities with social services responsibilities have had the power to scrutinise health services in their local authority area. This contributes to their wider role in health improvement and reducing health inequalities for their area and its inhabitants. East Sussex County Council has a health scrutiny panel. If you would like more information about this, please contact:

East Sussex County Council
County Hall
St Anne's Crescent, Lewes
East Sussex BN7 1UE

Tel: 0345 6080190

The following information is regularly reported to the Trust Board and can be found on the Trust's website:

Annual Business Plan/Commissioning Plan
Targets, Aims and Objectives
Strategic Direction document (5 year plan)
Performance against targets (Key Performance Indicators)/performance framework/performance management information
Reports by regulatory organisations e.g. Care Quality Commission and NHS England
Audit reports delivered at Trust Board level

Service user surveys
 Privacy impact assessments.

3.11 Key Publications from this Class

Description	Format	Charge
Trust Performance Report - monthly report to the Trust Board showing Trust's performance against key indicators	On the Trust website as part of the Board papers at www.esht.nhs.uk In paper format or by email from the Publication Scheme Co-ordinator	None
Annual Report	On the Trust website at www.esht.nhs.uk In paper format or by email from the Publication Scheme Co-ordinator	None
Annual Quality Account	On the Trust website at www.esht.nhs.uk In paper format or by email from the Publication Scheme Co-ordinator	None
Quality Governance Strategy	In paper format or by email from the Publication Scheme Co-ordinator	None
Risk Management Strategy	In paper format or by email from the Publication Scheme Co-ordinator	None

4. Class 4: How we make decisions

4.1 Corporate Information

The Trust routinely publishes a large amount of information including the following:

- Board papers: these are the agendas, minutes and supporting papers (including Performance Reports) for the Board. The time and date of Board meetings is available on the Trust website and is also advertised in local newspapers. The agenda and supporting papers are available three working days before the date of the meeting on the Trust website. Approved minutes are also available on the Trust website at www.esht.nhs.uk

4.2 Public Involvement and Consultation

The Trust's Public Experience Strategy can be found on the Trust website together with details of public consultations. Consultation on services the Trust provides is undertaken in conjunction with the Clinical Commissioning Groups for East Sussex.

Feedback to the public is provided in the following ways.

- a) Public feedback (Part 1 Trust Board)
- b) Public events
- c) Focus group feedback
- d) HOSC

4.3 Patient Advice and Liaison Service (PALS)

A patient advice and liaison service functions from both Conquest Hospital and Eastbourne District General Hospital. This service will support you through your NHS care. The Trust endeavours to ensure that all our patients, relatives and carers who engage with our services have access to any information that has affected or been an influence in their care.

If you would like to know more about getting involved with East Sussex Healthcare NHS Trust, please contact:

Vikki Carruth
Director of Nursing
Eastbourne DGH
Kings Drive, Eastbourne
East Sussex BN21 2UD

E-mail: vikkicarruth@nhs.net

4.4 Key Publications From This Class

Description	Format	Charge
Board meetings: agenda, supporting documents and approved minutes	On Trust website at www.esht.nhs.uk In paper format or by email from the Publication Scheme Co-ordinator	None
Board sub-committee meetings minutes	On the Trust website as part of the supporting papers for Board. In paper format or by email from the Publication Scheme Co-ordinator	None
Public Experience Strategy	In paper format or by email from the Publication Scheme Co-ordinator	None

5. Class 5: Our Policies and Procedures

5.1 Policies

East Sussex Healthcare NHS Trust develops and updates policies in a number of areas on a regular basis. New policies are developed by an identified policy author and the draft policies are then consulted upon with the most appropriate people and organisations prior to approval by either the Trust Board or delegated group or Director.

Some of the key policies held by the trust can be grouped under the headings below. All departments and directorates within the Trust have many policies, guidelines and protocols which govern the way in which they and the Trust function.

If you are interested in Trust policies on a particular subject area, please contact the Publication Scheme Co-ordinator who will be able to supply these to you.

5.2 Freedom of Information Policy

The Freedom of Information Policy can be found on our website or obtained from the Publication Scheme Co-ordinator.

5.3 Information Management

Enquiries about information management within the Trust should be directed to:

Information Governance Team
East Sussex Healthcare NHS Trust
Eastbourne District General Hospital
Kings Drive, Eastbourne
East Sussex BN21 2UD

Email: esh-tr.infogov@nhs.net

5.4 Human Resources

The Human Resources Directorate comprises the following functions:

- Operational HR
- Recruitment and Retention
- Workforce Information
- Medical Personnel
- Learning and Development
- Occupational Health
- Postgraduate Education
- Libraries
- Childcare

The Trust has a Human Resources Strategy outlining the workforce priorities. This strategy links closely with the clinical and other operational strategies of the Trust and is available from the Publication Scheme Co-ordinator. Further information on all areas of human resources can be received from:

Monica Green
Director of Human Resources
Eastbourne District General Hospital
Kings Drive, Eastbourne
East Sussex BN21 2UD

Tel: 01323 4147400 ext 4677
E-mail : monicagreen@nhs.net

5.5 Human Resources Policies

The Trust has a large number of human resources policies that guide the way in which the Trust works with its staff. A full list of human resources policies can be obtained by contacting the Publication Scheme Co-ordinator.

5.6 Learning and Development

The Trust has a range of policies in place relating to Learning and Development and this function within the Trust is the responsibility of the Assistant Director of Human Resources (Workforce Development), who can be contacted at:

Dawn Urquhart
Assistant Director of HR - Education
Post Graduate Centre, Eastbourne District General Hospital
Kings Drive, Eastbourne
East Sussex BN21 2UD

Tel : 01323 417400 ext 5875
E-mail : d.urquhart@nhs.net

5.7 Communicating With Staff

The Trust has an active Joint Staff Consultative Committee enabling management and staff side to meet on a regular basis to discuss common issues and to facilitate communications with the workforce in general. At this committee there is also joint approval of all policies affecting staff.

We communicate with staff through a series of formal and informal briefings at all levels. We also produce a staff newsletter "Connect". The Chairman and Chief Executive also provide regular 'open forums' for all staff to attend in order to understand the current issues of the Trust.

5.8 Recruitment and Retention

Recruitment services are provided by the Human Resources Directorate at the Trust who are responsible for the recruitment and selection of staff. To contact this service, or for details of current employment opportunities, visit the Trust website at www.esht.nhs.uk. If you do not have internet access, Recruitment Services can be contacted at:

Recruitment Manager
Eastbourne District General Hospital
Kings Drive, Eastbourne
East Sussex BN21 2UD

Tel: 01323 435851

5.9 Occupational Health

Occupational Health within the Trust is the responsibility of the Occupational Health & Wellbeing Manager who can be contacted at:

Liz Lipsham
Specialist Nurse Manager
Specialist Community Public Health Nurse
Occupational Health & Wellbeing
Staff Engagement & Wellbeing
Occupational Health Department
Conquest Hospital
The Ridge, St. Leonards-on-Sea
East Sussex TN37 7RD

Tel : 01424 755255 ext 2609

E-mail : liz.lipsham@nhs.net

5.10 Payroll

The Trust's payroll function is the responsibility of the Payroll Manager who can be contacted at:

Linda Eades
Payroll Manager
Payroll Department, St. Anne's House
The Ridge, St. Leonards-on-Sea
East Sussex TN37 7PT

Tel: 01424 755255 ext 2202

E-mail : linda.eades@nhs.net

The Trust has a range of policies in place relating to the remuneration of staff and these can be obtained by contacting the Publication Scheme Co-ordinator.

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

5.11 Equality & Diversity

The Equality Diversity & Human Rights Policy can be found on the Trust website at www.esht.nhs.uk.

5.12 Health & Safety Policy

The Trust is compliant with Health & Safety legislation and relevant documents can be found on the Trust website.

5.13 Corporate Governance Material

Corporate governance is the formal framework that governs the way in which we operate, covering the conduct of our Trust and regulation of the conduct of our employees and agents. The Trust aims to work to high standards of accountability, honesty and openness. The Board has agreed a number of ways of achieving these high standards. These rules and guidelines can be found in the following Corporate Governance documents:

- Standing Orders: These documents govern the way that the Trust is managed and the powers that it has.
- Standing Financial Instructions: These cover the financial aspects of the Trust's work in detail. They are designed to ensure the Trust fully accounts for what it does.
- Scheme of Delegation: Outlines the way in which the Board discharges its responsibilities to various sub-committees.
- Codes of Conduct for Chair/Board Members/Chief Executive and other Senior Officers: define what is expected of senior staff and Board members.

Copies of the above documents can be accessed by contacting the Publication Scheme Co-ordinator. Some information within this class may be withheld, including personal, confidential information about individuals which is protected by the Data Protection Act 1998.

5.14 Environmental Information

We provide our services from two acute hospital sites at Eastbourne District General Hospital and Conquest Hospital and two community hospital sites at Bexhill and Rye. The Trust also provides services at a number of clinics in other hospitals, health centres and GP surgeries.

If you would like to know more about the Trust's estate and land holdings, please contact:

Joe Chadwick-Bell
Chief Operating Officer
East Sussex Healthcare NHS Trust
Eastbourne DGH, Kings Drive, Eastbourne
East Sussex BN21 2UD

E-mail: joanne.chadwick-bell@nhs.net

We will also use this Class to publish any information required to be placed in the public domain as a result of the Environmental Information Regulations, and any Environmental Enforcement action and associated information.

5.15 Complaints

East Sussex Healthcare NHS Trust aims to provide high quality services. Sometimes things go wrong and people will wish to complain and have that complaint investigated. It is useful for the Trust to have people's views, so that they can be taken into account in planning for the future and to improve services for the benefit of the whole community. The Trust welcomes compliments, comments and suggestions about the way in which we undertake our work.

The Trust has a Complaints Policy and Procedure. This follows the processes prescribed by the NHS Complaints Procedure. You can find out more about the NHS complaints procedure by looking at the relevant page on the NHS website at:

www.nhs.uk/NHSEngland/complaints-and-feedback/Pages/nhs-complaints.aspx

If you wish to make a complaint about the Trust, please contact:

<p>Chief Executive East Sussex Healthcare NHS Trust Eastbourne DGH Kings Drive, Eastbourne East Sussex BN21 2UD</p> <p>Tel: 01323 435653</p>
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The Trust regards complaints as a way of improving services in the future. Anonymised, statistical information about the complaints received is produced on a quarterly basis for the Trust Board. Copies of this can be accessed on the website as part of Board papers, or through the Publication Scheme Co-ordinator. Patient confidentiality is observed in accordance with the Data Protection Act. The Trust does not publish details of individual complaints.

The annual complaints report for the Board also includes anonymised, statistical information relating to complainants.

5.16 Data Protection & Caldicott Guardian

The Freedom of Information Act does not change the right of patients to protection of their patient confidentiality in accordance with Article 8 of the Human Rights Convention, the Data Protection Act and at common law. Maintaining the legal right to patient confidentiality continues to be an important commitment on our part.

All NHS organisations must have a Caldicott Guardian to ensure the protection of patient confidentiality throughout the Trust in accordance with your legal rights. The requirement for such a role within NHS organisations comes out of the Caldicott Committee's report on the Review of Patient-Identifiable Information, published in 1987. Recommendations within this report centre on improving confidentiality and information security in NHS organisations.

The Caldicott Guardian within East Sussex Healthcare NHS Trust is:

Dr David Walker
Medical Director
East Sussex Healthcare NHS Trust
Conquest Hospital
The Ridge, St Leonards-on-Sea
East Sussex, TN37 7RD

Tel: 01424 755255
E-mail: david.walker18@nhs.net

All NHS organisations are required to produce an annual report showing what has been done in line with Caldicott improvement plans. When this report has been produced it will be submitted to the Trust Board. A copy of the report can be viewed as part of the Board supporting papers or by contacting the Publication Scheme Co-ordinator.

5.17 Rights of Access to Information

At the present time, in addition to accessing the information identified in the Publication Scheme and Guide to Information, you are entitled to request information about East Sussex Healthcare NHS Trust under the NHS Openness Code 1995. A link to this is available in Part 3 of the Scheme and hard copies are available free of charge from the Department of Health at:

The Department of Health
Richmond House
79 Whitehall
London SW1A 2NS
Tel: 0207 210 4850

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

The Freedom of Information Act recognises that as a member of the public, you have the right to know how public services such as the NHS are organised and run, how much they cost and how you can make complaints if you need to. You have the right to know which services are being provided, the targets that are being set, the standards of services that are expected and the results achieved.

From January 1st 2005 East Sussex Healthcare NHS Trust is obliged to respond to requests about the information which it holds and is recorded in any form and it will create a right of access to that information. These rights are subject to some exemptions which the Trust has to take into account before deciding what information can be released. The Guide to Information will help you to find all the information which the Trust publishes.

5.18 Clinical Records

Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you. If you wish to find out more about this, please contact:

Request for Information Department
East Sussex Healthcare NHS Trust
Eastbourne District General Hospital
Kings Drive, Eastbourne
East Sussex BN21 2UD

Email: esh-tr.sar@nhs.net

The Trust embraces the 'being open' framework and has embedded and continues to ensure this is addressed within our risk management and governance process.

5.19 Information Management

We have retention and disposal schedules, which comply with circular HSC1999/53 and Public Record Office Guidance. Information required for the business purposes of the Trust is stored at the Trust.

5.20 Cost of information

Any costs for accessing information contained within this publication scheme is based on NHS Guidance. Charging details are as follows: For the most part, we will charge you only for hard copies or copying onto media (for example, a CD ROM). The majority of information is available free of charge, but there may be a charge for other information. The charges will vary according to how information is made available. If there is a charge for information, this will need to be paid in advance.

Trust website – www.esht.nhs.uk – information is free of charge, although the individual requesting information will be responsible for the charges for the internet service provider and personal printing;

Single page print-out from the website – available free of charge from the Publication Scheme Co-ordinator or by personal application at Trust Headquarters (the address is shown on the front page of this scheme). We will not provide print-outs from other organisation's websites;

Multiple page print-outs from the website – there may be a charge to cover the cost of photocopying and postage. We will let you know the cost and charges that have to be made, in advance;

Copies of documents that are not available on the website – there may be a charge to cover the cost of photocopying and postage. We will let you know the cost and charges that have to be made, in advance;

NB: for archived documents not listed in this Publication Scheme there may be a cost for retrieval. We will let you know all costs and charges that have to be made, in advance;

Leaflets and brochures on services that we offer – these are free of charge. A list of these leaflets is given in class 10, together with information about where they can be accessed.

‘Glossy’ or other bound paper copies, CD ROM, video or other media – a charge may be made for information in these formats. Please contact the Publication Scheme Co-ordinator for further information;

E-mail – information sent by e-mail will usually be free of charge, unless stated otherwise.

Dataset – the Trust will provide the information to the applicant in an electronic form which is capable of re-use as far as reasonably practicable. Please see below for further information.

These charges will be reviewed regularly and this section of the Guide to Information updated accordingly.

5.21 Re-Use of Public Sector Information

Re-use of Public Sector Information Regulations give the public and the private sector the right to re-use public sector information which the Trust produces as part of its Public Task. The new Re-Use of Public Sector Information Regulations 2015 came into force on 18th July 2015 and replaces the 2005 Regulations.

What are the RoPSI regulations?

The Re-Use of Public Sector Information (RoPSI) regulations govern the re-use of information created and used by Public Authorities in the UK as part of fulfilling their public task. Re-using the information means to use it for a purpose other than the initial public task it was produced for.

Access to the corporate information of Public Authorities is provided under Freedom of Information legislation. The RoPSI regulations do not change the provisions for accessing our information but provide the public and the private sector with a framework to re-use this information once it has been disclosed.

The RoPSI regulations are about encouraging the re-use of public sector information and governing how it is made available. Further guidance on the RoPSI regulations has been created by the ICO and the National Archives and links to this can be found on our website together with further information regarding the re-use of information provided by East Sussex Healthcare NHS Trust.

What information is covered?

Public sector information is information which we produce as part of our public task. Our public task is our core roles and functions as defined by legislation and regulations. Information on our public task, such as the services we provide and our key functions, can be found in the About section of our website. Information which is not within the scope of our public task is not covered by RoPSI regulations. Information is not covered by RoPSI regulations if it would be exempt from disclosure under information access legislation like the Freedom of Information Act or the Data Protection Act.

How to make a request for re-use

If you would like to make a request for re-use under the RoPSI regulations you need to contact us in writing (preferably by email), include your name and address for correspondence, specify the information you want to re-use, and specify the purpose you intend to use it for. You can contact us by email esh-tr.foi@nhs.net or by post to the Freedom of Information Manager as previously detailed.

Costs and licensing

Please note that where East Sussex Healthcare NHS Trust permits re-use of information under the Re-Use of Public Sector Information Regulations 2015 it is licensed under the Open Government Licence.

East Sussex Healthcare NHS Trust will, as a matter of routine, not charge for the re-use of information beyond reasonable disbursement costs (printing, postage, etc.) as per our Freedom of Information process.

Please note that East Sussex Healthcare NHS Trust reserves the right to charge for re-use (such as where a small return on investment is reasonable) and to licence more restrictively where appropriate.

If our standard practice of allowing free-of-charge, Open Government Licence governed re-use will not apply to an application for re-use, this will be discussed with and communicated to the applicant as soon as it becomes apparent.

5.22 Key Publications from this Class

Description	Format	Charge
Freedom of Information Policy	In paper format or by email from the Publication Scheme Co-ordinator	None
Human Resource policies	In paper format or by email from the Publication Scheme Co-ordinator	None
Finance policies	In paper format or by email from the Publication Scheme Co-ordinator	None
Governance and risk management	In paper format or by email from the Publication Scheme Co-ordinator	None
Clinical policies, guidelines and protocols	In paper format or by email from the Publication Scheme Co-ordinator	None
Human Resources Strategy	In paper format or by email from the Publication Scheme Co-ordinator	None
Learning and development strategy	In paper format or by email from the Publication Scheme Co-ordinator	None
Full list of current vacancies within the Trust	On the Trust website at www.esht.nhs.uk In paper format from Recruitment Services	None
Corporate Governance documents which includes: <ul style="list-style-type: none"> • Standing Orders • Standing Financial Instructions • Scheme of Delegation • Codes of Conduct for Chair/Board Members/ Chief Executive and other Senior Officers 	In paper format or by email from the Publication Scheme Co-ordinator	None
Summary of complaints	In paper format or by email from the Publication Scheme Co-ordinator	None

6. Class 6: Lists and Registers

6.1 Trust Documentation

The following documents can be found on our website or are available from the Publication Scheme Co-ordinator:

- Disclosure Log
- Register of Interests: a declaration of Trust staff and Board business activities with potential to conflict with the business of the Trust
- Information the Trust is legally required to hold in publicly available registers
- List of main contractors/suppliers
- Asset registers
- Information Asset Register
- CCTV
- Register of gifts and Hospitality provided to Board members and senior personnel.

Copies of the above documents can be accessed by contacting the Publication Scheme Co-ordinator as detailed previously.

Some information within this class may be withheld, including personal, confidential information about individuals which is protected by the Data Protection Act 1998.

6.2 Key Publications from this Class

Description	Format	Charge
<ul style="list-style-type: none">• Disclosure Log• Register of Interests	Available in paper format or by email from the Publication Scheme Co-ordinator	None

7. Class 7: Our Services

7.1 We provide

East Sussex Healthcare NHS Trust provides NHS hospital and community services throughout East Sussex.

We provide our services from two acute hospital sites at Eastbourne District General Hospital and Conquest Hospital and two community hospital sites at Bexhill and Rye. The Trust also provides services at a number of clinics in other hospitals, health centres and GP surgeries. Further details regarding the clinical services provided by the Trust can be found on our website.

Patient information leaflets, details regarding the Trust's Patient Advice and Liaison Service and other general advice and guidance can be found on our website.

7.2 Service Developments

Where decisions have been approved by the Trust Board about service changes or variations in services, together with the reasons for these decisions, they are detailed in the Board minutes which are published under the Guide to Information. Such decisions which affect the services we deliver are made available via press releases to the local media. These are available on the Trust website.

7.3 Non Clinical Services

The Operations directorate through its commercial function manages all non-clinical support services to the Trust. The typical range of services provided is as follows:

- Housekeeping and cleaning
- Building and engineering maintenance
- Electromedical equipment maintenance
- Catering
- Portering and security
- Car Parking
- Transport
- Estate management
- Property management
- Switchboard
- Waste management (Licensed disposal contractors)
- Laundry and linen services
- Decontamination and sterile supplies

Currently all of the above services, apart from security, are provided in-house through directly employed Trust staff.

7.4 Regular Publications and information for the Public

East Sussex Healthcare NHS Trust publishes a number of leaflets, reports and plans providing information about the Trust and how to access services.

A primary source of information regarding the Trust's financial management, activity and achievement, plus indicators to the Trust's performance against the national standards, is available in our Annual Report.

7.5. Communications with the Press and Media Releases

East Sussex Healthcare NHS Trust has a Head of Communications, who provides advice and support to staff on internal and external communication issues, co-ordinates organisational responses to media enquiries and supports other publication relations activities by the Trust.

Contact details are:

<p>Simon Purkiss Head of Communications East Sussex Healthcare NHS Trust Eastbourne District General Hospital Kings Drive, Eastbourne East Sussex, BN21 2UD</p> <p>Tel: 01324 414971 Email: esh-tr.communications@nhs.net</p>
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Recent press releases from the Trust can be found on the Trust website, or by contacting the Publication Scheme Co-ordinator.

7.6 Key Publications from this Class

Description	Format	Charge
Annual Report	On the Trust website at www.esht.nhs.uk In paper format from local libraries, health centres, community centres. Also available from the Publication Scheme Co-ordinator	None
Connect staff newsletter	Distributed in PDF format to all Trust staff. Also available from the Publication Scheme Co-ordinator	None
Recent press releases from the Trust	On the Trust website at www.esht.nhs.uk In paper format or by email from the Publication Scheme Co-ordinator	None

Part Three: Appendices

Appendix I: Monitoring Bodies

Key bodies involved in the monitoring and/or inspection of our services include the following:

- Child Protection Teams
- Coroner's Offices
- Care Quality Commission (CQC) (www.cqc.org.uk)
- Department of Health (www.dh.gov.uk)
- East Sussex County Council Health Overview and Scrutiny Committee (<http://www.eastsussex.gov.uk/yourcouncil/about/improving/measuringperformance/scrutiny/default.htm>)
- Environmental Health offices
- General Medical Council (www.gmc-uk.org)
- Healthwatch (www.healthwatcheastsussex.co.uk)
- Health and Safety Executive (www.hse.gov.uk)
- Health Professions Council (www.hpc-uk.org)
- Medicines and Healthcare Products Regulatory Agency (MHRA) (www.mhra.gov.uk)
- National Clinical Assessment Service (www.ncas.nhs.uk)
- National Patient Safety Agency (www.npsa.nhs.uk)
- NHS Improvement (www.improvement.nhs.uk)
- NHS Resolution (formally NHS Litigation Authority) <https://resolution.nhs.uk>
- Nursing and Midwifery Council (www.nmc-uk.org)
- Tiaa (internal auditor) www.tiaa.co.uk

Appendix II: Useful Resources

The following websites relate to the Freedom of Information Act 2000 and the development of Publication Schemes.

Information Commissioner's Office

www.ico.gov.uk

The National Archives on behalf of HM Government

www.legislation.gov.uk

Appendix III: Exemptions

Information that is exempt from disclosure under the Freedom of Information Act 2000

- Information accessible to applicant by other means
- Information intended for future publication
- Information supplied by, or relating to, bodies dealing with security matters
- Information that is needed for the purpose of safeguarding national security
- Certificates in relation to security or national security
- Information is considered exempt if its disclosure is likely to prejudice the defence of the British Islands or of any colony
- Information is exempt if its disclosure is likely to prejudice relations between the United Kingdom and any other state, or international organisation
- Information is exempt if its disclosure is likely to prejudice relations between any administration in the United Kingdom and any other such administrations
- Information is exempt if its disclosure is likely to prejudice the economic interests of the United Kingdom or of any part of the United Kingdom
- Information held at any time by a public authority in relation to criminal or civil investigations and proceedings
- Information is exempt if its disclosure is likely to prejudice law enforcement
- Court records are exempt from disclosure
- Information in relation to audit functions is exempt from disclosure
- Information is exempt if it is required for the purpose of avoiding an infringement of the privileges of either House of Parliament
- Information is exempt from disclosure if it is in relation to formulation of government policy
- Information is considered exempt if disclosure is likely to prejudice effective conduct of public affairs
- Information concerning communications with Her Majesty is exempt from disclosure
- Health & Safety information is exempt if its disclosure is likely to endanger the physical, mental health or safety of an individual
- Information is exempt if the public authority holding it is obliged by regulations to make the information available to the public in accordance with regulations or would be so obliged but for any exemption contained in the regulations
- Release of personal information that would contravene the Data Protection Act 1998 is exempt from disclosure
- Any information that was provided in confidence is exempt from disclosure
- Information in respect of which a claim to legal professional privilege or, in Scotland, to confidentiality of communications could be maintained in legal proceedings is exempt information
- Information is exempt from disclosure if it constitutes a trade secret
- Information is exempt if its disclosure by the public authority holding it is prohibited by or under any enactment, or is incompatible with any Community obligation or would constitute or be punishable as a contempt of court.

For further information regarding these exemptions please see the official website at www.ico.org.uk