

**FREEDOM OF INFORMATION ACT 2000**

**MODEL PUBLICATION SCHEME**

**FOR**

**WYE VALLEY NHS TRUST**

Wye Valley NHS Trust  
The County Hospital  
Union Walk  
Hereford  
HR1 1ER  
Tel. 01432 355 444  
[www.wyevalley.nhs.uk](http://www.wyevalley.nhs.uk)

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## 1. Information Publication Scheme

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Our publication scheme is a guide to the information routinely published by the Wye Valley Trust. The aim of this publication scheme is to explain what information the Trust makes available to the public and, wherever possible, to provide an easy method of accessing this information.

Most of the information can be accessed via our website, or from linked websites. If you require information that is not available in this publication scheme, or if you require a hard copy of any documentation, please contact the Freedom of Information (FOI) team on email - [Freedom.Information@wvt.nhs.uk](mailto:Freedom.Information@wvt.nhs.uk) - or write to:

### **Freedom of information Team**

Wye Valley NHS Trust,  
Monkmoor Court,  
31-34 Commercial Road,  
Hereford, HR1 2BG

Information available on our website is provided free of charge. Information provided by the FOI team electronically is free of charge. We may charge for print copies and postage.

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## 2. Who we are and what we do

### 2.1. How we fit into the NHS structure

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The National Health Service (NHS) is a very large part of the public sector. There are 171 Acute Trusts in England. The NHS healthcare system is explained [on the Department of Health and Social Care website](#).

The [About us](#) section of our website provides information about our role and responsibilities in the local community.

### 2.2. Organisational structure

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Wye Valley NHS Trust is the provider of healthcare services at Hereford County Hospital, which is based in the city of Hereford, along with a number of community services for Herefordshire and its borders. We also provide healthcare services at community hospitals in the market towns of Ross-on-Wye, Leominster and Bromyard. Read more about our organisations on [Our About Wye Valley NHS Trust](#) page. You can see our [Vision, mission and values](#) by click the link.

Wye Valley NHS Trust is run by a Board and an Executive Management Team. [Agendas and minutes of public Trust Board meetings](#) are available through this Publication Scheme.

Details of [board members](#) are available from Wye Valley NHS Trust's website.

### 2.3. Our Sites

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Within Herefordshire, the majority of secondary care is provided by Wye Valley NHS Trust at the County Hospital. Departments within the Trust can be found on the [A to Z list of departments](#) on the Trust web site. We also have multiple sites across the county, which can be seen on our [Patients and Visitors](#) page on our site.

Please see our [Annual reports](#) for a list of related parties with which we work, including commissioners and other providers.

## 2.4. Foundation Group

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In 2017 a 'Foundation Group' was created in partnership with South Warwickshire NHS Foundation Trust (SWFT) and Wye Valley NHS Trust (WVT). In 2018 George Eliot Hospitals NHS Trust (GEH) joined the Group and Worcestershire Acute Hospitals NHS Trust joined the Trust in 2023.

All four organisations face similar challenges and have a common strategic vision for how these can be solved. The Foundation Group model retains the identity of each individual trust whilst strengthening the opportunities available to secure a sustainable future for local health services.

There are numerous benefits for local communities across Warwickshire, Herefordshire and Worcestershire, including the provision of a wider platform to share best practice and improving whole system patient pathways.

Below is a list of other key organisations which we work in partnership with

## 2.5. Local authorities

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### [Herefordshire Council](#)

This is the main authority that covers all of Herefordshire.

## 2.6. NHS/healthcare organisations

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### [Herefordshire and Worcestershire Health and Care](#)

This Trust deals with the majority of mental health cases in Herefordshire.

## 2.7. Other Organisations

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### [Hoople Ltd](#)

Hoople is a public sector owned company based in Hereford, supplying IT services to the Trust. The business was established in April 2011 to provide services to its shareholders, one being the Wye Valley NHS Trust.

## 2.8. Our Private Finance Initiative (PFI Partners)

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### [Sodexo](#)

Wye Valley NHS Trust work closely with Sodexo who provide some services on behalf of the Trust.

## **2.9. Senior staff and management board members**

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Names, responsibilities and biographical details of our most senior members of staff can be found on [our board](#) section of the website and in our [annual reports](#).

## **2.10. Location and contact details for all public facing departments**

Information on how to contact our other public-facing departments, including appointments, complaints, PALS, and media relations is available on the [Contact us](#) page and our [Press Office](#) page.

## **3. What we spend and how we spend it**

### **3.1. Financial statements, budgets and variance reports**

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A copy of the annual statement of accounts can be found on the [Annual reports](#) page.

The Trust publishes a monthly list of expenditure over £25,000 which can be downloaded from our [Transparency](#) page.

### **3.2. Financial audit report**

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The Trust's external auditors are responsible for the audit of the Trust's annual financial accounts and will review the Trust's arrangements for securing economy, efficiency and effectiveness in its use of resources. Their opinions form part of the Trust's *Annual report* and accounts. *The Annual report* can be downloaded from our [Annual reports](#) page.

### **3.3. Staff and board members' allowances and expenses**

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Executive pay is included in the *Annual report* and can be downloaded from the [Annual reports](#) page. Please contact the FOI team for further information.

### **3.4. Staff pay and grading structure**

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Staff pay and grading structures are those set nationally within the [agenda for Change](#) framework and the [NHS Employers' Medical staff](#) scales. Our internal information can be viewed at [our pension scheme and pay information](#) page

The Trust publishes information on the gender pay gap and other equality measures in our [Equality, diversity and inclusion](#) pages, which can be seen on our [Equality Performance](#) page.

## **4. What our priorities are and how we are doing**

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Wye Valley NHS Trust is now moving into the next stage of a drive to ensure long-term sustainability, having agreed a strategic partnership with South Warwickshire NHS Foundation Trust (SWFT). SWFT shares a similar demography and size with the Wye Valley Trust. The two Trusts now share a Chief Executive.

### **4.1. Performance**

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Wye Valley NHS Trust monitors the performance of the services that it provides through regular reports which are presented to Trust Board on key performance targets. This process ensures that we monitor progress towards meeting the targets set by the Government and within our Service Level Agreements.

The Care Quality Commission is an independent regulator for NHS performance. It is a non-departmental public body established in 2009 to regulate and inspect health and social care premises in England. [www.cqc.org.uk](http://www.cqc.org.uk)

### **4.2. Governance**

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Governance is defined as ‘the system and processes by which health bodies lead, direct and control their functions, in order to achieve organisational objectives by which they relate to the partners and the wider community’.

The Trust has developed a [Quality and Improvement Strategy](#) designed to ensure the delivery of safe, effective, high quality care to patients across Herefordshire and the surrounding counties. The Quality and Improvement Strategy and its implementation are co-ordinated through a main committee and system of sub-committees.

The Trust has an Incident Reporting Policy and Procedure, based on the National Patient Safety requirement. All incidents and near misses are now graded based on their severity and followed up with an action plan to prevent reoccurrence to other patients and staff.



### **4.3. Controls Assurance**

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Controls Assurance is the national process designed to provide evidence that NHS organisations are doing their 'reasonable best' to manage themselves, to meet their objectives and to protect patients and staff against risks of all kinds. Risk management is an essential part of this and informs the Board about significant risks within the organisation, linking together financial, organisational and clinical controls.

### **4.4. Who monitors the Trust?**

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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 the end of this Publication Scheme.

The Trust's performance is measured by other organisations, which informs how we measure ourselves. Some of these organisations also conduct inspections of our services. These include:

### **4.5. Care Quality Commission**

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The Care Quality Commission is the health watchdog in England. It assesses whether healthcare services are meeting standards in a range of areas, including safety, cleanliness and waiting times. It has a statutory duty to assess the performance of healthcare organisations, award annual performance ratings for the NHS and coordinate reviews of healthcare by others. The Trusts performance can be seen at [The Care Commission](#) report page.

### **4.6. External Audit**

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External Audit is currently undertaken by Grant Thornton UK LLP, who are responsible for ensuring that public money is used economically, efficiently and effectively. It promotes proper stewardship and governance and helps those responsible for public services to achieve effective outcomes for users and the public.

## **4.7. Privacy Impact Assessments (in full or summary format)**

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For information about Data Protection Impact Assessments, please see our [Privacy notice](#) and contact the FOI team for further information.

## **5. How we make decisions**

### **5.1. The Board and Committees, Board Directors and Executive Management**

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Details of [board members](#) are available from Wye Valley NHS Trust's website.

### **5.2. Public Involvement and consultation**

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The Trust is keen to provide services in line with local peoples' needs in a way that gives them the best experience possible of those services. We want to hear comments and ideas about how current services are working and how new services should be developed, from the patient's point of view.

Members of the public can sign up by completing the on-line application form to be "members" of the Trust.

The Trust has a statutory duty to involve service users, carers and the public in the work of the organisation in accordance with Section 11 of the Health and Social Care Act 2001. A copy of the Act can be found at [Health and Social Care Act 2001](#)

### **5.3. Patient and Public Involvement Forum**

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Patient and Public Involvement Fora have been the independent voice for the public in healthcare. [HealthWatch](#) provide everyone in the community from individuals to voluntary groups - with the chance to say what they think about local health and social care services. What is working and what is not. HealthWatch will give people the chance to influence how services are planned and run and provide feedback regarding public feeling about services with a view to improvement.

### **5.4. Health Scrutiny Committee**

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All local authorities with social services responsibilities have the power to scrutinise health services. This contributes to their wider role in health improvement and

reducing health inequalities for their area and its inhabitants. If considering plans that could involve any significant change in service the Trust will consult with the Herefordshire Council Health Scrutiny Committee.

## **5.5. Patient Advice and Liaison Service**

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The Trust's Patient Advice and Liaison Service (PALS) is available to advise and support patients, their families and carers, provide information on NHS services, listen to concerns, suggestions or queries, and help sort out problems quickly.

## **6. Our policies and procedures**

### **6.1. Policies and procedures**

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Policies and procedures can be requested from the FOI team.

### **6.2. Data retention**

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Information is described in Classes (categories or groupings of information), will be retained in line with the Wye Valley NHS Trust retention and disposal schedules, which comply with the Records Management: NHS Code of Practice.

### **6.3. Equality and diversity policies and equality scheme**

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We serve one of the most diverse populations in the country, and we're committed to eliminating discrimination, valuing diversity and promoting equality of opportunity to build and sustain an inclusive environment to deliver and receive safe and compassionate care. Read more on our [Equality, diversity and inclusion](#) page. Policies and procedures can be requested from the FOI team.

### **6.4. Complaints and other customer service policies and procedures**

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For information about how to make a complaint, please see our [Complaints](#) page.

### **6.5. Caldicott Guardian / Data protection / Subject Access**

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**The Caldicott Guardian is: Chizo Agwu - Chief Medical Officer**

Wye Valley NHS Trust, The County Hospital, Trust Headquarters, Union Walk,  
Hereford ,HR1 2ER

**Tel:** [01432 355444](tel:01432355444)

**The Trust's Data Protection Officer: Pippa Whitfield**

Wye Valley NHS Trust, The County Hospital, Trust Headquarters, Union Walk,  
Hereford ,HR1 2ER

**Email:** [information.governance@wvt.nhs.uk](mailto:information.governance@wvt.nhs.uk)

**The Trust's Subject Access Team: Subject Access and Data Protection  
Administrator**

Wye Valley NHS Trust, Monkmoor Court, 31-34 Commercial Road, Hereford, HR1  
2BG

**Tel:** [01432 262064](tel:01432262064) / [262065](tel:01432262065)

**Email:** [wvt.subjectaccess@nhs.net](mailto:wvt.subjectaccess@nhs.net)

**6.6. Estate management**

Annual hospital estates and facilities statistics are published by NHS Digital in  
the [Estates Return Information Collection \(ERIC\)](#).

**7. Lists and Registers**

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Any information the authority is currently legally required to hold in publically  
available registers. For extracts from these registers please contact the FOI team.

**7.1. List of main contractors / suppliers**

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Information about spend over £25,000 can be downloaded from  
[our Transparency page](#).

**7.2. Disclosure log**

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The Trust has a Freedom of Information disclosure log, which can be seen on [our Freedom of Information Request](#).

### 7.3. COVID Vaccination levels

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The Trust's information on Staff vaccination levels can be seen at [COVID-19-monthly-announced-vaccinations-14-July-2022.xlsx \(live.com\)](#), at the [Statistics » COVID-19 Vaccinations \(england.nhs.uk\)](#) page.

### 7.4. Mortality Summary

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The Trust has a Freedom of Information disclosure log, which can be seen on [Summary Hospital-level Mortality Indicator \(SHMI\) - Deaths associated with hospitalisation - NHS Digital](#)

### 7.5. A&E Admission levels

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The Trust's information on A&E Admissions levels can be seen at [Statistics » A&E Attendances and Emergency Admissions 2021-22 \(england.nhs.uk\)](#)

### 7.6. Standards of Accountability

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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, copies of which can be provided:-

- [Register of Interests](#): a declaration of Trust staff and Board business activities with potential to conflict with the business of the Trust.
- [Standing Orders](#): documents that govern the way that the Trust managed and the powers that it has.
- [Standing Financial Instructions](#): financial aspects of the Trust's work in detail. Designed to ensure the Trust fully accounts for what it does
- [Scheme of Delegation](#): 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

## **8. The services we offer**

### **8.1. Clinical services provided and/or commissioned**

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A list of our clinical departments can be found on [Our services](#) page.

### **8.2. Non-clinical services**

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The Trust has contracts (Service Level Agreements) with local and national suppliers for non-clinical services including photocopier hire, catering and, cleaning.

Further non-clinical services are dealt with below together with the names and contact details of the managers responsible for these services. Comments or complaints about our non-clinical services can be addressed directly to the director responsible for these services, or through the Trust's Complaints Procedure as outlined the policies and procedures section of this Publication Scheme.

### **8.3. Patient Advice and Liaison Service (PALS)**

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Information about PALS and how to contact them is available on our [Advice and support](#) page.

## **9. This publication scheme**

### **9.1. Cost of information**

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For the most part, we will charge you only for hard copies or copying onto media (for example, CD). Some 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.

### **9.2. Reuse of Public Information**

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