Welcome to Barts and The London NHS Trust’s Publication Scheme. The Publication Scheme is organised in three parts, as follows:

PART ONE:  Introduction

PART TWO:  The classes of information held by Barts and The London NHS Trust

PART THREE:  Inspection and monitoring bodies
          Index to the Publication Scheme
          Useful resources

Much of the information set out in this publication scheme is available on the Trust’s website at: www.bartsandthelondon.nhs.uk
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PART ONE: INTRODUCTION

1. What a Publication Scheme is

Under Section 19 of the Freedom of Information Act 2000, the Trust has a legal duty to adopt and maintain a Publication Scheme for the publication of Trust information. All Publication Schemes have to be approved by the Information Commissioner (www.informationcommissioner.gov.uk). The purpose of the Act is to promote greater openness by public authorities, of which Barts and The London NHS Trust is one.

This Publication Scheme is a guide to the information routinely published by Barts and The London NHS Trust. It is a description of the information about the Trust which is made publicly available. The Scheme has been designed to serve as a route map to make it easier for members of the public to find all the information which the Trust publishes. The Trust will review the Scheme at regular intervals and monitor how it is operating.

Patient confidentiality and human rights

The Freedom of Information Act does not change the right of patients to the protection of their confidentiality in accordance with Article 8 of the Human Rights Convention, the Data Protection Act and common law. Maintaining the legal right to patient confidentiality continues to be an important commitment by the Trust. To help with this, the Trust has appointed a ‘Caldicott Guardian’, who has responsibility to ensure the protection of patient confidentiality throughout the Trust in accordance with patients’ legal rights.

At Barts and The London NHS Trust, our Caldicott Guardian is the Medical Director, Dr Charles Gutteridge. The Assistant Caldicott Guardian, Dr Rino Cerio, acts as the responsible officer for issues relating to patient confidentiality under the Caldicott principles.

2. Feedback

Details of the management of information in this Publication Scheme are given in Part Two, Section 15.

To obtain a hard copy of the publication scheme, please contact our Communications Department (Tel: 020 7480 4876) or download a copy from the Trust’s website.

To obtain information detailed in our publication scheme please contact the Publication Scheme Co-ordinator:
Susan Cunnington-King  
Director of Communications  
Barts and The London NHS Trust  
The Royal London Hospital  
Whitechapel  
London E1 1BB  
Tel: 0207 480 4876  
Email: FOI@bartsandthelondon.nhs.uk

If you have a complaint about the operation of the Publication Scheme or how the Barts and The London NHS Trust has dealt with your request for information please write to:

Nicola Gould  
Information Governance Manager  
Barts and the London NHS Trust  
ICT Department  
The Royal London Hospital  
Whitechapel  
London E1 1BB

3. Rights of Access to Information

In addition to accessing the information identified in this Publication Scheme, you are entitled to request information about Barts and The London NHS Trust under the NHS Openness Code 1995, which is available at http://www.dh.gov.uk/assetRoot/04/02/99/74/04029974.pdf. Hard copies are available free of charge from the Department of Health, Richmond House, 79 Whitehall, London SW1A 2NL. Tel: 020 7210 4850 (9am-5pm, Monday to Friday).

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

The Freedom of Information Act 2000 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 should 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 1 January 2005, the Act also obliges NHS trusts to respond to requests about the information they hold and which is recorded in any form, as well as asserting a right of access to that information. The rights to request and access this information are subject to some exemptions which the Trust will have to take into consideration before deciding what information can be released.
If the Publication Scheme does not list the information you would like to access, or to provide feedback or comments, please email: FOI@bartsandthelondon.nhs.uk. Alternatively, you can write to:

Nicola Gould
Information Governance Manager
Barts and The London NHS Trust
ICT Department
The Royal London Hospital
Whitechapel
London E1 1BB

Under the Data Protection Act 1998, you are also entitled to access your clinical records. If you wish to make a subject access request for your clinical records, please contact:

Health Records Manager
Health Records Department
Barts and The London NHS Trust
The Royal London Hospital
Whitechapel
London E1 1BB

For any other personal information held about you please contact:

Ian Walker
Trust Secretary
Barts and The London NHS Trust
The Royal London Hospital
Whitechapel
London E1 1BB

**PART TWO: THE CLASSES OF INFORMATION HELD BY BARTS AND THE LONDON NHS TRUST**

The information about the Trust is grouped into the following broad classes:

1. The NHS and how we fit in
2. Who we are
3. Financial and funding information
4. Corporate information
5. Aims and targets
6. Our services
7. Reports and independent enquiries
8. Policies and guidelines
9. Public involvement
10. Regular publications and information that can be made public
11. Complaints
12. Human resources
13. Press and public relations
14. Environmental information
15. This Publication Scheme
16. Trust Archives

1. The NHS and how we fit in

Barts and The London NHS Trust is one of the largest teaching hospital trusts in the country, employing around 7,000 members of staff and with an annual budget of £435 million. Originally formed as The Royal Hospitals Trust in 1994, the Trust now comprises The Royal London Hospital (incorporating Queen Elizabeth Children’s Service), St Bartholomew’s Hospital and The London Chest Hospital.

The Trust provides acute, elective and specialist services across a wide range of clinical departments and specialties, serving the community of the City, east London – in particular the London Borough of Tower Hamlets – and further afield.

Barts and The London NHS Trust is part of the North East London Strategic Health Authority (NELSHA) sector – one of 28 strategic health authorities in England and one of five covering the London area. We work closely with our NELSHA partner organisations, including other acute trusts, local primary care trusts (PCTs) and East London and The City Mental Health Trust. Some of our services are provided jointly with these partner organisations.

The Trust also has close links with Barts and The London Queen Mary’s School of Medicine and Dentistry and St Bartholomew School of Nursing and Midwifery, City University.

Further information on Barts and The London NHS Trust can be found on its website at www.bartsandthelondon.nhs.uk.

More general information about the NHS and NHS organisations is available at www.nhs.uk. Information about the Department of Health and government health policy can be found at www.dh.gov.uk.

2. Who we are

The organisational structure of Barts and The London NHS Trust is set out in the Trust’s organisation chart which includes the Trust’s clinical and corporate directorates and specialties within those directorates. The latest version is available on the Trust website.

The Trust Board is accountable for setting the strategic direction of the Trust, monitoring performance against objectives, ensuring high standards of
corporate governance and helping to promote links between the Trust and the local community. The Board has 12 members: the Chairman, the Chief Executive, four full-time executive directors and six part-time non-executive directors. Section 9 provides details about Trust Board meetings.

The Establishment Order for the Trust (1994) is held by the Trust Secretary. The Trust’s scheme of delegation and codes of conduct for Trust Board members form part of the Trust’s Standing Orders.

**Partnerships**

As noted in Section 1, the Trust works closely with local healthcare partner organisations. Some of our services are provided jointly with these partner organisations.

Information about service level agreements (with PCTs and other bodies) is maintained by the Planning, Commissioning and Information Department and can be obtained by emailing FOI@bartsandthelondon.nhs.uk

The Trust also works closely with local authority services, in particular social services departments in Tower Hamlets and the Corporation of London.

In addition, the Trust has close educational links with Barts and The London Queen Mary’s School of Medicine and Dentistry and with St Bartholomew School of Nursing and Midwifery, City University for the training of doctors, dentists, nurses and midwives, both pre- and post-registration.

The Trust has well-established communication links with a wide range of voluntary and community groups and organisations supporting the local population and works jointly with some of these on projects.

The Trust is also grateful for the support provided by a number of voluntary and charitable groups that contribute with money and time to support the work of the Trust in many different ways. Further details can be found on the Trust website.

St Bartholomew’s and The Royal London Charitable Foundation manages charitable funds for the three hospitals in the Trust. The Charitable Foundation provides departments and individuals working in the Trust with grants to support innovation and improved quality of patient care. Further details can be found on the Charitable Foundation website (www.brlcf.org.uk) and also on the Trust website.

**3. Financial and funding information**

**How we manage our financial resources**

Almost all of the Trust’s income is provided from public funds. In the 2003/04 financial year, the Trust had a total income of £422 million.
The Trust operates as a district general hospital to east London – and in particular Tower Hamlets – but also provides a range of tertiary and specialist services to a wider population in north east London, Essex and beyond. As a consequence, the Trust has service agreements with approximately 60 PCTs, which provided £290 million of the Trust’s income in 2003/04. As an important teaching, training and research Trust, the Trust also received £83 million from the Department of Health to provide these services in 2003/04.

The table below summarises the Trust’s sources of income for 2003/04. The Trust is set a capital expenditure target funded by a mix of retained income and additional public borrowing. Further information can be found in the Trust’s Annual Report.

### SOURCES OF INCOME 2003/04  

<table>
<thead>
<tr>
<th>Source</th>
<th>£ millions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service level agreement income</td>
<td>290.229</td>
</tr>
<tr>
<td>Education, training and research</td>
<td>83.284</td>
</tr>
<tr>
<td>Other income</td>
<td>28.245</td>
</tr>
<tr>
<td>Transfer from donation income in respect of</td>
<td>2.390</td>
</tr>
<tr>
<td>depreciation and impairment of donated assets</td>
<td></td>
</tr>
<tr>
<td>Services to other NHS bodies</td>
<td>11.504</td>
</tr>
<tr>
<td>Private and overseas patients income</td>
<td>1.558</td>
</tr>
<tr>
<td>Charitable income</td>
<td>3.750</td>
</tr>
<tr>
<td>Road Traffic Act income</td>
<td>1.148</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>422.108</strong></td>
</tr>
</tbody>
</table>

**Director of Finance and Finance Directorate**

The Director of Finance and ICT heads the Finance function and has corporate responsibility for the oversight of the Trust’s finances. The directorate can be contacted at the Finance Department, Barts and The London NHS Trust, 9 Prescot Street, Aldgate, London E1 8PR.

**Reporting on our finances**

The Trust Board receives regular updates on the financial position of the organisation, and makes decisions regarding the allocation of these resources. Regular reports on activity, finance, the workforce and other performance indicators are presented to the Trust Board (see Sections 2 and 9).

A summary of the Trust’s financial performance is included in the Trust’s Annual Report, which is available on the Trust website. Hard copies of the Trust’s Annual Report and annual accounts are available from the Publication Scheme Co-ordinator.
Please note: The Trust makes available as much information as possible about the sources of and state of our finances. In certain circumstances information intended for future publication, audit material, personal information, commercial or confidential information and criminal and regulatory investigative material or law enforcement material will be exempt from publication.

How we purchase our equipment and supplies

The Trust follows the guidance established by the NHS Purchasing and Supply Agency (PASA), whose website can be found at www.pasa.doh.gov.uk. The PASA guidance sets out the standard terms and conditions that NHS organisations should follow in regard to purchasing our equipment and supplies.

The Trust will advertise tenders for goods or services worth over £99,695 through the Official Journal of the European Communities (OJEC) procedures. The website for OJEC is www.ojec.com.

4. Corporate information

Barts and The London NHS Trust produces a wide range of published information.

Specific Trust publications include:

- **Annual Report** – includes the Trust’s mission statement, financial reports, summary of achievements and developments over the previous 12 months, on-going and planned developments and objectives for the year ahead.

- **Pathfinder Clinical Strategy 2004-09** - the Trust’s clinical strategy, Pathfinder, was published in July 2004. It sets out the strategic framework for delivering excellence in clinical quality, the patient experience, service efficiency and in teaching and research.

- **Summary Annual Plan** – a summary of key objectives for the year ahead.

- **Capital development proposals** – the Trust has embarked on a major redevelopment programme to provide a new hospital at The Royal London Hospital and a Cardiac and Cancer Centre of Excellence at St Bartholomew’s Hospital. A regular newsletter with information about the new hospitals redevelopment programme - **Redevelopment Link** - is published. Further information about the development is available on the Trust website.
• **Inpatient and outpatient leaflets** – information for patients to our hospitals – separate leaflets exist for inpatients and outpatients for each of the hospitals in the Trust.

• **The Link** – monthly newspaper for Trust staff.

• **Bulletin** – weekly e-mail bulletin for Trust staff.

• **Primary Care Link** – monthly newsletter for local GPs and other primary care colleagues.

• **Community Link** – bi-monthly newsletter for local community organisations, voluntary groups, local authorities, etc.

• **Trust Board papers** – agendas, minutes and copies of papers for Trust Board meetings held in public.

All these publications are available on the Trust’s website or can be requested from the Publication Scheme Co-ordinator.

**Please note:** Some information that is of a personal and confidential nature or otherwise exempt under the Freedom of Information Act 2000 or Data Protection Act 1998 will be excluded, as will any other confidential material. This includes material relating to the health and safety of specific individuals, as to law enforcement or criminal or regulatory enforcement or audit issues 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.

5. **Aims and targets**

**Financial target**

The Trust has a statutory duty to break even (i.e. expenditure must not exceed income) and must also take full account of the priorities of the commissioning PCTs (expressed through their service agreements) when determining internal budgets.

**Clinical governance targets**

The Medical Director and Director of Nursing and Quality share executive responsibility and leadership for clinical governance in the Trust. The Trust’s Clinical Governance framework is designed to ensure continuous quality improvement of the care and services provided.

All the clinical services engage in clinical governance activities, including risk management, clinical audit, case and service review, professional
development and training. They regularly seek the views of patients and users to ensure the highest standards and quality of care is provided.

A multi-professional Clinical Governance Committee with user representation meets monthly, and there are also working groups and forums to ensure key clinical governance issues such as patient safety, effectiveness, quality and complaints are reviewed and actioned appropriately.

The Clinical Governance Team produces a Clinical Governance Annual Report and Clinical Governance Annual Development Plan.

The Trust is monitored for governance compliance by the following bodies:

- Clinical Negligence Scheme for Trusts (CNST)
- Risk Pooling Scheme for Trusts
- Healthcare Commission
- North East London Strategic Health Authority
- Audit Commission

**Ensuring patient safety**

Patient and staff safety is a high priority for the Trust. The Trusts aims to be an open and learning organisation and has adopted a philosophy of 'effective risk management within a fair and just culture'.

Staff are encouraged to report any incident or error and are trained and supported in doing so by clear and accessible policies and guidelines. All adverse events are thoroughly investigated to identify the underlying root causes and potential system failure. Lessons are learnt and action taken to prevent reoccurrence.

There are also clear and publicised mechanisms in place for any member of staff to raise a patient or professional safety or quality issue to a confidential and appropriate source. See Section 8 for information relating to the Trust’s policies and guidelines.

All information is available on the Trust’s website or from the Publication Scheme co-ordinator.

**6. Our services**

Information on the Trust’s directorates, services and wards is available in the following sources:

- **Barts and The London NHS Trust’s website** – at [www.bartsandthelondon.nhs.uk](http://www.bartsandthelondon.nhs.uk)
- **GP Handbook** – a summary of our services aimed primarily at General Practitioners.
• **Our specialties** – a summary of our specialist services aimed primarily at General Practitioners.

Additional information on the community the Trust serves and the ways it seeks to meet patients’ needs through its services is also available in the Trust’s **Annual Report** which includes details of service developments over the previous year.

See Section 10 for more information on publications produced by The Trust. These documents are available on the Trust website. Alternatively, they can be requested from the Publication Scheme Co-ordinator.

7. **Reports and independent enquiries**

In common with all other NHS organisations, Barts and The London NHS Trust is subject to scrutiny and audit by a number of independent organisations and official bodies. The Trust welcomes these reviews as an opportunity to benchmark itself against national standards and identify and plan for improvements to its services. It also undertakes internal audits and surveys as a process of self-assessment and continual quality improvement.

The Trust’s accounts are audited by external auditors appointed by the Audit Commission on a rotational basis; the current auditors are KPMG. The auditors’ statements are included in the **Annual Report**.

Recent reviews of the Trust have been carried out by the following organisations and agencies:

• **Commission for Health Improvement** (now known as the Healthcare Commission) – the CHI report on Barts and The London following a routine review of the Trust (published on October 2001) is available on the CHI website at [www.chi.nhs.uk/eng/organisations/london/barts](http://www.chi.nhs.uk/eng/organisations/london/barts) or via the Trust’s website. A copy can also be obtained from the Publication Scheme Co-ordinator.

Patient care and clinical outcomes were found to be above average giving no cause for concern regarding clinical performance. The review found committed staff with a strong sense of vocation, who were developing innovative ways to improve patient care. CHI also commended areas of “excellent practice” in clinical governance. It praised the range of initiatives introduced to meet the cultural and religious needs of minority ethnic patients such as the multi-faith chaplaincy and the Muslim prayer room. CHI remarked on the good organisation of nursing staff in the Trust, which encourages and enables nurses to make their own decisions about patient care, and on the excellent opportunities offered for nurses in education and training, research and evidence-based practice.
The review highlighted just one area for urgent action – medical records – and others where improvements are needed. In response to the CHI review, the Trust drew up an action plan to address these issues.

- **Health Quality Service** – the Trust received a re-accreditation award from HQS in April 2002. HQS is a prestigious accreditation awarded to Trusts that meet high standards of quality across the organisation.

- **Clinical Negligence Scheme for Trusts (CNST)** – Barts and The London NHS Trust participates in the NHS Litigation Authority’s Clinical Negligence Scheme for Trusts, a clinical risk management programme based on a range of standards and performance indicators aimed at reducing risk and supporting patient safety and quality. Evidence of compliance with the CNST standards is validated periodically by external assessors. The standards can be achieved at 3 levels. The Trust was assessed by CNST in February 2003 and achieved Level 1 status. The Trust’s Maternity services have subsequently achieved Level 2 status.

- **Risk Pooling Scheme for Trusts (RPST)** – the NHS Litigation Authority is responsible for RPST accreditation, which assesses NHS organisations for risk management processes. In 2003, the Trust achieved Level 1 achieving the highest scores of any Trust assessed at that time. Further information is available at the following website: [www.nhsla.nhs.uk](http://www.nhsla.nhs.uk).

- **Improving Working Lives (IWL)** – March 2003 – the Trust achieved Practice status following an IWL review focusing on the quality of working life for staff in the Trust. More details are shown at Section 12. A copy of the IWL Review Report is available from the Publication Scheme Coordinator.

- **Patient Environment Action Team (PEAT)** – annual reviews of the Trust’s three hospitals. Following the most recent reviews, all three hospital sites in the Trust have received an ‘acceptable’ rating for cleanliness. Details about the PEAT programme and the Trust’s performance can be found in the Clean Hospitals section of the NHS website at [www.nhsestates.gov.uk](http://www.nhsestates.gov.uk). A hard copy of this information is available from the Department of Health, Richmond House, 79 Whitehall, London SW1A 2NL. Tel: 020 7210 4850 (phone line open 9am-5pm, Monday to Friday).

### 8. Policies and guidelines

The Trust has a comprehensive set of Trust core policies and guidelines that cover all aspects of the Trust’s operations. Where there are perceived to be gaps, or new requirements, new policies and guidelines are developed. As a consequence, some policies are under development or review at all times.
There is a Board-approved process for the ratification and regular review of Trust core policies and guidelines and their dissemination. The Trust publishes a **Policies and Guidelines Leaflet** which is distributed to all members of staff. The leaflet and copies of individual policies can be obtained from the Publication Scheme Co-ordinator.

### 9. Public involvement

Barts and The London NHS Trust values input and feedback from patients and the local community, and is committed to encouraging patient involvement for managing and developing its services. It has established a number of channels to support this process, including:

- **Patient Advice and Liaison Service (PALS)** – Barts and The London NHS Trust established a Patient Advice and Liaison Service at The Royal London Hospital in April 2001 – one of the first NHS organisations to set up such a service. The service provides much-appreciated support to patients requiring advice, and information and help with various healthcare issues. It is a fundamental element in facilitating patient and public participation, and is a channel for feedback on our services. The service is multilingual to support the many people who use our services whose first language is not English.

  PALS is open Monday to Friday 9.30am-5.30pm. The main office is on the ground floor, Old Home, The Royal London Hospital. Tel 020 7377 7495.

- **Patient and Public Involvement Forum** – the Trust’s Patient and Public Involvement Forum includes members who are current/former Trust patients or carers of patients. The Chair of the Patient and Public Involvement Forum sits on the Trust Board and puts forward recommendations for changes and improvements on issues the Forum has targeted. The Forum is also consulted on and included in discussions on service and future development within the Trust.

- **Annual Public Meeting and Trust Board meetings** – the general public are welcome to attend the Trust’s Annual Public Meeting, usually held in September. The Trust’s Annual Report and Accounts are presented at the meeting. Six public Trust Board meetings are also held each year. These meetings are publicised in advance on the Trust’s website, in newsletters and/or the local press, and include opportunities for the public to ask questions to members of the Board.

- **Open Days** – there are annual open days at both The Royal London Hospital and St Bartholomew’s Hospital. These include opportunities for the general public to find out more about the Trust’s services, to meet staff and ask questions. These events are publicised in advance in newsletters, the local press and on the Trust’s website. Other Trust special events are publicised on the Trust website and in the local media.
• **Vital Arts** – the art project for the Trust is charitably funded to deliver a high quality programme of integrated art projects for the comfort, healing and well being of patients, staff and the hospital community. Collaboration and participation are at the heart of this work and the arts projects are designed to engage people in the design of their healthcare environments and in fostering a sense of community within the hospital.

• **Patient surveys** – many directorates and departments carry out patient surveys about services and the quality of care. The information from these surveys is used to bring about improvements.

• **User groups** – a number of services have user groups, whose views are valued and contribute to service improvements.

More information on these can be found on the Trust’s and in the Trust’s Annual Report.

**Please note:** Some information that is of a personal and confidential nature or otherwise exempt under the Freedom of Information Act 2000 or Data Protection Act 1998 will be excluded, as will any other confidential material. This includes material relating to the health and safety of specific individuals, as to law enforcement or criminal or regulatory enforcement or audit issues 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.

Barts and The London serves one of the most multiculturally diverse local communities in the country, including the largest Bengali population outside of Bangladesh. The following are designed to build mutual understanding and support the many different needs of this community:

• **Community Communications Officer** – the Trust is one of the few in the country to employ a full-time Community Communications Officer, who liaises between the Trust and the local community.

• **Community Link newsletter** – the Trust publishes a bi-monthly newsletter with information for the community, which is sent to a large number of local community organisations and voluntary groups.

• **Multi-faith chaplaincy** – The Trust’s chaplaincy is a multi-faith team with Christian (Church of England, Roman Catholic and Free Church), Muslim and Jewish chaplains who serve the religious and spiritual needs of patients, their relatives and members of staff. The team aims to contact representatives of other faiths as need arises. There are opportunities for various styles of worship in the Christian chapels and the Muslim prayer rooms, which have separate washing facilities for men and women. All the chaplains are ready to minister at the patient’s bedside.
• **Health advocacy service** – the Trust has a team of multilingual health advocates who are able to provide an interpreting service for patients who have limited knowledge of English.

• **Multicultural Week** – this is an annual event in the Trust, designed to celebrate and build understanding of the multicultural diversity of our local population, patients and staff. It includes performances, information displays and seminars. The event is publicised in advance in newsletters and the local press and on the Trust’s Website.

• **Multilingual talking signs** – the Trust has multi-lingual talking signs at The Royal London Hospital to give directions to patients and visitors in the six most-used languages in the hospital.

10. **Regular publications and other information that can be made public**

Barts and The London NHS Trust produces a wide range of published information for various audiences.

It also publishes the following corporate publications:

• **Annual Report** – this includes the Trust’s mission statement, a summary of achievements and developments over the previous 12 months and of on-going and planned developments, objectives for the year ahead and a report on the Trust’s finances.

• **Summary Annual Plan** – summary of key objectives for year ahead. The current Summary Annual Summary Plan is for 2004/05.

• **Inpatient and outpatient leaflets** – information for patients to our hospitals – separate leaflets exist for inpatients and outpatients for each of the hospitals in the Trust.

• **The Link** – monthly newspaper for Trust staff.

• **Redevelopment Link** – quarterly newsletter with information about the Trust new hospitals redevelopment programme.

• **Primary Care Link** – monthly newsletter for local GPs and other primary care colleagues.

• **Community Link** – bi-monthly newsletter for local community organisations, voluntary groups, local authorities, etc.

These publications are available on the Trust website. Alternatively, they can be requested from the Publication Scheme Co-ordinator.
11. Complaints

The Trust believes that the effective handling of complaints is key to continuous improvement. Complaints and comments from our service users not only assist us in identifying those areas in need of improvement, but also what we do well.

Patients and their families are actively encouraged to meet with the staff looking after them if they are dissatisfied with their care. This gives them the opportunity to tell staff exactly what their concerns are, and to ask any questions that they have. It is also often the quickest and most effective way to resolve any issues or concerns.

The overall complaint management process is managed and co-ordinated by the Head of the Quality Development in the Clinical Governance Unit.

The Trust operates a decentralised complaints service, with every directorate having its own designated complaint lead, with some of the larger directorates having their own customer care manager. These individuals are responsible for the investigation of complaints.

The Trust has a local complaints policy, which is in line with the national NHS complaints policy. It provides explicit instructions for staff on what to do if a patient or other service user wants to make a complaint about care or treatment that they have received in the Trust.

Information on complaints received and actions taken are included in the following publications:

- Trust Annual Report
- Clinical Governance Annual Report
- Quality Development report – produced for the Clinical Governance Committee and included in the Clinical Governance Annual Report

These reports show performance against national and local targets and improvements made as a result of complaints.

These documents are available on the Trust website. Alternatively, they can be requested from the Publication Scheme Co-ordinator.

Further information on the Trust’s complaints procedures is available from:

Head of Quality Development
Barts and The London NHS Trust
9 Prescot Street
Aldgate
London E1 8PR
The Trust’s complaints process is supported by a ‘Tell Us About It’ campaign, with leaflets and posters that have been distributed throughout the Trust. These provide information to service users on how to make a complaint, or feedback their experiences. They are available in all ward areas, from the PALS Office (see Section 9) or the Publication Scheme Co-ordinator.

12. Human resources

Barts and The London NHS Trust is the largest employer in east London, employing around 7,000 staff working in a wide variety of roles to ensure the delivery of the highest standards of care to our patients. Around 15 per cent of this total are doctors and dentists, 30 per cent are nurses and midwives and 20 per cent hold other clinical posts. The Trust seeks to recruit and retain the highest-calibre of staff, giving them the support and direction they need to develop their careers while achieving a balance between their work and outside interests.

Diversity and equality

The Trust serves one of the most diverse populations in the UK in respect of language, culture, religion and ethnicity, and we seek to reflect this in the makeup of our workforce. No form of discrimination is tolerated within our hospitals, and we have policies and initiatives in place to respect, support and promote awareness of the diverse needs of patients, staff and visitors. The Trust’s equalities work is Equality and Diversity work, led by the Equality Group and the Patient and Community Involvement Committee which reports to the Trust Board.

The Trust’s commitment to promoting equality among staff is formally outlined in our five-year strategy document Equality and Diversity: A Strategy for the Modern Workforce, published in January 2002. This is available on the Trust website or from the Publication Scheme Co-ordinator.

The Trust is looking at all aspects of diversity and equality and has produced a Race Equality Scheme which covers both service provision and staff employment issues.

The Trust has a Disability Network which provides a forum for addressing issues relating to the recruitment and retention of staff with disabilities. Following a review by Disability Employment Advisers in June 2003, the Trust retained the Two Ticks Positive About Disabled People symbol, which it was granted in 1997. This means that the Trust was assessed as meeting five key commitments in relation to the recruitment and retention of staff with disabilities.
Policies to support staff

There are a large number of Human Resources policies and procedures designed to support and protect staff. These include policies on Staffside recognition, flexible working, career breaks, job sharing, paternity and adoption leave, bullying and harassment, whistleblowing, etc.

Copies of individual policies can be obtained from the Publication Scheme Co-ordinator.

Improving Working Lives

The Trust is committed to ensuring staff can enjoy a positive balance between their work and private lives and actively supports the national Improving Working Lives (IWL) initiative. The Trust achieved Practice status following an IWL review in November 2002 and two of our staff services were awarded ‘gold star’ status. The Trust is pursuing a range of initiatives to gain Practice Plus status. The range of IWL initiatives within the Trust include flexible working options and a comprehensive childcare support service, which was runner up in the 2003 Health and Social Care Awards for Improving Working Lives.

The Trust has a multidisciplinary Improving Working Lives Group with members from across the Trust. The group works on a range of projects designed to improve the quality of working life for staff, including the development of an on-site cybercafé, staff surveys and Improving Working Lives Workshops.

The working patterns of all doctors-in-training comply with New Deal standards and the focus of the Workforce Transformation Team is now to implement the European Working Time Directive for all staff.

Communications to staff

The Trust is committed to ensuring staff have access both to timely, accurate and relevant communications and to channels of two-ways communications.

There are well-established mechanisms to support staff communications, including:

- **The Link** – monthly newspaper for Trust staff
- **Bulletin** – weekly e-mail and printed bulletin for Trust staff
- **Intranet** – with Trust-wide and department-specific information
• **Redevelopment Link** – quarterly newsletter with information about the Trust new hospitals redevelopment programme

• **Partnership Board** – a monthly meeting between representatives of management and staff to discuss staffing issues.

• **Trust Board meetings** – many of the Trust Board meetings are held in public and staff are welcome to attend.

• **Open staff meetings** – open meetings for staff are held on a number of subjects

• **Team and departmental meetings** – many teams, wards and departments hold regular team meetings and briefings

- All staff are given a copy of the **Policies and Guidelines Leaflet** when they join the Trust.

Copies of **Bulletin, The Link, Redevelopment Link** and the **Policies and Guidelines Leaflet** are available from the Publication Scheme Co-ordinator.

**Recruitment**

The Trust has a centralised Recruitment Bureau to co-ordinate the recruitment of staff. The Trust’s recruitment strategy includes initiatives to recruit from the local community e.g. job fairs and schools liaison.

Job vacancies in the Trust are advertised on the Trust website, as are details about volunteering and work experience opportunities.

**Workforce Development**

The Workforce and Strategy Directorate is part of the North East London Strategic Health Authority. It plans and develops the health and social care workforce needed to meet local priorities in north east London and the national targets in the NHS Plan. The Trust is a constituent member.

**Paying staff**

The operational aspects of paying Trust staff is managed by a shared payroll service – the North East London Pay Consortium. Almost all staff are eligible for and are members of the NHS Pensions Scheme, administered on behalf of all NHS bodies by the NHS Pensions Agency.
Training and development of staff

Barts and The London NHS Trust supports the principles of lifelong learning, and offers all its staff a wide range of training opportunities both to provide them with the skills they need to do their current jobs and to help them develop their careers. Individual annual appraisals give staff the chance to plan and progress their training and development as part of their personal development plan.

The Trust’s specialist in-house Training and Development Department runs a variety of courses. The Trust has strong links with Barts and The London Queen Mary’s School of Medicine and Dentistry and with the St Bartholomew School of Nursing and Midwifery, City University to ensure that medical, dental and nursing staff receive the specialised training and support they need. The Trust has over 500 post-registration doctors in training and provides an increasing number of supervised nursing, midwifery and Allied Health Professional student placements.

Continued professional development is covered by the Trust’s Training and Development Policy and addresses members of all professions.

The Standing Committee on Education and Training co-ordinates training strategy from multiple sources to achieve integration.

Induction programme for new staff

There is a half-day multidisciplinary induction programme for all new staff. There is also a one-week nurse induction programme and a separate programme for doctors. These are complemented by local job inductions at ward/department level.

13. Press and public relations

The Trust provides a 24-hour media relations service, co-ordinated by the Trust’s Press Office. This provides a full and integrated service for both pro-active and reactive press relations, responding to queries from the media (local and national press, specialist journals, television and radio, etc.) and communicating about Trust developments and achievements. The service includes an on-call out-of-hours service.

There are a number of policies and protocols relating to media relations. These are underpinned by the need to protect patient confidentiality and ensure that individual staff members are protected from the risk of being misrepresented.

All press releases and statements are published on the Trust’s website. The website also includes an image library and details of Trust events.
All enquiries from the media should be made through the Press Office and not through any individual members of staff. The Press Office can be contacted on 020 7480 4891/4843/4892. Contact details for out-of-hours and weekends, condition checks and filming requests are included on the Trust website.

14. Environmental information

Information about land and property holdings managed by the Trust, identifying freehold interest and leasehold interest, where the Trust acts as either a tenant or a landlord, and any surplus or non-operational land and property is not currently available as a published document. Further information can be obtained from:

The Estates Surveyor  
Capital and Facilities Directorate  
Barts and The London NHS Trust  
9 Prescot Street  
Aldgate  
London E1 8PR

The Trust will include in this section information as required under the Environmental Information Regulations.

15. This Publication Scheme

How the publication scheme will work

The Trust will use this class to publicise any changes it makes to this Publication Scheme.

The Publication Scheme Co-ordinator who is responsible for maintaining and updating this scheme is:

Susan Cunnington-King  
Director of Communications  
Barts and The London NHS Trust  
The Royal London Hospital  
Whitechapel  
London E1 1BB  
Tel: 020 7480 4876  
Email: FOI@bartsandthelondon.nhs.uk
Information Governance

Information falling into the sections in Part Two of the Publication Scheme will be retained in line with the Trust’s Retention and Disposal Policy, which complies with circular HSC1999/053 and guidance from the National Archives.

As stated in Section 8, some policies are currently under development. These include policies regarding information governance. The Trust's information management and governance policies are overseen by the Trust's Information Governance Committee and the Care Record Service (CRS) Programme Board. See Section 8 for information about how to obtain copies of the Trust's policies and guidelines.

Enquiries about information governance in the Trust should be directed to the Information Governance Manager or, for patient data, to the Trust’s Caldicott Guardian (contact details in Part One).

Charges for information

Most of the information about the Trust listed in this Publication Scheme is available free of charge. For the most part, we will charge only for multiple hard copies or for copying onto media such as CD-Rom. Any charges will vary according to the amount of information and how it is made available.

- **Via the Trust’s website** – free of charge; although any charges for the internet service provider and personal printing costs would have to be met by the individual.

- **Printouts, photocopies, etc** – for those without internet access, a single printout as on the website may be requested by post from the Publication Scheme Co-ordinator. However, requests for multiple printouts, or for archived copies of documents that are no longer accessible or available on the website, may attract a charge for the retrieval, copying and postage. A standard photocopying charge of 10 pence per sheet will apply. Where applicable, we will inform you about any charges in advance. We will not provide printouts from other organisations’ websites.

- **Leaflets and brochures** – the majority of leaflets, brochures and corporate publications referred to in the Publication Scheme are available free of charge for single copies. Requests for more than one copy of any leaflet, brochure or publication will be reviewed in relation to the total quantity available and the level of demand. For this reason, it may not be possible to provide more than one copy of a publication. It will not be possible to provide copies of out-of-print publications, although efforts will be made wherever possible to provide
photocopies. A small number of books and other publications may carry a cover price.

- **Information** by email – where information can be provided by email, this will be done free of charge, unless stated otherwise.

The charges for information provided via the Publication Scheme will be reviewed regularly.

In cases where the Trust receives requests for information which is not included in the Publication Scheme, any charges for providing this information will be determined in line with the provisions of the Freedom of Information Act and the associated guidance and fees regulations published by the Office of the Information Commissioner. There are two elements to such charges:

- **Cost of producing the information**: NHS organisations are required to absorb the cost of producing the required information if it does not exceed £450, with staff costs calculated at a standard rate of £25 an hour. This includes the costs involved in determining whether the information is held, locating and retrieving the information and extracting the information from other documents. If the cost will exceed £450, the Trust is not obliged to provide the information. However, in some cases, the Trust may be able to provide the information to the applicant at full cost.

- **Disbursement fees**: the Trust is able to charge disbursement fees (photocopying and postage) for providing information requested. In line with the Information Commissioner’s guidance, where disbursement costs exceed £10, the full disbursement cost will be charged. In calculating the disbursement costs, a photocopying cost of 10 pence per sheet will be applied.

Separate charging arrangements apply in the case of requests for health records and requests for archival information. Details can be obtained from the relevant departments.

The Trust’s commitment to publish information excludes any information that can legitimately be withheld under the exemptions set out in the NHS Openness Code or the Freedom of Information Act.

### 16. Trust Archives

The historic records of the Barts and The London NHS Trust, and its predecessor/constituent bodies, which are no longer required for the business purposes of the Trust, and which have been selected for permanent archival preservation in conformity with Department of Health guidelines, are held in the Archives Departments at St Bartholomew’s Hospital and The Royal
London Hospital, which are both approved as places of deposit for public records by the National Archives.

For the Archives at St Bartholomew’s Hospital, please contact:

Trust Archivist
Barts and The London NHS Trust
St Bartholomew’s Hospital
West Smithfield
London EC1A 7BE

For the Archives at The Royal London Hospital, please contact:

Trust Archivist
Barts and The London NHS Trust
9 Prescot Street
Aldgate
London E1 8PR

Further details of what records are available, the location of the Archives and staff contacts may be found online at: [http://www.aim25.ac.uk](http://www.aim25.ac.uk). It should be noted that access to the historic records of the Trust will be limited to those records catalogued in publicly available finding aids (other than those noted in the finding aids as closed). Information on the history of the Trust can be found on the Trust website and also by visiting the Trust’s Museums:

St Bartholomew’s Hospital Museum
North Wing
St Bartholomew’s Hospital
West Smithfield
London EC1A 7BE
Tel: 020 7601 8152/8150

The Royal London Hospital Museum
The Royal London Hospital
St Augustine with St Philip’s Church
Newark Street
London E1 2AA
Tel: 020 7377 7608

Further information on the Museums, including opening times, is available on the Trust website.

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PART THREE: BODIES INVOLVED IN INSPECTION/MONITORING, INDEX, AND USEFUL RESOURCES

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

- Audit Commission (www.audit-commission.gov.uk)
- British Society for Colposcopy and Cervical Pathology (BSCCP) (www.bsccpp.org.uk)
- BSI – Management Systems (www.bsi-global.com)
- NCEPOD (www.ncepod.org.uk)
- Clinical Negligence Scheme for Trusts (CNST) see NHS Litigation Authority
- Department of Health (www.dh.gov.uk)
- District Audit (www.district-audit.gov.uk)
- Environment Agency (www.environment-agency.gov.uk)
- General Dental Council (www.gdc-uk.org)
- General Medical Council (www.gmc-uk.org)
- Health and Safety Executive (www.hse.gov.uk)
- Healthcare Commission (www.healthcarecommission.org.uk)
- Health Service Ombudsman (www.ombudsman.org.uk/hse/)
- Health Professions Council (www.hpc-uk.org)
- Health Protection Agency (www.hpa.org.uk)
- Health Quality Service (www.hqs.org.uk) and other healthcare accreditation schemes
- Human Fertilisation and Embryology Authority (HFEA) (www.hfea.gov.uk)
- Information Commissioner (www.informationcommissioner.gov.uk)
- KPMG – external auditor (www.kpmg.co.uk)
- London Borough of Tower Hamlets (www.towerhamlets.gov.uk)
- London Deanery for Medical and Dental Education (www.londondeanery.ac.uk)
- London Fire and Emergency Planning Authority (www.london-fire.gov.uk)
- Medical & Healthcare Products Regulatory Agency (previously MDA and incorporated MCA) (www.mhra.gov.uk)
- Medical Royal Colleges
- Medicines Control Agency (integrated with Medical & Healthcare Products Regulatory Agency)
- Mental Health Act Commission (www.mhac.trent.nhs.uk)
- Modernisation Agency (www.modern.nhs.uk)
- National Clinical Assessment Authority (www.ncaa.nhs.uk)
- National Patient Safety Agency (www.npsa.nhs.uk)
- NHS Estates (www.nhsestates.gov.uk) Patient Environment Action Team (PEAT)
- NHS Litigation Authority (www.nhsla.com) Clinical Negligence Scheme for Trusts (CNST) and Risk Pooling Scheme for Trusts (RPST)
- NHS Purchasing and Supply Agency (www.pasa.doh.gov.uk)
• National Institute for Clinical Excellence (NICE) (www.nice.org.uk)
• National Specialist Commissioning Advisory Group (NSCAG) (www.advisorybodies.doh.gov.uk/nscag)
• North East London Strategic Health Authority (www.nelondon.nhs.uk)
• North East London Workforce Development Confederation (integrated with North East London Strategic Health Authority)
• Nursing and Midwifery Council (www.nmc-uk.org)

Useful Resources

Websites

Information Commissioner’s website (www.informationcommissioner.gov.uk)

Department for Constitutional Affairs (www.dca.gov.uk)

NHS Freedom of Information website (www.foi.nhs.uk)

Publications

• NHS Openness Code- www.dh.gov.uk/nhsexec/codemain.htm


• Code of Practice under Section 45 FOI Act 2000 - www.dca.gov.uk

• Code of Practice under Section 46 FOI Act 2000 – www.dca.gov.uk