

Welcome to the North West Ambulance Service NHS Trust Publication Scheme. The Publication Scheme is in three parts, as follows:

PART ONE: Introduction

PART TWO: The Classes of Information that we hold

PART THREE: Inspection and Monitoring Bodies

PART ONE: INTRODUCTION

Welcome

What's a Publication Scheme?

This Publication Scheme is a complete guide to the information routinely published by the North West Ambulance Service NHS Trust. It is a description of the information about our Trust which we make publicly available. We shall review the Scheme at regular intervals and monitor how it is operating. It is important to us that this Scheme meets your needs and we have designed it to be a route map so that you can find information about the Trust easily.

Under Section 19 of the Freedom of Information Act 2000 (there is a link to the Act in Part Three below), the Trust has a legal duty to adopt and maintain a Publication Scheme for the publication of North West Ambulance Service NHS Trust information. The purpose of the Act is to promote greater openness by public authorities (of which the Trust is one).

The Publication Scheme will help you to find all the information that the Trust publishes. 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 current data protection legislation and at common law.

Maintaining the legal right to patient confidentiality continues to be an important commitment on our part. To help with this, we have appointed someone who is called a Caldicott Guardian, and who has responsibility to ensure the protection of patient confidentiality throughout the Trust in accordance with your legal rights. In this Trust the Caldicott Guardian is:

David Ratcliffe
Medical Director
North West Ambulance Service NHS Trust
Ladybridge Hall
Chorley New Road
Bolton
BL1 5DD

Information Management

Information falling into the Classes (see part 2) will be retained in line with the Trust's retention and disposal schedules, which comply with the Records Management Code of Practice for Health and Social Care 2016 and Public Record Office Guidance.

Feedback

Any questions, comments or complaints about this Scheme should be sent in writing to:

Julie Treharne
Head of Communications
North West Ambulance Service NHS Trust
Ladybridge Hall
Chorley New Road
Bolton
BL1 5DD

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

Michael Forrest
Interim Chief Executive
North West Ambulance Service NHS Trust
Ladybridge Hall
Chorley New Road
Bolton
BL1 5DD

Rights of Access to Information

- 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.
- The 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. The rights to request and access this information are subject to some exemptions which the Trust has to take into consideration before deciding what information can be released. You

will also find Trust publications on the NWAS website:

www.nwas.nhs.uk

- Under the current data protection legislation, you are also entitled to access your clinical records or any other personal information held about you by contacting Legal Services

Legal Services

North West Ambulance Service NHS Trust

Ladybridge Hall

Chorley New Road

Bolton

BL1 5DD

- The Environmental Information Regulations provide similar access to environmental information as under the [Freedom of Information Act 2000](#).

PART 2: THE CLASSES OF INFORMATION

The information is grouped into broad categories as follows:

- 1 The NHS and how we fit
2. Who we are
3. Financial and Funding Information
4. Corporate Information
5. Aims, Targets and Achievements
6. Our Services
7. Reports and Independent Enquiries
8. Policies and Procedures
9. Public Involvement and Consultation
10. Regular publications and information for the public
11. Complaints
12. Human Resources
13. Communications with the Press and Media Releases
14. Environmental Information
15. This Publication Scheme

We will state how you can obtain the information outlined within each Class. This will be either as a hard copy or other media as stated within each Class. The publications are all free unless otherwise indicated within each Class. Where information is provided at a cost the charges are as set out in Class 15.

The Trust's commitment to publish information excludes any information which can legitimately be withheld under the exemptions set out in the Freedom of Information Act.

Where individual classes are subject to exemptions, the main reasons are the protection of commercial interests and personal and patient information under the current data protection legislation . This applies to most Classes within the Publication Scheme. The Publication Scheme will be available in hard copy.

1. The NHS and how we fit

North West Ambulance Service NHS Trust (NWAS) is one of 11 Ambulance Service Trusts within the NHS in England and provides a service across 5400 square miles to over 7 million people in Cheshire, Cumbria, Greater Manchester (including the Glossop area of Derbyshire), Lancashire and Merseyside.

NWAS delivers emergency and non-emergency ambulance services to the North West of England and its corresponding CCGs and acute care trusts. NWAS also delivers NHS 111 services in the North West. The Trust is commissioned by NHS England and works extremely closely with accident & emergency departments and the rest of the NHS throughout the North West.

As an Ambulance Trust, NWAS is subject to national and regional scrutiny and operates in accordance with all national service frameworks, guidance documents, manpower and planning directives and is subject to the Care Quality Commission (CQC) review process.

A full list of services provided by the Trust appears in section 6.

2. Who we are

The North West Ambulance Service (NWAS) NHS Trust was established on 1 July 2006, by the merger of ambulance trusts from Greater Manchester, Cheshire and Merseyside, Cumbria and Lancashire. We currently employ over 6,000 staff.

The Trust Headquarters is in Bolton, and there are four area offices serving the communities of Cheshire and Merseyside (Liverpool), Cumbria and Lancashire (Broughton near Preston and Salkeld Hall, Carlisle) and Greater Manchester (Bury). There are 109 ambulance stations distributed across the region, three emergency operations centres, one support centre, two patient transport service control centres, and two HART buildings (one being shared with Merseyside Fire & Rescue). The Trust operates around 1,000 vehicles on both emergency and non-emergency operations.

In addition to this the Trust also provides, along with Urgent Care and OOH partners, the NHS 111 Service for the North West Region. Operating from five sites across the North West, in Greater Manchester, Merseyside and Lancashire and Cumbria.

We receive over 1,170,000 emergency calls per year, with emergency crews attending more than 952,000 incidents each year, with around 800,000 of these requiring emergency transport. This represents approximately 16% of national activity. The Trust undertakes over 1.1 million non-emergency patient transport journeys each year.

The Trust is managed through the following directorates:

Finance Directorate
HR and Organisational Development Directorate
Strategy & Planning Directorate
Medical Directorate
Quality, Innovation and Improvement Directorate
Service Delivery Directorate
Corporate Affairs Directorate

The Chairman of the Trust is Ms Wyn Dignan.

The Interim Chief Executive of the Trust is Mr Michael Forrest.

Full details of the non-executive directors and directors of the Trust are available on the Trust's website, via this link: <http://www.nwas.nhs.uk/about-us/how-we-are-run/nwas-board-of-directors/>

The following information is held by the Trust at Ambulance Service Headquarters; Register of Interest, Establishment Orders and Standing Orders, Standing financial Instructions, Scheme of Delegation and Codes of Conduct.

Personal, special category and confidential information about individuals which is protected by Data Protection legislation will be withheld.

The Trust works and interacts with many stakeholder organisations including local HealthWatch organisations, Clinical Commissioning Groups, Acute Trusts, Mental Health Trusts, GPs, Social Services, Local Authorities, Health and Wellbeing Boards and Overview and Scrutiny Committees, Voluntary Organisations and other emergency services including the Police and the Fire & Rescue Services.

3. Financial and Funding Information

Financial accounts are available via the Trust's annual report and published on the internet or upon request to the Freedom of Information lead.

The Trust has a Procurement Strategy approved by the Board.

The Procurement Team will adopt the most efficient and compliant route to market, whether that is undertaking local quotation / tendering activity or accessing National contracts/frameworks, ensuring compliance with the SFI's and taking consideration of the requirement, value, risk and timescales. Depending on the Procurement process chosen and total contract value, opportunities to supplier/work with NWAS may be advertised on Contracts Finder, and if the total contract value is over the EU threshold then we will comply with the Public Contract Regulations 2015 and apply a full OJEU Procurement process and will therefore advertise requirements on Tender Electronic Daily (TED).

Products and Services will be procured using the latest NHS Terms and Conditions, unless NWAS specifies the use of an existing contract or framework agreement.

4. Corporate Information

We routinely publish the following corporate information:

[Annual Report](#)

[Aims & Objectives](#)

[Strategies](#)

[Agenda and Minutes of Board Meetings](#)

Agenda and Minutes of Board Committee Meetings

Agenda and Minutes of Executive Team Meetings

Agenda and Minutes of Committees and Working Groups

The Trust also holds patient information in the following forms:

Clinical records (paper or electronic)

PTS Booking Records

Control Room Systems

Clinical Records

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.

5. Aims, Targets and Achievements

TRUST AMBITION

Our ambition is to be the best ambulance service in the UK, and every member of staff in every area of our service will contribute to us achieving this.

The NHS Constitution (2015) is a handbook that details:

- The principles that guide the NHS Constitution
- The NHS values, developed by patients, public and staff to inspire passion in the NHS, underpinning everything that the NHS does. These are also the NWAS values
- The rights, pledges and responsibilities for patients and the public, and the people who work in the NHS.

The NHS Constitution is about the relationship between the public, patients (their carers and families) and NHS staff; a relationship that is based on partnership, respect and shared commitment, where everyone knows what they can expect from the NHS and what is expected from them. The Constitution confirms that the NHS belongs to us all.

FIVE PRINCIPLES

There are five principles which support our approach to the changes, below explains more about what they mean:

Before the call – We will increase health promotion and prevention by effective engagement with patients. We will ensure that every patient contact counts.

Answer my call – We will improve clinical support in our EOCs which will support the 'hear and treat' pathways to reduce operational pressures.

Provide the right care – We will ensure patients receive an appropriate response to their medical needs.

Respond to my needs – We will manage our resources more effectively and responsibly to ensure no patient is needlessly waiting.

Direct me to the right place – We will ensure patients are directed to the most appropriate care provider, if an ambulance response is not required.



OUR VALUES

We also have six shared values which form the foundation and drive of our trust. All our staff apply the values in everything they do, and they will continue to work together to transform patient care.



Information on the Trust's development and progress is available via the Trust's website and its Annual Report:

<http://www.nwas.nhs.uk/about-us/our-publications/annual-reports>

Control Measures

The Trust measures itself in terms of performance through the regular audit processes of the Assurance Framework, Audit of Response times, Clinical Audit, Complaints Compliments and Concerns, Patient Experience, Healthcare and Information Governance, National Data Guardian reporting as appropriate and regular Executive Team and Board review of performance management.

The Trust also operates a well-practiced and understood untoward incident system.

The Trust is regulated against the combined ambulance standards through the Clinical Negligence Scheme for Trusts (CNST) and the Risk Pooling Scheme for Trusts (RPST). The Trust operates with contracted internal and external auditors.

6. Our Services

The Trust delivers a comprehensive 24 hours, 7 days per week emergency service to the public of the North West. This includes 999 emergency responses, doctor's urgent admissions, maternity admissions, patient transport service, NHS 111, mental health and compulsory admissions, and neonatal flying squad transfers as appropriate.

In addition, the Trust provides a full major incident response service in collaboration with other agencies and uses the North West and Great North Air Ambulances.

The Trust also provides a patient transport service in Cumbria, Lancashire, Greater Manchester and Merseyside.

The Trust has developed an intermediate tier aimed at patient transfer and related work and has a rapidly developing Community First Responder Scheme with about 1,000 individuals trained in appropriate first response.

7. Reports and Independent Enquiries

Any reports or inspections of the Trust are available via the Trust's website or on request from the Freedom of Information Lead.

See Part 3 for a list of bodies which monitor and inspect us.

8. Policies and Procedures

Each Directorate within the Trust has a comprehensive set of published policies and procedures examples of which are listed as follows:

Finance Directorate

- Finance
- Procurement & Supplies
- ICT Delivery
- Commissioning
- Estates, Fleet and Support Services
- Patient Transport Service

HR & Organisational Development Directorate

- Business Partnering
- Business Services
- Workforce Development
- Education
- Learning Business
- Learning & Development

Strategy and Planning Directorate

- Communications
- Project Management Office

Medical Directorate

- Research & Development
- Transforming Patient Care

Quality Innovation and Improvement Directorate

- Quality Compliance
- Patient Experience
- Health, Safety & Security
- Clinical Quality
- Clinical Safety
- Informatics
- Quality Improvement

Service Delivery Directorate

- Paramedic Emergency Services
- Clinical Leadership
- Urgent Care
- 111
- Resilience

Corporate Affairs Directorate

- Legal Services
- Corporate Governance
- Corporate Risk & Assurance
- Regulatory Compliance
- Freedom to Speak Up
- NWS Charity

9. Public Involvement and Consultation

NWS continues to be committed to delivering the highest level of quality of care to the patients of the North West and recognises the essential role patients and the public have in informing the processes for delivery of their care, how services are designed to support this and how the Trust develops in the future.

NWS recognises the key fundamental objectives for involving patients and the public in;

- Strengthening accountability to local communities
- Ensuring a health service that genuinely responds to patients and carers.
- Facilitating a sense of ownership and trust within the community and Trust.

The Trust has a dedicated Patient Experience team who work closely with patients across the North West. An array of information is available to patients through the Trust's website and many publications. We also work to make our publications as accessible as possible and therefore patients can request information in a variety of formats or other languages.

10. Regular publications and information for the Public

The Trust produces information for the public as follows:

Board Meetings

The Trust publishes details of the date, time and venue of its Board meetings at various sites across the North West.

Other Publications

Copies of business plans, annual reports and other documentation are

available on the Trust's internet site or via the [Freedom of Information lead](#). The Trust aims to make all information accessible and can make this available in different formats upon request.

11. Complaints

The Trust's Complaints Procedure is administered by the Quality Innovation and Improvement Directorate. Copies of the procedures are available on the Trust's website.

The Trust takes every opportunity to learn from errors and mistakes and will continue to do so.

[Complaints Procedure](#)

12. Human Resources

A comprehensive policy and procedure manual covering all aspects of human resources activity is located in every site within the Trust. The manual is amended and updated on a regular basis.

The Trust has its own intranet on which appropriate information is regularly posted.

All external vacancies are advertised through <http://jobs.nwas.nhs.uk/>

Some information is of a personal and confidential nature and will be excluded as will any other confidential material. Information relating to the health, safety and welfare of specific individuals and any information relating to law enforcement or potential criminal activity will also be excluded from publication.

13. Communications with the Press and Media Releases

The Trust maintains regular dialogue and contact with all local media, and regional and national media as appropriate. The Communications Team manages all aspects of dealing with the media

Press releases and public information

Most press releases are available for viewing on the Nwas website which is <http://www.nwas.nhs.uk/news/press-releases-and-statements-2018>

The Communications Team can be contacted on 01204 498306.

14. Environmental Information

Detailed information relating to all Nwas sites, including land holding information is available from:

Neil Maher
Assistant Director of Fleet, Estates & Facilities
North West Ambulance Service NHS Trust
Ladybridge Hall
399 Chorley New Road
Bolton
BL1 5DD

15. This Publication Scheme

In this class we will publish any changes we make to this Publication Scheme, the criteria on which our information management policies are made and a referral point for all enquiries regarding information management generally in the Trust. We will also publish any proposed changes or additions to publications already available.

This issue of the Publication Scheme reflects changes to the organisational structure of the Trust following its formation and to the structure of other relevant organisations.

Cost of Information

For the most part, we will charge you only for hard copies or copying onto media. Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available and will be detailed to each individual on application depending upon the method of appropriate delivery. Leaflets and brochures including annual reports, business plans and other documents are provided on the Trust's website free of charge.

The charges will be reviewed regularly.

Copyright

The material available through this Publication Scheme is subject to the Trust's copyright unless otherwise indicated. Unless expressly indicated on the material to the contrary, it may be reproduced free of charge in any format or medium, provided it is reproduced accurately and not used in a misleading manner.

Where any of the copyright items in this Scheme are being re-published or copied to others, you must identify the source of the material and acknowledge the copyright status. Permission to reproduce material does not extend to any material accessed through the Publication Scheme that is the copyright of third parties.

You must obtain authorisation to reproduce such material from the copyright holders concerned. For OPSI Guidance Notes on a range of copyright issues, see the OPSI web site: www.opsi.gov.uk/advice/crown-copyright/index.htm

PART THREE

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

- National Audit Office (www.nao.org.uk)
- Care Quality Commission (www.cqc.org.uk)
- Coroner's Officers (<http://coasa.org.uk/>)
- NHS Protect (Counter Fraud & Security Management Service) (<https://cfa.nhs.uk/>)
- Environmental Health Officers
- Health and Safety Executive (www.hse.gov.uk)
- Parliamentary and Health Service Ombudsman (www.ombudsman.org.uk)
- Health and Care Professions Council (www.hpc-uk.org)
- Medicines & Healthcare Products Regulatory Agency (www.mhra.gov.uk)
- National Patient Safety Agency (www.npsa.nhs.uk)
- NHS Litigation Authority (<http://www.nhsla.com>)
- HealthWatch England (www.healthwatch.co.uk)
- Information Commissioners Office (www.ico.org.uk)
- Internal/External Audit Agencies
- Regional overview scrutiny committee
- NHS Improvement
- Mersey Internal Audit Agency

Julie Treharne
Head of Communications
March 2018