

**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 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, 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:

Dr Chris Grant  
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 and Engagement  
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:

Daren Mochrie  
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](http://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 our 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, examples of which may include protection of commercial interests and personal and patient information under the General Data Protection Regulations.

## **1. The NHS and how we fit**

North West Ambulance Service NHS Trust (NWAS) is one of 10 ambulance service trusts within the NHS in England and provides a service across 5,400 square miles to over 7 million people in Cheshire, Cumbria, Greater Manchester (including the Glossop area of Derbyshire), Lancashire and Merseyside.

NWAS is commissioned by the Clinical Commissioning Groups (CCGs) of the North West to deliver urgent, emergency and non-emergency ambulance services. NWAS also delivers NHS 111 services in the North West. The trust works extremely closely with the CCGs, acute trusts and the rest of the NHS for the benefit of the communities it serves.

As an ambulance trust, NWAS is subject to national and regional scrutiny by NHS England/Improvement and operates in accordance with all national service frameworks, guidance documents, manpower and planning directives. It is also regulated through the Care Quality Commission (CQC) review process.

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

## **2. Who we are**

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 more than 6,000 staff.

The trust's headquarters is in Bolton, and there are four area sites serving the communities of Cheshire and Merseyside (Liverpool), Cumbria and Lancashire (Broughton near Preston and Salkeld Hall, Carlisle) and Greater Manchester (Parkway). There are over 100 ambulance stations distributed across the region, three emergency operations centres, one support centre, two main 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 out of hours 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 around 1.5 million emergency calls per year, with emergency crews attending more than a million incidents each year, with around 800,000 of these requiring emergency transport. The trust undertakes over 1.5 million non-emergency patient transport journeys each year.

The trust is managed through the following directorates:

**Finance**  
**People**  
**Strategy, Partnerships and Transformation**  
**Medical**  
**Quality, Innovation and Improvement**  
**Service Delivery**  
**Corporate Affairs**

The chairman of the trust is Mr Peter White.  
The chief executive of the trust is Mr Daren Mochrie.

Full details of the non-executive directors and directors of the trust are available on the trust's website, via this link:  
<https://www.nwas.nhs.uk/about/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 and rescue services.

### **3. Financial and funding information**

Financial accounts are available via the trust's annual report and published on our website 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 SFIs 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 and objectives](#)

[Strategies](#)

[Agenda and minutes of board meetings](#)

The trust also holds patient and staff information in the following forms: clinical records (paper or electronic), patient transport service booking records, control room systems.

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 vision

Our vision is to be the best ambulance service in the UK by delivering the right care, at the right time, in the right place; every time.

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.

### Our priorities

**Urgent and emergency care (integrated care):** Increasing service integration and leading improvements across the healthcare system in the North West.

**Quality (right care):** Delivering appropriate care which is safe, effective and patient-centred for each individual.

**Digital:** Radically improving how we meet the needs of patients and staff every time they interact with our digital services.

**Business and commercial development:** Developing skills and capability to explore business opportunities for current and new viable contracts, services or products.

**Workforce:** Engaging and empowering our leaders and staff to develop, adapt and embrace new ways of delivering the right care.

**Stakeholder relationships:** Building and strengthening relationships that enable us to achieve our vision.

**Infrastructure:** Reviewing our estates and fleet to reflect the needs of the future service model.

**Environment:** Committing to reduce emissions by embracing new technology including electric vehicles.

## Our shared values

Our values form the foundation of and drive the whole organisation, ensuring we lead by example and create the right culture and conditions for patients to receive safe care every time.



## 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 and supplies
- Estates, fleet and support services

### **People directorate**

- Business partnering
- Corporate services
- Workforce development
- Education and learning
- Learning and development

### **Strategy, partnerships and transformation directorate**

- Strategy and planning
- Communications and engagement
- Project management office

### **Medical directorate**

- Research & development
- Transforming patient care

### **Quality innovation and improvement directorate**

- Quality compliance
- Health, safety and security
- Clinical quality
- Clinical safety
- Informatics
- Quality improvement
- ICT delivery
- Patient safety and complaints

### **Service delivery directorate**

- Paramedic emergency services
- Clinical leadership

- Urgent care
- 111
- Resilience
- Patient Transport Service

#### **Corporate affairs directorate**

- Legal services
- Corporate governance
- Corporate risk and 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. A programme of patient experience surveys is undertaken on an annual basis to understand and improve the urgent and emergency care, patient transport and NHS 111 service. The trust also undertakes the Friends and Family Test.

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.

A new [patient and public panel](#) was established in 2019/20 to achieve these objectives.

The trust also has a dedicated Patient Engagement team who work closely with patients and meet with community and specialist groups 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.

## **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 NWS website which is: <https://www.nwas.nhs.uk/news/>

The communications team can be contacted on 01204 498306.

## **14. Environmental information**

Detailed information relating to all NWS 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.

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

Julie Treharne  
Head of Communications  
and Patient Engagement  
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