

## COVENTRY AND WARWICKSHIRE PARTNERSHIP NHS TRUST

# PUBLICATION SCHEME

**Author:** Naomi Wills  
**Designation:** Information

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## **Part One – Introduction**

### **What is a Publication Scheme?**

A Publication Scheme is a complete guide to the information that is routinely published by a public body. This Publication Scheme is a description of and access to the information about Coventry and Warwickshire Partnership Trust, which the Trust makes available to members of the public.

The scheme will be regularly reviewed to ensure that information, which forms part of the Trusts business activities, is readily available to the public. It is important that this scheme is easy to use and to find the information that is required.

### **Why have a Publication Scheme?**

Under section 19 of the Freedom of Information Act 2000, the Coventry and Warwickshire Partnership Trust has a legal duty to adopt and maintain a Publication Scheme for the publication of information produced by the Trust.

The purpose of the Freedom of Information Act 2000 is to promote greater openness and better decision making in all public bodies, including the National Health Service.

The adaptation of this Publication Scheme commits the Trust to:

- Proactively publish or otherwise make available as a matter of routine, information, including environmental information, which is held by the Trust and falls within the classifications below.
- Specify the information which is held by the Trust and falls within the classifications below.
- Proactively publish or otherwise make available as a matter of routine, information in line with the statements contained within this scheme.
- Produce and publish the methods by which the specific information is made routinely available so that it can be easily identified and accessed by members of the public.
- Review and update on a regular basis the information the Trust makes available under this scheme.
- Produce a schedule of any fees charged for access to information, which is made proactively available.
- Make this publication scheme available to the public.

### **The Freedom of Information Act 2000**

Information held by the Trust that is not covered under this scheme can be requested in writing and this will be considered in accordance with the provisions of the Freedom of Information Act 2000.

From 1st January 2005 all public bodies were required by section 1 of the Freedom of Information Act 2000 to have procedures in place for enabling any member of the public to be able to request information about the management and services provided by the Trust. This is called the 'Right to Know' provisions of the above Act.

The Trust has a duty to acknowledge Freedom of Information requests and to provide requested information, unless exempt, within 20 working days of receipt of the request. If the Trust relies on any exemption under the Freedom of Information Act 2000, this will be made clear and any reasons for this provided where necessary.

In most cases information will be provided free of charge unless very large amounts of information are requested. For information relating to fee charges in line with statutory guidelines, please refer to the cost of information section below.

### **Exclusions and Exemptions under the Freedom of Information Act 2000**

The Freedom of Information Act 2000 generally does not permit the disclosure of personal and/or sensitive information protected by the common law duty of confidentiality. Therefore all disclosures of information under the Freedom of Information Act 2000 are consistent with the provisions of the Human Rights Act 1998 and the Data Protection Act 1998.

### **Caldicott Guardian**

The safeguarding of patient confidentiality is a major commitment by the Trust. Following recommendations from the Caldicott Report in 2007 and in line with National Health Service guidance the Trust has a 'Caldicott Guardian'. The Caldicott Guardian is a Trust Board member, with the specific role of making sure policies and procedures are in place to protect personal and sensitive information.

### **The Trust's Caldicott Guardian is: -**

Dr Sharon Binyon, Medical Director  
Wayside House  
Wilsons Lane  
Coventry  
CV6 6NY  
Email: [sharon.binyon@covwarkpt.nhs.uk](mailto:sharon.binyon@covwarkpt.nhs.uk)

Personal Assistant  
Mrs Joy Bartholomew  
Tel: 02476 588 852

**Information Management:**

Information falling into the 'classes of information' in this scheme will be retained in line with the Coventry and Warwickshire Partnership Trust's Retention and Disposal Schedules, which comply with the "Records Management Code of Practice" July 2016 – Information Governance Alliance

**Access to information held about you/your health records: -**

Under the Data Protection Act 1998 patients/clients are entitled to request access to health records or any other personal information held about them by the Trust. In some circumstances other people can access health records on behalf of a patient where the relevant authority is provided.

Patients/clients should initially speak to their health professional about information held in their health records.

However, if patients/clients wish to make a formal request the Trust has a leaflet entitled, "Your Health Records" which is also available on the Trust Internet site and this gives more information about what is held in health records. The Leaflet also gives information about the duty of the Trust to ensure confidentiality of health records and how a patient/client can make a subject access request in order to have access to/copies of their own health records in line with the provisions and rights held in Section 7 of the Data Protection Act 1998.

Further advice / information can be sought from the Information Governance Department on Tel: 024 7653 6807

**Feedback:**

We would welcome your feedback on this Publication Scheme. If you have any questions / comments / suggestions / compliments please let us know via any of the below methods: -

Address: Information Governance Department (Publication Scheme)  
Wayside House  
Wilson's Lane  
Coventry  
CV6 6NY

Telephone: 024 76 53 6807

Email: [freedomofinformation@covwarkpt.nhs.uk](mailto:freedomofinformation@covwarkpt.nhs.uk)

**Complaints about the scheme / requests for Information:**

Please find below the details of Coventry and Warwickshire Customer Service Department who deal with complaints re:

- Complaints about the Publication Scheme.
- The way an information request has been dealt with under the Freedom of Information Act 2000.
- Other areas in which you feel dissatisfied

Customer Services  
Wayside House  
Wilsons Lane  
Coventry  
CV6 6NY  
Tel: 0800 212 445 (freephone)

**How to use this Publication Scheme:**

Throughout this Publication Scheme there is reference to key documents and useful websites. Documents where indicated will be available from the Trust Internet site.

If you have received this Publication Scheme in paper copy you will need to go to the Trust's webpage [www.covwarkpt.nhs.uk](http://www.covwarkpt.nhs.uk) to view the Trust's documents or the appropriate organisations website i.e. [www.dh.gov.uk](http://www.dh.gov.uk).

If you require paper copies of any of the Trust's documents you are welcome to print copies from this document or the website [www.covwarkpt.nhs.uk](http://www.covwarkpt.nhs.uk), or alternatively request copies from us (see how you can access information - below).

**Cost of accessing Information:**

The Trust aims to make the maximum amount of information readily available at minimum inconvenience and cost to the public.

The Trust will endeavour to provide information free of charge. However where charges do apply they will be justified and transparent and kept to a minimum.

Charges may apply if a significant amount of additional work is required or an exceptional diversion of resources has to be made (e.g. if multiple copies are requested, if archived documents need to be retrieved, excessive amounts of photocopying is required, high postage fees, bound copies required, or information is required in other formats such as CD Rom).

Where charges are applied we will charge £20 per hour to cover expenses. We will notify of any charges in advance.

Please note we will not provide printouts of any other organisations documents, if you cannot download these online you will need to contact the organisation directly for copies.

**How you can access this Publication Scheme and related documents:**

Online via the Publication Scheme:

Where documents are available these can be viewed through the links provided (where available) on the online Publication Scheme. Documents can also be downloaded and printed free of charge.

Online via the Trust's Website:

Where documents are available these can be viewed on the Trust's webpage [www.covwarkpt.nhs.uk](http://www.covwarkpt.nhs.uk). Documents can also be downloaded and printed free of charge.

Paper copies:

Should you require a paper copy of the Publication Scheme or any of its related documents; you can do this by contacting the Information Governance Department (contact details below).

Email:

Should you require an electronic format of the Publication Scheme and/or related documents via email; you can do this by contacting the Information Governance Department (contact details below).

Please Note: Electronic versions of this document will be in PDF format, which means you can only open the document if you have Adobe Acrobat Reader installed on your computer / laptop.

Other formats such as CD Rom:

The Trust publications are not readily available in other formats, however such requests may be arranged if requested. Charges may be applied, which will be notified beforehand.

External Organisations / Agencies Websites:

External website addresses are provided throughout this publication scheme where it is thought they will be helpful. However, please be aware that the Coventry and Warwickshire Partnership Trust does not own or control those sites and therefore cannot take responsibility for their content, validity or availability.

For further information please contact the Information Governance Department on Tel: 024 76 536 728 or Email: [freedomofinformation@covwarkpt.nhs.uk](mailto:freedomofinformation@covwarkpt.nhs.uk)

**Copyright:**

The material available throughout this Publication Scheme is subject to the Trust's copyright unless otherwise indicated. Unless expressly indicated on the document, it may be reproduced free of charge in any format, 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, we will 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.

As a general rule you must obtain authorisation to reproduce such material from the copyright holders.

For HMSO Guidance Notes on a range of copyright issues please see the HMSO website: [www.hmso.gov.uk/guides.htm](http://www.hmso.gov.uk/guides.htm)

## Part Two – The Classes of Information we hold

Information under this model Publication Scheme will be provided under seven different “classes of information” (as shown below).

Class	Classes of Information
2	What we spend and how we spend it
4	How we make decisions
6	Lists and Registers

The commitment of the Trust is to provide as much information as possible on a routine basis.

### 1. WHO WE ARE AND WHAT WE DO

#### The Coventry and Warwickshire Partnership Trust Headquarters:

Coventry and Warwickshire Partnership NHS Trust  
Wayside House  
Wilsons Lane  
Coventry  
CV6 6NY

Tel: 024 76 368 944 (reception)

#### Who we are:

Coventry and Warwickshire Partnership NHS Trust provides services across Coventry and Warwickshire.

These services are structured and managed in 3 main groups as follows:

1. **Integrated Community Services** – Including Musculoskeletal Services, Podiatry, Dental, Improving Access to Psychological Therapies, Walk In Centre, Speech and Language Therapy, Integrated Sexual Health Services) and Community Services such as District Nursing Services, Community Physiotherapy, Rehabilitation Services and Community Mental Health/Learning Disability Services)
2. **Children and Family Services** – Including Children’s Physiotherapy and Occupational Therapy, Speech and Language Therapy, Child and Adolescent Mental Health Services, Community Paediatrics, Child Development, Children’s Learning Disability Services)
3. **Acute Services** – Age Independent Mental Health Services including inpatient services, Crisis Intervention, Learning Disability Inpatient Services and Inpatient Eating Disorder Services

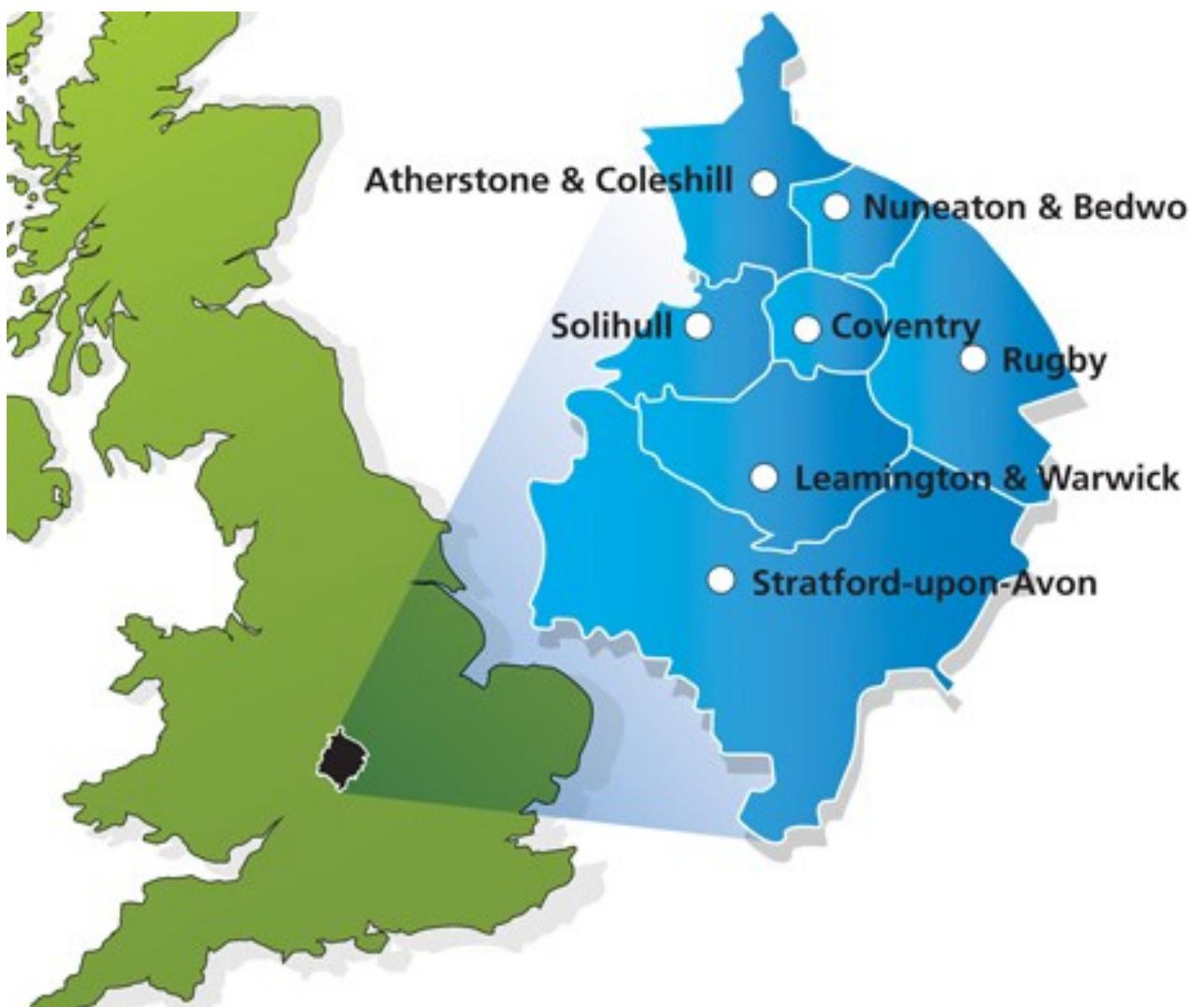
In March 2015 the management of Specialist Services has been moved as follows:

Community Specialist Services have now moved under the management of Integrated Community Services and the Inpatient and residential Specialist Services have transferred to the Acute Services Directorate. This therefore give 3 main Directorates or Operational Services.

Some Specialist Learning Disability Services are also provided to the wider population of the West Midlands and beyond.

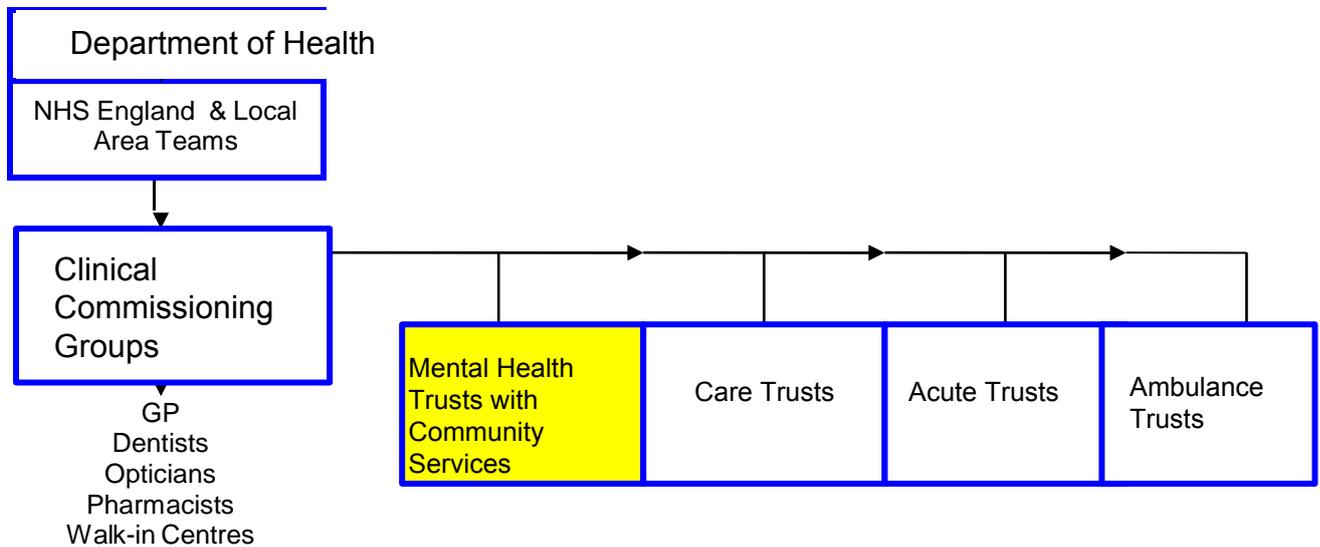
The Trust has a Directory of Services on its website at <https://www.covwarkpt.nhs.uk/our-services>

Areas we provide services to: -



### The NHS and how we fit:

The NHS is one of the largest employers in Europe. The Chart below shows how the Coventry and Warwickshire Partnership Trust fits into the NHS structure: -



### The Department of Health

The Department of Health (DoH) is the Government Office to which the NHS is responsible. It produces key national documents and guidance under which NHS are required to operate.

For further information and the most up-to-date national guidance please visit the DoH website at [www.dh.gov.uk](http://www.dh.gov.uk)

### NHS England – provides the Strategic Direction to the NHS with the support of Local Area Teams

NHS England are responsible for the performance management of NHS Trusts in their area and they also ensure that Government initiatives are put into practice locally.

The Coventry and Warwickshire Partnership Trust reports to the Midlands and East of England Regional offices of NHS England and further information is available on their website <http://www.england.nhs.uk/about/regional-area-teams/>

### Clinical Commissioning Groups (established from 1.4.2013)

At present Coventry and Warwickshire Partnership Trust relates to the following CCGs:

- Coventry and Rugby CCG
- Warwickshire North CCG
- NHS South Warwickshire CCG

These CCGs are supported by the NHS Arden & Greater East Midlands Clinical Support Unit (Arden and GEM CSU)

This is the link to the Arden & GEM website for further information.

<http://www.ardengemcsu.nhs.uk/>

### **Local Authorities**

The Coventry and Warwickshire Partnership Trust operates alongside two local Authorities, Coventry City Council and Warwickshire County Council. In particular there are joint working arrangements with Social Services where the planning and provision of services is closely co-ordinated. Each of the local authorities has a Health Overview and Scrutiny Committee which has statutory powers connected with health services.

The Trust also manages learning disability and Health Minds (Improving Access to Psychological Therapies) in the Solihull area and thus also relates to Solihull Metropolitan Borough Council for these services.

### **Overview and Scrutiny Committees (OSC)**

There is a statutory duty placed upon NHS organisations to consult with Overview and Scrutiny Committees when significant changes to NHS services are planned.

The Overview and Scrutiny Committee acts independently on behalf of its community in monitoring NHS services locally, and in certain circumstances has direct access to the Secretary of State.

Overview and Scrutiny Committees comprise of elected Councillors from within the local Authority area.

Overview and Scrutiny Committees have the power to scrutinise matters, which extend beyond the Council's statutory functions, which affect the economic, social or environmental well being of the area.

For further information please see the Coventry City Council's webpage and the Warwickshire County Council's webpage.

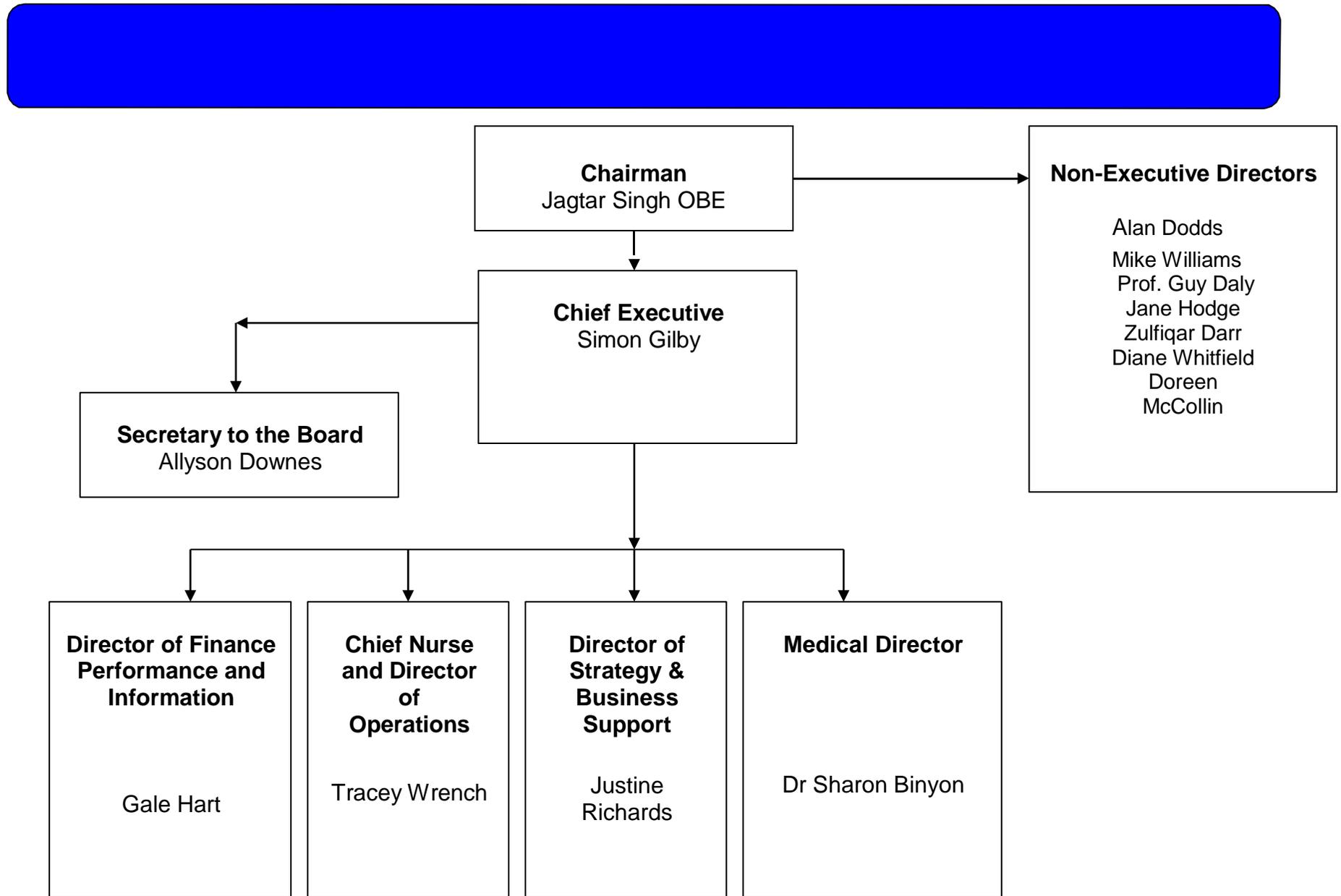
### **The Trust Board:**

Coventry and Warwickshire Partnership Trust Board is made up of the Chairman, Chief Executive, Non-Executive Directors and Executive Directors. The Board members have voting rights and a legal responsibility for the overview and management of the work of the Trust.

Please go to the next page to see a list of the Trust Board Members. Further Details are available on the Trust Internet site. [www.covwarkpt.nhs.uk](http://www.covwarkpt.nhs.uk)

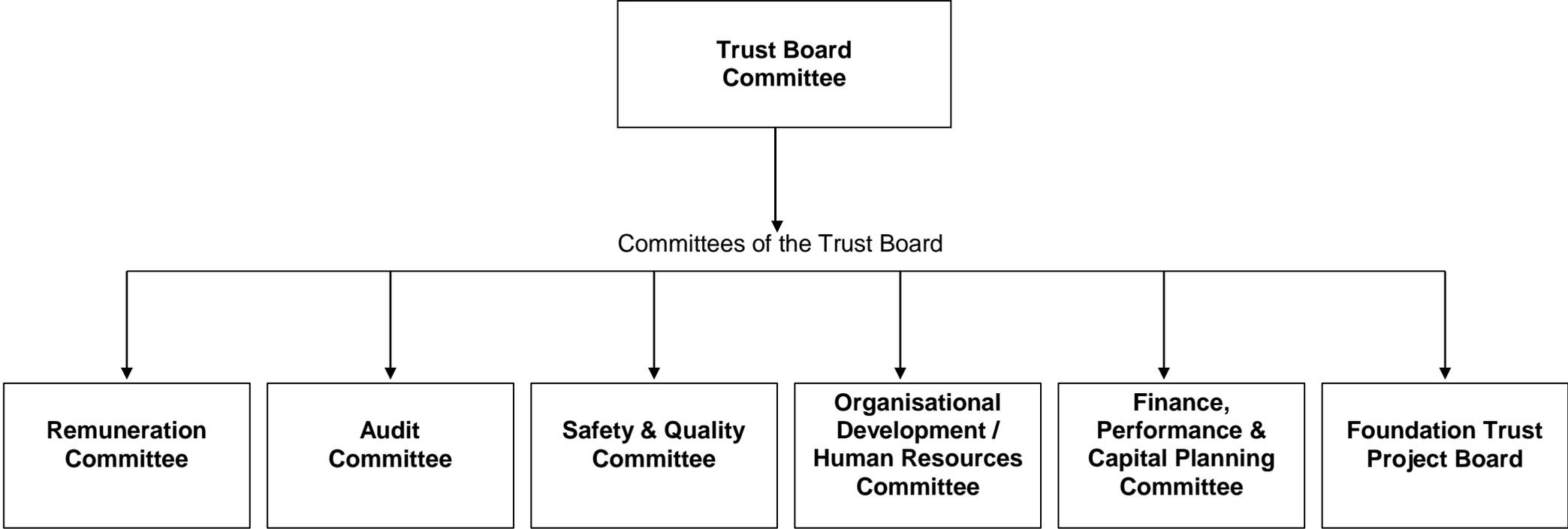
## Organisational Structure:

The structure below shows the Trust Board Members and how they fit within the organisation.



**Trust Board Committee Structure**

The structure below shows the Sub Committees of the Trust Board.



**Corporate Governance Information:**

A model Corporate Governance Framework for Trusts has been prepared by the Department of Health (DoH). Using this model the Trust's Corporate Governance documentation includes the following: -

- [Code of Conduct \(including current Trust accounts and annual report\)](#)
- [Accountability and Openness](#)
- [Scheme of Delegation](#)
- [Standing Financial Instructions](#)
- [Standing Orders](#)

**Governance:**

Governance is defined by the Audit Commission as 'the systems and processes by which Health Bodies lead, direct and control their functions, in order to achieve organisational objectives and by which they relate to their partners and wider community'.

Within the Trust there are well-established systems for the management of Governance issues. The Executive Directors have responsibility for Governance within their respective areas.

**Clinical Governance:**

Clinical Governance is a process by which the Trust seeks to ensure continuing improvements in the quality and effectiveness of the care it provides.

The Trust has established a Board Committee with responsibility for delivering the Governance agenda by: -

- Providing assurances that appropriate safety and quality standards are in place and are complied with.
- Monitoring of the Risk Register and Assurance Framework and associated change management.
- Overseeing the management of significant external assessments and the implementation of action to improve practice safety and quality.
- Communicating, advising and consulting with other Board committees on Governance issues as appropriate.

## **Risk Management**

The Trust is committed to identifying and as far as possible removing risks that might affect service users, carers, staff and others. The Trust separates risks into three key areas: -

- Clinical
- Financial
- Corporate

Risk is primarily managed through a set of policies and procedures such as, the Trusts Risk Management Strategy, Reporting and Management of Serious Untoward Incidents, Emergency and Contingency Plans, Infection Control and Standing Orders, with staff conducting assessment of risk and the Trust having clear reporting of risk and mitigation procedures.

The Trust has clear policies that support the procedures for the reporting of incidents or accidents, near misses or other risks. These help to give a more informed picture as to patient and staff safety as well as promoting the safety and well being of visitors, contractors and the wider public.

The Trust has clear communication and information systems for reporting of risk and serious untoward incidents, which in turn supports higher level systems such as, the Health and Safety Executive, National Patient Safety Agency and the NHS Counter Fraud and Security Management Services.

The Trust is assessed on its effectiveness of managing risk in a number of ways, these include: -

- NHS Litigation Authority Risk Management Scheme for Trusts
- Internal Audit and External Audit assessments
- Care Quality Commission.

## **Recruitment and Employment:**

### Current Vacancies

You can view our current vacancies and download job descriptions, person specifications and printable application forms by visiting the NHS Jobs website at [www.jobs.nhs.uk](http://www.jobs.nhs.uk)

### Volunteering

Please [see](#) the recruitment pages of the Trust Internet site.

## **2. WHAT WE SPEND AND HOW WE SPEND IT**

The Trust receives the majority of its funding directly from the Department of Health (DoH) and uses it to both commission and provide services for the population of Coventry and Warwickshire.

The Trust receives two main streams of funding: -

- Revenue funding - used for the day to day running of the Trust
- Capital funding - used to purchase / upgrade facilities and equipment

### **Annual Accounts**

NHS organisations have a statutory duty to produce annual accounts (financial statements). The summarised accounts for the Trust are published in the Annual Report which is published on the Trust Internet site under Trust Board.

### **Financial & Contracting Performance**

The Director of Finance, Performance and Information presents a monthly financial report at each Trust Board meeting. Minutes of all public meetings are available on the Trust Internet site.

### **Standing Orders and Standing Financial Instructions**

These documents set out the basic 'business' rules for the Trust and are based upon the national model documents for the NHS.

The Trust has approved procedures in place and adheres to: -

- Standing Orders
- Standing Financial Instructions
- Scheme of Delegation
- Establishment Orders & Codes of Conduct
- Charitable Donations
- Standard Terms and Conditions

### **Staff pay and grading:**

Senior staff pay details are published in the Annual Report – the Trust Internet pages

### **Capital Programme:**

Information regarding the Trust Capital Programme can be found in the Trust Board papers on the Trust Internet under Trust Board

**Board members remuneration:**

Details are reported within the Trust's Annual Report – usually published in September of each year. These are available on the Trust Internet site

**Purchasing and Supplies:**

The Trust operates a purchasing system for day-to-day supplies of low cost and non-specialised goods/services through the requisition process. Where appropriate, goods are sourced from the NHS Logistics Store at Alfreton.

The Trust uses an in-house team for its supplies services.

The Trust will advertise tenders for goods or services worth over £100,410 through the Official Journal of the European Communities (OJEC) procedures. The website for OJEC is [www.ojec.com](http://www.ojec.com).

**Main Estates Contractors and Main Suppliers:**

The Trust uses contractors for building works and other associated works from the Approved Contractors List or the scheme is tendered. The tendering process is used for all schemes costing more than £30,000.

**3. OUR PRIORITIES (Vision and Values)**

The Trust's Vision and Values are available on the Trust Internet site – Go to the About Us tab and then the Vision and Values tab.

Our Strategic Objectives are also on the Vision and Values page of the Trust Internet

**Planning and Strategic Documents:** (available on request)

- Risk Management Strategy
- User and Carers Involvement Strategy
- Communication Strategy
- Race Equality/Diversity strategy

**Key Performance Indicators (KPI'S)**

The Trust monitors its performance against a wide range of performance indicators set both nationally and locally.

Reports outlining performance in areas of finance, workforce and other key clinical and non-clinical areas are received at Trust board meetings.

In addition to the Board directly receiving information the Boards established committees will also review and assess performance against identified indicators. These committees provide assurance to the Trust Board and are responsible for drawing to the Boards attention to any areas of identified weakness.

Performance reports are published with the Trust Board papers. All Trust Board Papers and agenda items can be found on the Trust Internet under Trust Board.

**Service User Surveys**

The NHS Plan requires each NHS Trust to obtain feedback from patients/clients and carers about their experiences of the service/s received.

Listening to patients/clients and carers views is recognised as essential to delivering the commitments given in the NHS Plan to provide a patient-centred health service.

Some surveys are co-ordinated nationally (e.g. for example inpatient and community surveys and the mental health census). In addition to nationally determined surveys locally developed surveys take place in key service areas.

The survey results are used in the annual performance indicators published by the Healthcare Commission.

#### **4. HOW WE MAKE DECISIONS**

##### **Trust Board Meetings:**

At the forefront of the organisation sits the Trust Board, which comprising primarily of Executive and Non-Executive Directors. The Board has a specific responsibility for agreeing the Trusts Strategy and for ensuring its strategic plans are implemented. It will also agree the organisations vision and values.

Underneath the Trust Board is a range of Board Committees with specific delegated responsibilities as set out in the organisations Standing Orders.

At a more operational level other committees and task and finish groups operate to implement actions to deliver objectives and specific tasks agreed at a higher level.

Managers across the organisation are set objectives and are appraised annually on their performance/s. These objectives will be aligned to the organisations strategic aims.

The Trust Board holds monthly public meetings. Members of the public are welcome to attend the public meetings. Approved minutes of meetings are routinely published on the Trust's webpage: -

The Trust Board meeting dates, agendas and papers are all published regularly on the Trust Internet site. [www.covwarkpt.nhs.uk](http://www.covwarkpt.nhs.uk)

##### **Patient and Public Involvement Strategy (PPI) / User and Carer Involvement:**

The Trust can only effectively represent the needs of its client population by consulting and listening with local people and groups. The Trust will build on the involvement of interest groups locally and individual patient involvement.

The Associate Director of User and Carer Involvement will be producing a Patient and Public Involvement Strategy. Prior to implementation of this strategy the Trust is working towards the action plan developed following a review of User and Carer Involvement.

**Patient Advice and Liaison Service (PALS):**

The Patient Advice & Liaison Service (PALS) is a service that deals with patients, relatives or carers queries and concerns regarding their healthcare and can provide information on NHS services generally.

PALS can act on the person's behalf when handling patient and family concerns, liaising with staff, managers and when appropriate, relevant organisations, to negotiate immediate or prompt solutions to your concerns.

For advice or information about any of the Coventry and Warwickshire Partnership NHS Trust services, PALS are your first point of contact and they will be able to give you names and addresses of other organisations that may be able to help you.

To contact the Patient Advice and Liaison Service, please contact

Wayside House  
Wilsons Lane  
Coventry  
CV6 6NY

**Tel:** 024 7653 6804

**Mobile:** 07826 900 926

**Freephone:** 0800 212 445

**Email:** [pals@covwarkpt.nhs.uk](mailto:pals@covwarkpt.nhs.uk)

There is also a national PALS website, for further information please go to the National website

**Local Involvement Networks (LINKs):**

The newly established LINKs helps communities to influence the care they receive. LINKs will be hosted by a local public authority, yet to be determined.

For further information about LINKs please visit the Department of Health's webpage.

Please [click here](#) to view further information regarding Coventry LINKs

Please [click here](#) to view further information regarding Warwickshire LINKs

**Reports and Independent Enquires: -**

The Trust is reviewed by a number of independent inspectorates. Some of the inspecting bodies are detailed below: -

Please note: when reports are received from inspecting bodies they will result in the development of an action plan, which will be monitored, by the Trust Board or one of its delegated committees. Some inspections are of a routine nature and others are adhoc. The inspections normally require the production of information from senior officers; involve interviews with officers and staff and in some cases with service users and carers.

### Care Quality Commission

The Care Quality Commission is the independent regulator of health and social care in England. For further information, visit the website <http://www.cqc.org.uk/>

### **The NHS Litigation Authority (NHSLA)**

The Risk Management Standards for Trusts is a scheme of which Trust is a member, as with other Trust's. The scheme assesses NHS organisations as to the robustness of the arrangements in place to manage non-clinical and clinical risk respectively.

For further information, visit the website [www.nhsla.com](http://www.nhsla.com)

### The Audit Commission

The Audit Commission audit NHS Trusts to review the quality of financial systems.

The body also publish independent reports, which highlight risks and good practice to improve the quality of financial management in the health service and encourage continual improvement in public services including in the field of public health and health inequalities.

For further information regarding The Audit Commission go to the National website

### Internal and External Audit

The Trust's Audit Committee oversees both internal and external audit services, reviews financial systems and monitors compliance with Standing Orders and Standing Financial Instructions.

#### Internal Audit

Internal Audit provides independent, objective assurance to the Trust Board that it has in place a sound system of internal control to identify organisational objectives and the principle risks in achieving them and has effective control systems to ensure these objectives are achieved.

The Coventry and Warwickshire Partnership Trust internal audit service is provided by CW Audit Services who are required to comply with the NHS Internal Audit Standards.

#### External Audit

All NHS Trusts are audited by external auditors appointed by the Audit Commission. The External Auditor is required to certify and provide an opinion on the accounts of the organisation. The Code of Audit Practice published by the Audit Commission governs the conduct of external auditors.

The Coventry and Warwickshire Partnership Trust external audit services are provided by Pricewaterhouse Coopers LLP.

**NB:** The Trust will not release the results of any inspection prior to the completion of the inspection process. Similarly, we will not release any information pertaining to an investigation without the agreement of the inspecting organisation.

Some information that is of a personal and confidential nature will be excluded from the publication of inspections reports, as will any other confidential material. Material relating to the health and safety of specific individuals, to

law enforcement, criminal or regulatory investigatory material, or audit issues may also be excluded from publication.

### **Public Consultations:**

There is a national requirement for the NHS to involve the public when changes in services are planned. Service users should be involved at the planning stage when consideration is being given to options and also in the developmental stage following the selection of a preferred option.

Where significant change in services is planned the responsible health overview and scrutiny committee of the local authority should be consulted and in certain cases a formal consultation process will be commenced. This will involve the production of a formal consultation document and the holding of public meetings and other meetings with specific interest groups to pass on information concerning the plans and to gather opinion. Such consultations will normally last for 12 weeks.

Details of all current consultations taking place can be found by visiting the Trust Internet site under Consultations

## **5. POLICIES AND PROCEDURES**

The Trust's approved Policies and Procedures (Clinical and Corporate) are available on request.

Contact      **Telephone:** 024 7636 2100.

**Email:** [enquiries@covwarkpt.nhs.uk](mailto:enquiries@covwarkpt.nhs.uk)

## **6. LISTS AND REGISTERS**

### **Trust Board Members Register of Interests:**

A register of Trust Board Members interests is kept. Board members details and registered interest are available on the Trust Board Members page of the Trust Internet.

### **Register of Freedom of Information Request Disclosures:**

Under the Freedom of Information Act 2000 the Trust receives requests for information. Please [click here](#) to view.

### **Land Holdings:**

Details of our land holdings and the uses to which they are put can be obtained from for the Trust. (Some sites are excluded as they are essentially patients home and we respect their privacy).

In the first instance please contact the Estates Department: -

Ian Robinson  
Head of Estates  
Wayside House  
Wilson's Lane  
Coventry  
CV6 6NY  
**Tel: 0300 200 2001**

**Register of gifts and hospitality:**

Rules govern the receipt of gifts and hospitality by NHS staff and a policy document exists to control this.

Certain gifts and hospitality has to be registered in a central register held by the Director of Finance, Performance and Information and in the majority of cases individuals cannot benefit from such donations.

## **7. THE SERVICES WE OFFER**

The Trust provides services mainly to the population of Coventry and Warwickshire.

In Coventry the Trust provides both specialist mental health, learning disability and eating disorder services as well as Integrated Physical and mental Health services to children and a range of general community and preventative community based services.

In Warwickshire the Trust provides all of the above services except the general community and preventative community based services which are provided by South Warwickshire Foundation NHS Trust.

The Trust also provides Specialist Learning Disability Services and Improving Access to Psychological Services, called Health Minds in the Metropolitan Borough of Solihull.

We work in partnership with the 3 main Clinical Commissioning Groups operating in Coventry and Warwickshire and two Local Authorities (Coventry City Council and Warwickshire County Council). The local Clinical Commissioning Groups are:

### **Arden Cluster (Coventry & Warwickshire)**

#### **NHS Coventry and Rugby CCG**

Chair: Dr Adrian Canale-Parola  
Accountable Officer: Dr Steve Allen  
76 GP Practices  
Population: 460,000

### **NHS Warwickshire North CCG**

Chair: Dr Heather Gorringe  
Accountable Officer: Andrea Green  
28 GP Practices  
Population: 184,000

### **NHS South Warwickshire CCG**

Chair: Dr David Spraggett  
Accountable Officer: Gill Entwistle  
36 GP Practices  
Population: 270,000

In providing services teams work in close association with local GP's and other practitioners such as dentists, pharmacists and opticians.

### **Overview of Clinical Services:**

1. **Integrated Community Services** – Including Musculoskeletal Services, Podiatry, Dental, Improving Access to Psychological Therapies, Walk In Centre, Speech and Language Therapy, Integrated Sexual Health Services) and Community Services such as District Nursing Services, Community Physiotherapy, Rehabilitation Services and Community Mental Health/Learning Disability Services)
2. **Children and Family Services** – Including Children's Physiotherapy and Occupational Therapy, Speech and Language Therapy, Child and Adolescent Mental Health Services, Community Paediatrics, Child Development, Children's Learning Disability Services)
3. **Acute Services** – Age Independent Mental Health Services including inpatient services, Crisis Intervention, Learning Disability Inpatient Services and Inpatient Eating Disorder Services

Some Specialist Learning Disability Services are also provided to the wider population of the West Midlands and beyond.

## **Corporate Services - non-clinical services**

- Human Resources
- Financial Management
- Equality and Diversity
- Communications
- PALS, Complaints and Compliments
- Safety and Quality Services including Freedom of Information requests and Access to Health Records/Subject access requests
- Estates and Facilities
- Information Technology
- Recruitment

## **Local NHS Trust's with whom we work closely: -**

University Hospitals of Coventry and Warwickshire  
George Eliot Hospital  
Warwick Hospital

## **Information Protocols (Sharing of Information):**

Information Sharing Protocols have been agreed between local partners and governs what information can be shared between the partners that have signed up to the protocol.

The Coventry and Warwickshire Partnership Trust is a signatory to the Information Sharing Protocol across the local Health organisations and the 2 main Local Authorities, Coventry City Council and Warwickshire County Council.

The Trust also works with the Solihull Metropolitan Borough Council for its services that are located in Solihull – Specialist Learning Disability Services and Counselling/Healthy Minds Services.

## **Corporate Communications and Media Releases:**

The Trust's Communications Department provides advice and support on internal and external communication issues and co-ordinates responses to media enquiries.

Go to the Trust Internet to view the Communication Department's webpage and Press releases.

## **Regular Publications and information for the public:**

The following is a list of the regular publications that are available on the internet and by a request to the Trust Headquarters (address provided above in section 1): -

- Annual Report
- Stakeholder News
- Foundation Trust News
- Trusts Public Events
- Trust Board meeting papers

**Patient Information Leaflets:**

The Trust produces many leaflets and information booklets for patients, carers, relatives and the public.

Copies are available on request from the Communications Department and also a on the Trust Internet. The Link is below.

<http://www.covwarkpt.nhs.uk/aboutus/patient-carer-information/Pages/default.aspx>

**Complaints:**

Coventry and Warwickshire Partnership Trust welcomes complaints, comments and suggestions about the way in which services are managed and your experience of these services. It is extremely useful for the Trust to have direct feedback from you, our clients and service users, so that the trust can change and improve its services in line with service user needs and wishes.

Complaints can be made verbally or in writing. The Trust treats all complaints seriously and investigates all complaint or concerns thoroughly providing feedback during the process. We aim to respond promptly or within 25 days of receiving your complaint in writing.

There are a number of ways to raise concerns. If you wish to make a complaint, suggestion or comment. You can do so by contacting: -

PALS and Complaints Team  
Wayside House  
Wilsons Lane  
Coventry  
CV6 6NY

Tel: 0800 212 445 (Freephone)

Email: [complaintsandcompliments@covwarkpt.nhs.uk](mailto:complaintsandcompliments@covwarkpt.nhs.uk)

OR in writing to:

Chief Executive  
Wayside House  
Wilsons Lane  
Coventry  
CV6 6NY

**Independent Complaints Advisory Service (ICAS):**

The Independent Complaints Advocacy Service (ICAS) can support members of the public in making a complaint and they can be contacted via: -

**Address:** County Buildings  
St. Mary's Street  
Worcester  
WR1 1LT

**Telephone:** 0845 337 3056

**Minicom:** 0845 337 3067

**Fax:** 0845 337 3057

**Email:** [pohwericas@pohwericas.net](mailto:pohwericas@pohwericas.net)

**Links to other websites that you may find useful:**

[Care Quality Commission](#)

[Health Service Ombudsman](#)

[Commission for Patient and Public Involvement in Health](#)

[The Department of Health](#)

[NHS Choices](#)

[Coventry Primary Care Trust](#)

[Warwickshire Primary Care Trust](#)

[National Institute for Health and Clinical Excellence \(NICE\)](#)

[University Hospital Coventry and Warwickshire](#)

[George Eliot Hospital](#)

[Warwick Hospital](#)

[Warwickshire County Council](#)

[Coventry City Council](#)

[West Midlands Strategic Health Authority](#)

**NHS Choices**

For more information about the NHS in general or to find out more about your local NHS services, please visit [www.nhs.uk](http://www.nhs.uk)

**NHS Direct**

NHS Direct is another useful website if you are looking for specific guidance or help on a presenting health condition or symptom. The information here is evidence based and regularly kept up to date [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**Feedback:**

We would welcome your feedback on this Publication Scheme and any of its publications/hyperlinked related documents. If you have any questions / comments / suggestions / compliments please let us know: -

**Address:** Information Governance Department (Publication Scheme)  
Wayside House  
Wilson's Lane  
Coventry  
CV6 6NY

**Telephone:** 024 76 536729

**Email:** [freedomofinformation@covwarkpt.nhs.uk](mailto:freedomofinformation@covwarkpt.nhs.uk)

**If you would like a copy of this document translated into another language, large print, easy read, braille or audio please contact the Communications Department: -**

**Write to:** The Communications Department  
Wayside House  
Wilsons Lane  
Coventry  
CV6 6NY

**Telephone:** 024 76 588857

**Email:** [communications@covwarkpt.nhs.uk](mailto:communications@covwarkpt.nhs.uk)