

Publication Scheme (Freedom of Information Act 2000)

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Associate Director Corporate Development and Trust Secretary			August 2017
Central Admin Carillion Health			August 2017
Complaints and Claims Manager			August 2017
Deputy Director of Human Resources			August 2017
Director of Strategy and Planning			August 2017
Head of Communications			August 2017
Head of Procurement			August 2017
PFI Contract Manager			August 2017
Senior Assistant Director of Finance			August 2017
Senior Clinical Governance Manager			August 2017
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7.1	Minor review of embedded links, updating the Trust’s URL and changes relating to Carillion/Serco – November 2018		
7.2	Minor review of embedded links plus updating references of Indigo to Saba – April 2019		

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For guidance notes on a range of copyright issues, please use the following link [copyright guidance](#) for further information.

Dartford and Gravesham NHS Trust
Darent Valley Hospital
Darenth Wood Road
Dartford
Kent DA2 8DA

Tel: 01322 428100

www.dgt.nhs.uk

Welcome to the Dartford and Gravesham 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

1. Who we are and what we do
2. What we spend and how we spend it
3. What our priorities are and how we are doing
4. How we make decisions
5. Our policies and procedures
6. List and registers
7. The services we offer

PART THREE: Useful Resources and Feedback Form

PART ONE: INTRODUCTION

What is a Publication Scheme

This Publication Scheme is a complete guide to the information routinely published by Dartford and Gravesham 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 Dartford and Gravesham NHS Trust (the Trust) easily. Under Section 19 of the Freedom of Information Act 2000 (there is a link to the Act in part 3 of this Scheme), the Trust has a legal duty to adopt and maintain a Publication Scheme for the publication of Trust information. The purpose of the Act is to promote greater openness by public authorities (of which Dartford and Gravesham NHS 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 rights of patients to protection of their patient confidentiality in accordance with Article 8 of the Human Rights Convention, the Data Protection Act and the Common Law of Confidentiality.

Maintaining the legal right to patient confidentiality is of the utmost importance to the Trust. 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 Dartford and Gravesham NHS Trust, our Caldicott Guardian is the:

Medical Director
Trust HQ, Level 4
Darent Valley Hospital
Darenth Wood Road
Dartford
Kent DA2 8DA

Information Management

Information falling into the Classes will be retained in line with the Trust's retention and disposal schedules, which comply with the Information Governance Alliance (IGA) Records Management Code of Practice for Health and Social Care 2016.

Feedback

If you have any questions, comments or complaints about this Scheme, its operation or how the Trust has dealt with your request for information from the Scheme, please send them, using the feedback form in part 3 of this Scheme to:

Freedom of Information Act Lead
Dartford and Gravesham NHS Trust
Information Governance dept,
Darent Valley Hospital
Darenth Wood Road
Dartford
Kent DA2 8DA

Rights of Access to Information

- At the present time, in addition to accessing the information identified in this Publication Scheme, you are entitled to request information about Dartford and Gravesham NHS Trust under the Code of Practice on Openness in the NHS (2003). A link to this is available in part 3 of the Scheme and hard copies are available free of charge from the Department of Health. A link to the DH Publication Orderline is: http://www.orderline.dh.gov.uk/ecom_dh/public/home.jsf
- Sometimes, some or all of the information cannot be provided and we will explain the reasons why not when this happens.
- 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 written 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.
- Environmental Information Regulations 2004 enable similar access to environmental information, as under the Freedom of Information Act 2000. To do so please contact the Freedom of Information Act Lead detailed above.
- Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you. To do this you can contact:

The Access to Health Records Officer, Medical Records Department, Darent Valley Hospital, Darenth Wood Road, Dartford, Kent, DA2 8DA

Cost of Information

Will there be a charge for my request?

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD ROM). Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available. Charges are as follows:

a) Via the Trust's Web Site – all downloads or print-outs are free of charge including this Publication Scheme, although any charges for Internet Service Provider and personal printing costs must be met by the individual.

b) On-line request – all documents requested via the on-line form on our website, which can be sent electronically by email, will be supplied free of charge.

c) Hard copies – all requests for hard copies of readily available documents (including this Publication Scheme) will incur a standard administration charge of £10 plus £1 postage & packaging – total £11. Multiple requests will incur an extra charge of £5 per additional document:

Examples: 1 document = £11

2 documents	=	£16
3 documents	=	£21

Archived copies of documents which are no longer accessible or available on our website, may attract an additional charge for the retrieval, photocopy, postage etc. We will let you know the cost and charges that will have to be paid in advance. We will not provide printouts from other organisation's websites.

No charge will exceed £60 in accordance with Freedom of Information guidelines on disbursements (costs directly incurred communicating the information to the applicant) which is unconnected to the 'appropriate fees' limit.

Cheques should be made payable to 'Dartford and Gravesham NHS Trust'. You can make your payment in advance or place a request and we will invoice you accordingly. However, no documents will be posted until payment in full has been received.

d) Leaflets and brochures – all leaflets or booklets which describe patient information or the services we offer to the public will be supplied free of charge. Many can be found in the public areas of the hospital, and notably on the Information Kiosk in the main outpatient reception. A list of the leaflets can be found on the Trust website.

e) "Glossy" or other bound paper copies, CD Roms, videos or other mediums – charges will be notified on receipt of individual requests and will be calculated based upon the cost of copying, postage and other administration, up to the maximum £60.

The charges will be reviewed regularly.

Copies of the Trust Board papers dating back to the inception of the Board, in 1993, are available through the Freedom of Information Act Lead.

Changes to available publications

The contents of publications can change over time. All current documents are available on the website and previous versions are archived and are available on request.

Requesting Copies of Documents

All requests for copies of documents mentioned in this Publication Scheme must be made in writing. If you wish to send your request electronically please complete the on-line form – [request](#)

Postal requests should be addressed to:

The Freedom of Information Act Lead
Dartford and Gravesham NHS Trust
Information Governance dept,
Darent Valley Hospital
Darenth Wood Road
Dartford
Kent DA2 8DA

PART TWO: THE CLASSES OF INFORMATION THAT WE HOLD

The information is grouped into broad categories as follows:

- 1. Who we are and what we do**
- 2. What we spend and how we spend it**
- 3. What our priorities are and how we are doing**
- 4. How we make decisions**
- 5. Our policies and procedures**
- 6. List and registers**
- 7. The services we offer**

We will state how you can obtain the information outlined within each Class. This will be either via our website www.dgt.nhs.uk or as a hard copy or other media.

The Trust's commitment to publish information excludes any information, which can legitimately be withheld under the exemptions set out in the Code of Practice on Openness in the NHS or the Freedom of Information Act. Where individual classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to most Classes within the Publication Scheme. The Publication Scheme will be available in both hard copy and on our website.

1. Who we are and what we do

This section provides organisational information, how we are structured, our locations and contacts.

Organisational Information

This information describes the Trust, our organisational structures and key personnel.

Information on Trust Management, Annual Reports and Trust Board Committees can be accessed via the website at www.dgt.nhs.uk or you can click on the following links:

[Organisational Structure](#) (including Trust Board Committees)

[Trust Management](#) (including Trust Board)

[Services](#)

Further details of the Management Structure can be seen within the annual reports (using the link above), detailing names and job titles of all Executive roles for each service within the Trust.

Service directorates

Services at Dartford and Gravesham NHS Trust are provided by directorates. Further information is available for many of the directorates through the website or by using the link above for services. Each of the clinical directorates has a core management group of a Clinical Director and General Manager. The remaining directorates' core management team consist of an Executive Director and Heads of Departments.

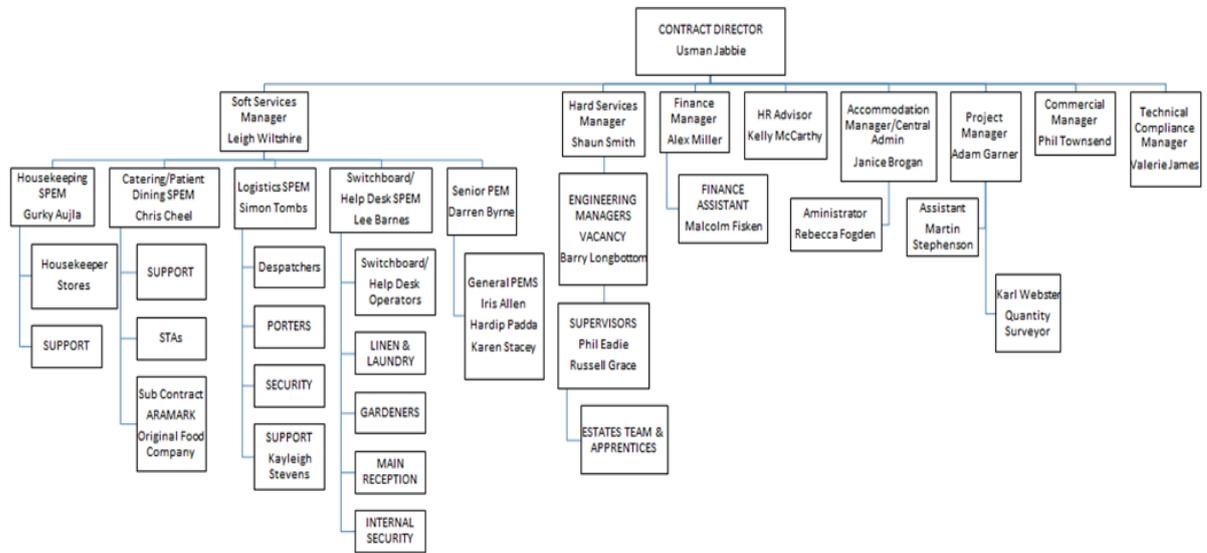
Facilities Management and the Private Finance Initiative

On 30th July 1997, Dartford and Gravesham NHS Trust signed an agreement with The Hospital Company (Dartford) Ltd, for the provision of a new hospital at Darent Park, Dartford, and for its ongoing upkeep for the next 32 years thereafter. The document was signed under what is known as the Government's Private Finance Initiative (PFI) – the financing for the hospital came from private sources i.e. banks and investment companies. The agreement outlines all aspects of the hospital from building design and construction lifecycle, through to where we are now in the working hospital.

The Hospital Company (Dartford) Ltd has the overall responsibility for the provision of all Facilities Management (FM) Services, at Darent Valley Hospital. Services are provided on site by Serco (and its subcontractors), and Saba. For further information please see www.serco.com website.

The Trust is responsible for monitoring the FM services to ensure that contractual quality and performance standards are met. This role is carried out by the PFI Contracts Manager reporting to the Director of Estates.

The following diagram details the structure and relationship of The Hospital Company (THC) and Serco:



Serco
Darent Valley Hospital
Darent Wood Road
Dartford
Kent, DA2 8DA
Tel: 01322 428100

2. What we spend and how we spend it

This section details financial information about how the Trust is funded, procurement, contracts, its charging policies and financial accounts.

How we manage our financial resources

Dartford and Gravesham NHS Trust receives funding from the following areas:

- NHS Commissioners;
- Other NHS Trusts;
- Foundation Trusts;
- Private Patients Income (less than 0.5%);
- Other, including education training and research funds.

The majority of the Clinical Commissioning Group funding (approximately 72%) is received from Dartford, Gravesham and Swanley CCG.

In 2016/17 Dartford and Gravesham NHS Trust received approximately £187 million from CCGs. In addition the Trust spent £6 million on capital expenditure.

The Trust produces annual accounts, prepared under section 98(2) of the National Health Service Act 1977 (as amended by section 24(2) of the National Health Service and Community Care Act 1990) in the form, which the Secretary of State has, with the approval of the Treasury, directed. Copies of the annual report (containing a summary of the accounts) and full accounts are available from the Head of Communications at the hospital, whose contact details appear in section 7 of the publication scheme. The latest Annual Reports are also available as public data files (PDF) from the Trust's website (www.dgt.nhs.uk) or by using the link [annual reports](#)

The Director of Finance has corporate responsibility for the oversight of the Trust's finances and it is a key target, set by the Department of Health, for the Trust to achieve financial balance by the end of each financial year (31 March).

The Trust Board, Finance Committee, Clinical Directors and Executive's Committee receive regular updates on the financial position of the organisation and the Finance Committee and Board makes decisions in regard to the allocation of these resources. Copies of the financial reports and current accounts which are supplied to the Trust Board are available as part of this scheme (see [Trust Board minutes/agendas](#)).

In addition the Trust has an Annual Plan, which is agreed at the Trust Board, and a copy of this is available from the Trust's website: ([annual plans](#)) or via the on-line request form.

The Trust has in place and adheres to Standing Orders, a Scheme of Matters Reserved for the Board / Scheme of Delegation, and Standing Financial Instructions, which are in accordance with guidance (i.e. model documents from the Department of Health, copies are available via the on-line request form.

Staff Grading Structures, Allowances and Expenses

Non-medical staff pay is based on the Agenda for Change pay scales and can be viewed using the following link. www.nhsemployers.org. Medical staff are paid in accordance to the national pay structures.

Expenses claimed by Trust Board members can be viewed using the following link (data is updated annually). [Expenses](#)

Purchase of equipment and supplies

Dartford and Gravesham NHS Trust follows the guidance established by the NHS Purchasing and Supply Agency (PASA) (though PASA has now been

decommissioned, and replaced by Crown Commercial Services) and Department of Health.

The Department of Health guidance sets out the standard terms and conditions that NHS organisations should follow in regard to purchasing its equipment and supplies. See link for further information - [publications](#)

The Trust also has a procurement strategy and policy, and are available as part of this publication scheme together with the Trust's procurement work plan.

The Trust advertises tenders for goods or services worth over £106,047 through the Official Journal of the European Union procedures. Further information regarding OJEU may be found on their website www.ojeu.com.

Background information relating to the tenders sought and awarded by the Trust will be included in this publication scheme and are available by contacting:

Head of Procurement
Dartford and Gravesham NHS Trust
Supplies Department
Darent Valley Hospital
Darenth Wood Road
Dartford
Kent DA2 8DA

Telephone: 01322 428208

Items not included will be those where a commercial issue or issue of confidentiality is involved.

The Glover Report (2008) issued by HM Treasury.

Improving SME (Small and Medium Enterprises) participation in public procurement is best achieved by making the market work effectively to allow SMEs to compete effectively for contracts. This requires that opportunities should be transparent, the process as simple as possible, and that a strategic approach to procurement encourages innovation and gives SMEs a fair deal when they are sub-contractors.

In response to the Glover Report, the Trust publishes all expenditure over £25k on its website, in accordance with guidance from HM Treasury and the Department of Health. The expenses data is updated monthly, and can be accessed via the following link: [over £25k](#)

Charitable Funds

In addition to NHS funds, the Trust receives donations from individuals and organisations and it uses these for the benefits of staff and patients.

These funds are all accounted for separately under Charitable Trust Status (Dartford and Gravesham NHS Trust Charitable Fund, charity number 1050861) and the sole trustee is Dartford and Gravesham NHS Trust. An annual report is available as part of this publication scheme upon request from the Freedom of Information Act Lead using the form at the back of this scheme and these accounts are subject to financial audit. Information about Dartford and Gravesham NHS Trust Charitable Fund can be accessed from the [Charity Commission's website](#)

Financial Audit

The Trust's accounts are subject to regular internal and external audit. The Audit Committee reviews the findings of these audits and any recommendations made by the Audit Committee are forwarded to the Trust Board for consideration.

3. What our priorities are and how are we doing

This section details our aims and objectives and key performance indicators that the Trust is measured against.

Performance against targets

Each month the Trust Board receives a Performance Report detailing how the Trust has fared against the targets it is required to meet. This report is available as part of the Trust Board papers available on the Trust website at [Trust Board minutes and agendas](#)

Measurement Systems – External

A number of external bodies monitor the Trust in terms of performance in a number of areas. These reviews may relate to specific areas of the Trust, systems and process management, professional conduct or overall management issues. A full list of the bodies involved in the monitoring and/or inspection of our services may be found in section 6 of this publication scheme.

All NHS bodies are subject to statutory regulation. The key body is the Care Quality Commission and their website can be accessed at www.carequalitycommission.org.uk

The Care Quality Commission is an independent inspection body for the NHS. The Commission publishes reports on NHS organisations in England and Wales. They highlight where the NHS is working well and the areas that need improvement. They monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and publish what they find, including performance ratings to help people choose care.

By publicly identifying where improvement is required and sharing good practice within the service, the Care Quality Commission aim to support NHS Trusts in raising standards of patient care.

Clinical Governance

The Trust monitors the quality of care under the clinical governance agenda and for more information you can access this via the trust website www.dgt.nhs.uk or by the following link [Clinical Governance](#) Clinical Governance is managed through the Governance Directorate and a Quality and Safety Committee which is chaired by a Non-Executive Director.

The main components of clinical governance are as follows

- [Complaints and Claims](#)
- [Patient Advise Liaison Service](#)
- [Clinical Audit](#)
- [Confidentiality and Caldicott](#)
- [Policies, procedures and guidelines](#)
- [Research and Development](#)

Ensuring Patient Safety

Patient safety is paramount within the Trust and policies exist to ensure that risk is minimised and managed as effectively as possible. The Medical Director is the executive lead for overall Trust risk. The Trust's Quality and Safety Committee and the Risk Register Committee oversee the management of Trust risks.

There is a formal structure ensuring all committees responsible for aspects of patient safety, such as the Patient Safety Committee and Complaints Committee reporting directly to the Quality and Safety Committee. The committee structure can be

accessed via the Trust Website at www.dgt.nhs.uk or by contacting the Freedom of Information Lead to request a copy of the *committee structures*.

Trust staff are required to report incidents when they occur to ensure that these are appropriately addressed, recorded and investigated. The following documents are available to the public as part of this publication scheme. Please see section 5 for further details:

- Risk Management Strategy
- Incident Reporting Policy

Reports and Independent Enquiries

The Trust is subject to a number of independent inspections throughout the year (though not all of these occur each year). These include:

- Care Quality Commission (www.carequalitycommission.org.uk) in respect of compliance with the NHS hygiene code, and the Commission's essential standards of quality and safety
- Clinical Negligence Scheme for Trusts (CNST) assessment against maternity clinical risk standards
- Patient-Led Assessment of the Care Environment (PLACE) formerly Patient Environment Action Team (PEAT)
- Clinical Pathology Accreditation (CPA)
- Cancer peer review
- Joint Advisory Group on Gastrointestinal Endoscopy
- Pharmacy accreditation assessments and peer reviews
- Cancer screening Quality Assurance (QA) assessments
- 'Enter and View' visits by the Local Healthwatch formerly Local Involvement Network (LINK)
- Human Tissue Act license process (assessment against conditions of license)
- 'Investors in People'
- Medical education reviews
- Local Supervisory Authority (LSA) assessment (for midwifery supervision)
- Medical Device Certification (Sterile Services)

For a full list of other bodies involved in the monitoring and/or inspection of our services please refer to section 6 of this document. Some of the inspection 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 investigatory material or audit issues may also be excluded from publication

Information that is available can be obtained by contacting:

Freedom of Information Act Lead
Dartford and Gravesham NHS Trust
Information Governance dept,
Darent Valley Hospital
Darenth Wood Road
Dartford
Kent DA2 8DA

Or completing the on-line form - [request](#)

For further information please see section 6 for a list of bodies which monitor and inspect Dartford and Gravesham NHS Trust.

4. How we make decisions

This section describes the documents that we routinely publish; consultation procedures, decision-making processes, timescales and responses. It will also list those consultations that are currently in progress and how members of the public can become involved.

Dartford and Gravesham NHS Trust routinely produces and publishes a number of corporate documents. It has a mandatory obligation to produce an annual report, which also includes a summary of its annual accounts. Copies of the annual report and full accounts are available from the Head of Communications at the hospital. The latest Annual Reports are also available as public data files (PDF) from the Trust's website. The Trust has been producing an annual report since September 1994. Documents that we routinely publish include:

- **Annual Report including Summary Financial Statements.** Are available on the Trust's website. www.dgt.nhs.uk or clicking on the following link [annual reports](#)
- **Full Annual Accounts.** Are available on the Trust's website. www.dgt.nhs.uk or clicking on the following link [annual accounts](#)
- **Board Papers** - Agendas, minutes, briefing notes and supporting papers, including the Trust's financial report, are available on the Trust's website at: [Trust Board minutes agendas](#). Papers prior to June 2009 are available from the Associate Director, Corporate Development (Trust Secretary), on 01322 428 150. The agenda of each meeting is also displayed on a notice board in the main entrance of the hospital and is available in advance of the meeting on the website.
- **Business Plan** - The Trust produces an Annual Plan, which outlines its aims and objectives for the coming year. Reports prior to 2008/09, are available in electronic or paper format upon request from the Freedom of Information Act Lead. From 2008/09 onwards please see the trusts website www.dgt.nhs.uk or by the following link [annual plan](#)
- **Corporate Committee Meetings** - There are a number of Committees that report either directly or indirectly to the Trust Board. The agendas and minutes are available in electronic or paper format upon request from the Freedom of Information Act Lead. A full list of these Committees and their reporting pathways are also available on the [Trust website](#)
- **Corporate Communications** – Public information relating to The Trust and its business is published on-line and can be found on its website. The site contains the most current and historical documents including the Annual Report, Business Plan and Quality Report. Other information, considered to be for internal use e.g. policies and procedures, are published on the Trust's intranet site, ADAGIO. The communications department produces a regular on-line newsletter, DGT: News and a monthly Chief Executive's Staff Briefing. The Trust uses social media for much of its day to day written communication with the public through Facebook, Twitter and NHS Choices. Information including new developments, innovation, NHS and Trust campaigns as well as social events is communicated frequently.

Copies of corporate documents are available in various formats and are available upon request, using the form attached at the end of this publication scheme or from the Freedom of Information Act Lead.

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.

Consultations

The Trust has a responsibility to take part in formal consultations, regionally and nationally. Details of previous consultations undertaken by the Trust can be accessed via the Freedom of Information Act Lead.

Patient Advice and Liaison Service

The Patient Advice and Liaison Service (PALS) aim to:

- advise and support patients, their families and carers;
- provide information on NHS services;
- listen to your concerns, suggestions or queries;
- help sort problems quickly on your behalf.

PALS act as your advocate when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate solutions and to bring about changes to the way that services are delivered. If necessary, they can also refer patients and families to specific local or national-based support agencies

Dartford and Gravesham NHS Trust has a PALS officer who can be contacted at the following address:

Patient Advice and Liaison Service Officer
PALS office, Main Reception
Darent Valley Hospital
Darenth Wood Road
Dartford
Kent DA2 8DA

Telephone: 01322 428382

Email: dgn-tr.PALS@nhs.net

Published information

Any published information relevant to issues that the Trust believes to be of topical interest to the community is detailed in section 7 of this publication scheme or is available under news and publications on the Trust website at www.dgt.nhs.uk.

Compliments and Awards

The Trust is always grateful to receive compliments and comments from members of the public as this allows us to evaluate our services, provide positive feedback to staff and make improvements.

The Trust receives many compliments from a large number of locations throughout the hospital. Those received within Trust Headquarters are acknowledged and responded to and passed to the relevant staff and departments.

The Trust has a gifts and gratuities policy (FIN004), which is available on request via the on-line form.

5. Our policies and procedures

This class of information details general policies and procedures in use within Dartford and Gravesham NHS Trust. These include but are not restricted to human resources, prescribing and prescription and health and safety.

Dartford and Gravesham NHS Trust is committed to ensuring that there are policies and protocols in place for all staff and that these policies are used effectively across the Trust. The Trust ensures that a standard format is used and policies are reviewed, updated, controlled and distributed effectively to all relevant staff. Further information on how this is undertaken may be found in the policy on how to write a policy – Policy for Policies (Development and Management of Trust-wide Procedural Documents Policy) (CG005) which is available via the Freedom of Information Act Lead.

The following Trust Wide Policies listed below can be accessed via the trust website at www.dgt.nhs.uk or click on the following link [policies](#) - many others are available on request.

- [Anti Fraud, Bribery and Corruption](#)
- [Being Open](#)
- [Complaints Management](#)
- [Consent to Examination or Treatment](#)
- [Data Protection](#)
- [Equality, Diversity and Human Rights](#)
- [Freedom of Information](#)
- [Gifts, Hospitality, Sponsorship and Interests](#)
- [Health and Safety](#)
- [Infection, Prevention and Control](#)
- [Patient Transport](#)
- [Prevention and Management of Violence and Aggression against Staff](#)
- [Referral and Treatment Criteria \(Kent and Medway\)](#)
- [Safeguarding Children, \(Child Protection\)](#)
- [Safeguarding of Vulnerable Adults \(previously Adult Protection\)](#)
- [No Smoking Policy \(previously Smoke Free\)](#)
- [Volunteer](#)
- [Whistleblowing \(Raising Concerns\)](#)

It should be noted that where a policy is under review or construction, this will not be available until the policy has been approved by the Trust, in line with the Freedom of Information Act exemption section 22 – Information intended for future publication.

Complaints

How we deal with Complaints

The Trust's Complaints Department manages all formal complaints made to the Trust regarding the services provided by the Trust. Complaints made specifically about services provided by the Trust's partnership companies (Serco and Saba) are not managed by the Complaints department. However, the complaints team will inform the complainant of this and forward the complaint to the relevant company on their behalf.

Outcomes of Complaints

It is essential that where, in response to a complaint, reference is made to actions having been taken, either as a direct consequence of this complaint or for any other reason, demonstrable evidence that this action has been taken must be submitted to the Complaints and Claims Manager.

Details of all complaints received each month will be forwarded to the Trust Board on a quarterly basis with details of any actions taken. A non-executive director will be nominated to take a lead for complaints with the aim to determine that trends are picked up and that action plans are implemented.

Complaints and action plans will also be presented to the Patient Experience Group where complaint trends and action plans will also be reviewed.

The NHS Complaints Procedure

The NHS Complaints Procedure recognises that, in a truly patient focused service it is not enough to provide good clinical care. It is also essential to ensure that any problems with, or concerns about the service experienced by patients or those acting on their behalf are treated courteously, seriously and sympathetically. The major aim of the procedure is to satisfy complainants that their concerns have been listened to, followed up and where problems have occurred, that they are provided with an explanation and an apology and that action has been taken to prevent a repetition of the problem for others.

Full details of the NHS Complaints Procedure and information on how to make a complaint can be found on the Trust website at www.dgt.nhs.uk or clicking on the following link [complaints](#).

Our leaflet “Helping us to help you” explains how your complaint will be dealt with by the department is available as part of this publication scheme from the Trust website or from the complaints department. (Contact details below)

Contact the Complaints Department

At Dartford and Gravesham NHS Trust, you can contact the Complaints Manager at the following address. The department is open Monday to Friday between the hours of 9:00am and 5:00pm.

Complaints/Claims Manager
Admin, Level 3
Darent Valley Hospital
Darenth Wood Road
Dartford
Kent DA2 8DA

Tel: 01322 428100
Email: dgn-tr.complaints-dvh@nhs.net

Human Resources

Key Areas of Responsibility

Overall responsibility for human resources lies with the Director of Human Resources, who reports to the Chief Executive of the Trust.

The Director of Human Resources is responsible for all Human Resources services, Occupational Health, Health and Safety, Patients and Professional Libraries, Medical Staffing, Learning and Education and delivery of the Trust's Workforce strategy.

The contact details for the Human Resources Department are as follows:

Human Resources Department
Darent Valley Hospital
Darenth Wood Road
Dartford
Kent DA2 8DA

Telephone: 01322 428658

Human Resources Policies

Copies of HR policies and procedures are available on request

Human Resources Strategy

Dartford and Gravesham NHS Trust has a Workforce strategy which has been approved by the Trust Board and is available as part of this publication scheme. The Trust's workforce strategy is overseen by Workforce Committee, a subcommittee of the Board.

The Workforce strategy is reviewed annually by the Trust Board and is available on request by contacting the Freedom of Information Act Lead.

Description of Workforce

The Trust employs approximately 3,300 staff across the following professional groups:

- Senior Managers
- Admin and Estates
- Health Care Assistants (HCA) and Support Staff
- Medical and Dental
- Nursing and Midwifery
- Scientific Therapeutic and Technical Staff
- Healthcare Scientists
- Allied Health Professionals

The Trust does not employ its own maintenance and ancillary staff as these are employed via the Private Finance Initiative (PFI) arrangements described in class 1, Facilities Management, of this publication scheme.

Staff Benefits

The commitment made by our staff either in clinical settings or support functions is influenced by the way staff are managed and the environment in which they work. The Trust aims to ensure the highest possible standards of people management in

the Trust and seek to be the best employer we can be. Information on 'Staff benefits' can be accessed via the Trust's website www.dgt.nhs.uk.

Equality and Diversity

Dartford and Gravesham NHS Trust positively welcomes and capitalises on the difference and diversity amongst those who use its services, their carers and within the Trust's workforce.

The Trust is committed to equality and will promote equal opportunities regardless of individual protected characteristics (in line with the Equality Act 2010, in the delivery of its services and employment of staff.

The Trust has assessed its current position and priorities through a number of reporting mechanisms: -

- Equality Delivery System (EDS2) – annual return, mandated in the NHS contract, which aims to help the Trust, in discussion with local partners including local people, review and improve our performance for people with characteristics protected by the Equality Act. By using the EDS2, we can better demonstrate our commitment to the public sector Equality Duty (PSED). The EDS2 methodology has been developed by NHS Employers to enable the NHS to demonstrate compliance with PSED. The EDS2 has 4 goals - better health outcomes, improved patient access and experience, a representative and supported workforce, inclusive leadership.
- Workforce Race Equality Scheme – annual return to NHS England, mandated in the NHS contract and published on our website, this highlights the differences in a number of key indicators between white and non-white staff experience.
- Annual workforce report – annual requirement of the Equality Act, to examine the diversity of Trust staff.
- Gender pay gap report – annual return is a legal requirement (due April 2018), which requires employers with 250 or more employees to publish statutory calculations every year showing how large the pay gap is between their male and female employees.

Education and Learning

The Trust is committed to Life Long Learning for all its employees and has adopted this philosophy towards education

“To facilitate, high quality learning and education opportunities for all staff, that is relevant to their current role and aligned to their personal development plans, which enable them to achieve their full potential and contribute to the delivery of the Trusts objectives.”

Several different strands help support the Trusts commitment to education and learning:

- Three designated teams dealing with:
 - the clinical education needs of all Clinical Staff and they also deal with clinical and non-clinical apprenticeships
 - Staff Development, who have responsibility for Mandatory Core Skills Training
 - IM&T development training team
- A purpose built multi-disciplinary education facility at Darent Valley Hospital, which is the central focus for Training, Education and Development activities.

- A comprehensive induction and work based orientation programme for all new employees with updates on statutory and mandatory topics as required.
- A regular programme of Medical Education is provided with a range of topics including audit meetings, tutorials and multi-disciplinary meetings.
- A designated department that focuses on non-medical education and learning
- Close links with Universities and Colleges of further and higher education that provide training, which we are unable to provide in-house.
- Clinical specialists who deliver training in their particular field of excellence.

Professional Library

The Library supports Trust staff in their day-to-day work, and in their training and education. All employees of the Trust are eligible to join, as are staff from other Trusts. In addition, pre-registration healthcare students on placement at Darent Valley Hospital may also become members.

Services offered include:

- Book and journal loans.
- Loans of equipment such as laptops, and clinical training aids.
- Supply of journal articles.
- Enquiry and literature searching service.
- Access to electronic resources, including databases and journals.
- Training in finding and using information.

Patients' Library

This has a stock of general fiction and non-fiction books and audio-tapes and provides a library service to in-patients at Darent Valley Hospital. Items are delivered directly to patients on the wards. All Trust staff may also join to borrow material.

Job Vacancies

If you are interested in working for Dartford and Gravesham NHS Trust please search through the vacancies on our Trust's website at www.dgt.nhs.uk or clicking on the following links [jobs](#) or [NHS Jobs](#).

These are updated on a weekly basis and will normally contain a contact where further information regarding each post may be obtained.

Partnership with the Trade Unions

The Trust has very good working arrangements with its Trade Union colleagues. The Trust has a Trade Union Recognition Agreement which has been approved by the Trust. This agreement is available as part of this publication scheme.

Staff Surveys

Every year the Trust has engaged independent consultants to undertake a full survey of staff for their views and perceptions on a range of issues, as part of the national NHS staff survey.

The results of the national NHS staff surveys are available on the Care Quality Commission website at www.carequalitycommission.org.uk.

Environmental Information

Land and Estate Holdings

Dartford and Gravesham NHS Trust operates from four sites, Darent Valley Hospital in Dartford, Kent. Queen Mary's Hospital Sidcup, Erith Community Hospital, Erith and Elm Court, Watling Street, Dartford.

The Darent Valley Hospital is provided under a PFI agreement and is maintained by Serco under contract from The Hospital Company (Dartford) Ltd. These are both private sector companies and they provide full facilities management services to the Trust (for further information see class 6).

Queen Mary's Hospital Sidcup and Erith are owned by Oxleas NHS Foundation Trust. The Trust occupies various parts of these building as tenants with Oxleas providing all maintenance including Hard and Soft FM services.

Elm Court Dartford is part of Priory Mews Nursing Home owned by HC-ONE Healthcare. The Trust occupies Elm Court as tenants with services provided by HC-ONE.

Enquiries about the Trust's land and estates holding should be directed to:

Director of Estates
Trust HQ, Level 4
Darent Valley Hospital
Darenth Wood Road
Dartford
Kent DA2 8DA

Telephone: 01322 428914

Environmental Information

For information on NHS estates and facilities management issues please refer to the Department of Health website (www.dh.gov.uk), who support and advise all NHS trusts on the procurement, design, operation and maintenance of healthcare buildings and facilities.

The Trust and Hospital Company recognises that, through our day-to-day activities, we can affect the natural and built environments. As such, we endeavour to act with integrity in all matters concerning the environment and prevent pollution wherever possible.

Our minimum standards are to meet all relevant UK environmental legislation and regulations, and we work towards continual improvement in environmental performance by setting ourselves challenging environmental objectives and measuring our performance against these objectives.

The patient environment within all hospitals is measured annually through a PLACE (Patient Led Assessment of the Care Environment) Assessment to establish standards against the many key criteria that affect a patient's experience at the hospital. The assessed criteria range from car parking facilities to signage, food, privacy and dignity to suitability of premises for patients with disabilities and those suffering from dementia. The PLACE audit findings are available on the following website: [Hospital Estates and Facilities Statistics](#)

6. List and registers

This section lists links to those involved with monitoring or inspecting our services.

Inspection and Monitoring

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

- Care Quality Commission (www.cqc.org.uk)
- General Medical Council (www.gmc-uk.org)
- Health and Safety Executive (www.hse.gov.uk)
- Health Professions Council (www.hpc-uk.org)
- Health Service Ombudsman (www.ombudsman.org.uk)
- Kent County Council's Health Overview and Scrutiny Committee (www.kent.gov.uk)
- NHS Litigation Authority (www.nhs.uk)
- Medicines and Healthcare products Regulatory Agency (www.mhra.gov.uk)
- Nursing and Midwifery Council (www.nmc-uk.org)

Contractors and Suppliers

As detailed in section 2, the Trust advertise tenders for goods or services worth over £106,047 through the Official Journal of the European Union procedures. Publication of all expenditure above £25k can be found on the Trust's website.

Register of Interests

The Trust holds a Register of Directors' Interests and this is published as part of the Annual Report and available on the website.

Register of Gifts / Hospitality

The Trust holds a Register of Gifts and Hospitality provided to Board members and senior staff. This is available by contacting the Freedom of Information Act Lead.

Asset Register and Information Asset Register

In line with the Information Governance Toolkit (sequence 307), the Trust holds details of information assets and has an asset register. Details are currently available by contacting the Freedom of Information Act Lead.

Disclosure Log

The Trust holds details of all Freedom of Information Requests and the responses for the past three years. A log of requests is available on the Trust's website www.dgt.nhs.uk

7. The services we offer

This section details the range of services that Dartford and Gravesham NHS Trust provides for the NHS and how we deliver these services.

Range of Services

The wide range of services provided by the Trust is listed below. Further information on each service can be accessed via the website at www.dgt.nhs.uk or clicking on the following link [services](#)

- Accident and emergency
- Blood tests (phlebotomy)
- Breast care
- Cancer / chemotherapy
- Cardiology
- Critical Care
- Day care unit
- Delivery suite
- Diabetes and endocrinology
- Gastroenterology
- Gynaecology
- Haematology
- Hospital at home team (HAHT)
- Maternity and obstetrics
- Microbiology
- Neurology
- Nuclear medicine
- Nutrition and dietetics
- Occupational therapy
- Orthopaedics
- Orthotics
- Paediatrics
- Pathology
- Pharmacy
- Physiotherapy
- Private patients
- Radiology / CT / DEXA / MRI scanning / Ultrasound
- Renal / nephrology
- Respiratory
- Rheumatology
- Special care baby unit
- Stoma therapy
- Stroke services
- Surgical appliances
- Surgical unit / Surgical assessment lounge
- Tissue Viability
- Urology

Service directorates

Services at Dartford and Gravesham NHS Trust are provided by directorates. Further information is available for many of the directorates through the website at www.dgt.nhs.uk or clicking on the following link [services](#). Each of the clinical directorates has a core management group of a Clinical Director and General Manager. The remaining directorate's core management team consist of an Executive Directorate and Heads of Departments.

- Critical care
- Cancer
- Adult and Emergency medicine
- Finance
- Nursing
- Operations
- Paediatrics
- Pathology
- Radiology
- Pharmacy
- Strategy and Planning
- Surgical specialties
- Orthopaedics
- Women and Children
- Workforce development

Regular publications and information for the Public

The Trust produces a limited range of patient information leaflets, a list and copies of leaflets are available from the communications department using the information request form attached at the end of this publication scheme or the Trust website at www.dgt.nhs.uk.

Head of Communications
Admin, Level 3
Darent Valley Hospital
Darent Wood Road
Dartford
Kent DA2 8DA

Telephone: 01322 428255
Email: dgn-tr.enquiries@nhs.net

In addition the Trust uses a number of leaflets produced by other organisations e.g. British Heart Foundation and a list of the leaflets used within the Trust are also available from the communications department.

The following links are also recommended for anyone requiring more information about health issues:

- [NHS Choices Symptom Checker](#) is a website providing high quality health advice and information.
- [The NHS Choices Website](#) is a well-written source of information about all aspects of using the health service and is the key area for information for patient choice.

Regular Publications

A list of all the publications that Dartford and Gravesham NHS Trust routinely produces and publishes is available in section 4 of this publication scheme.

The NHS Complaints Procedure

The NHS Complaints Procedure recognises that, in a truly patient focused service it is not enough to provide good clinical care. It is also essential to ensure that any problems with, or concerns about the service experienced by patients or those acting on their behalf are treated courteously, seriously and sympathetically. The major aim of the procedure is to satisfy complainants that their concerns have been listened to, followed up and where problems have occurred, that they are provided with an explanation and an apology and that action has been taken to prevent a repetition of the problem for others.

Full details of the NHS Complaints Procedure and information on how to make a complaint can be found on the Trust website at www.dgt.nhs.uk or clicking on the following link [complaints](#).

Our leaflet “Helping us to help you” explains how your complaint will be dealt with by the department is available as part of this publication scheme from the Trust website or from the complaints department. (Contact details in section 5)

Communications with the Press and Media Releases

Communications Department

The Trust's Communications Department provides services both internally and externally. It is the primary source for dealing with media enquiries and for facilitating requests for television or radio interviews. It works within the organisation to ensure that corporate communications are cascaded throughout the Trust and produces news bulletins. It offers staff advice and support on all communication issues.

The department issues press releases, publicises the success and good work of Trust staff and presents the Trust's point of view both pro-actively and re-actively. It is the overarching policy of the Communications Department to be as open as possible, as far as our duty of care to patients will allow and is legality practicable.

The contact details for the Communications Department are detailed above.

PART THREE: USEFUL RESOURCES AND FEEDBACK FORMS

Websites and Publications

- Information Commissioner - www.ico.org.uk
- The Lord Chancellor's Department is now part of the Ministry of Justice web site - www.justice.gov.uk
- Freedom of Information - www.ico.org.uk/freedom_of_information
- NHS Openness Code - www.dh.gov.uk/openness
- FOI Act 2000 – www.foi.gov.uk
- FOI Act 2000 Explanatory Notes – www.foi.gov.uk/act36
- Code of Practice under Section 45 FOI Act 2000 – www.foi.gov.uk/45
- Code of Practice under Section 46 FOI Act 2000 – www.foi.gov.uk/46
- Information Governance Alliance (IGA) Records Management Code of Practice for Health and Social Care 2016 - www.recordsmanagement.
- The National Archives - www.nationalarchives.gov.uk
- OJEU Thresholds - www.ojeu.eu/Thresholds.aspx
- NHS Procurement - www.gov.uk/government/collections/nhs-procurement

Information Request / Feedback Form Publication Scheme version 7.2

Surname: _____ Initial: _____ Title: _____

Address: _____

Postcode: _____

Telephone number: _____

E-mail: _____

Date request made: ____ / ____ / ____

Name or type of document: _____

Do you need this information in (please tick the appropriate box):

Hard copy format Electronic format

Please send to: Freedom of Information Act Lead, Dartford and Gravesham NHS Trust, Information Governance dept, Darent Valley Hospital, Darent Wood Road, Dartford, Kent DA2 8DA.

Or via the on-line form: [Request form](#)

Help us to help you

What do you think of the Dartford and Gravesham NHS Trust's publication scheme and how do you believe it can be made better?

Did you find this publication scheme hard to find? Yes / No / Don't Know

Did you find it easy to find the information class you wanted? Yes / No / Don't Know

Was there any information that you could not find? Yes / No / Don't Know

Do you like the way this publication scheme is presented? Yes / No / Don't Know

Would you use this publication scheme again? Yes / No / Don't Know

How did you find out about publication schemes? _____

Where did you find this publication scheme? _____

Please indicate here any other comments that you may have that may help us to improve the Trust's publication scheme:
