

**FREEDOM OF INFORMATION ACT 2000**

**PUBLICATION SCHEME  
FOR  
HEREFORDSHIRE PRIMARY CARE TRUST**

**Version 3.0  
December 2008**

**If you would like help to understand this document, or would like it in another format or language, please telephone 01432 383755 or e-mail [FreedomOfInformation@herefordpct.nhs.uk](mailto:FreedomOfInformation@herefordpct.nhs.uk)**

# Contents

<b>INTRODUCTION .....</b>	<b>4</b>
What a Publication Scheme is.....	4
Information Management .....	4
Joint Working Arrangements with Herefordshire Council .....	5
How to use this Publication Scheme .....	5
Charges.....	7
Copyright.....	8
Access to the Scheme.....	9
<b>THE CLASSES OF INFORMATION.....</b>	<b>11</b>
1. Who we are and what we do.....	11
1.1 How we fit into the NHS Structure.....	11
1.2 Organisational Structure .....	14
1.3 List of and information relating to organisations with which the authority works in partnership.....	17
1.4 Senior staff and management board members.....	19
1.5 Location and contact details for all public-facing departments.....	22
2. What we Spend and How we Spend it.....	23
2.1 Annual Statement of Accounts, Budgets and Variance Reports ....	23
2.2 Financial Audit Reports, Standing Financial Instructions and Capital Programme .....	25
2.3 Staff and Board Members' Allowances and Expenses.....	26
2.4 Staff Pay and Grading Structures .....	26
2.5 Funding (Including Endowment Funds) .....	26
2.6 Procurement and Tendering Procedures .....	26
2.7 Details of Contracts Currently Being Tendered.....	27
2.8 List and Value of Contracts Awarded and Their Value.....	27
3. What Are Our Priorities and How Are we Doing .....	27
3.1 Annual Report.....	27
3.2 Annual Business Plan .....	28
3.3 Targets, Aims and Objectives .....	28
3.4 Strategic Direction Document (5 Year Plan) .....	28
3.5 Performance Against Targets .....	29
3.6 Clinical Governance.....	29
3.7 Healthcare Commission – Annual Check.....	30
3.8 Audit Reports .....	30
3.9 Service User Surveys .....	30
4. How we Make Decisions.....	30
4.1 Board Papers – Agenda and Supporting Papers and Minutes.....	30
4.2 Patient and Public Involvement Strategy (PPI) .....	30
4.3 Public Consultations .....	31
4.4 Internal Communications Guidance and Criteria used for Decision making.....	31
5. Our Policies and Procedures .....	31
5.1 Policies and Procedures Relating to the Conduct of Business and the Provision of Services .....	31
5.2 Policies and Procedures Relating to Human Resources.....	31
5.3 Policies and Procedures Relating to Recruitment and Employment.....	32
5.4 Standing Financial Procedures .....	32
5.5 Standing Orders.....	32
5.6 Complaints and other Customer Service Policies and Procedures.....	32

5.7	Data Protection, Information Governance, Caldicott Guardian .....	33
5.8	Estate Management.....	33
5.9	Charging Regimes and Policies.....	33
5.10	Any Information we are Currently Legally Required to Hold in Publicly Available Registers .....	33
5.11	List of Main Contractors/Suppliers .....	33
5.12	Asset Registers and Information Asset Register.....	34
5.13	Register of Interests Kept In the Authority .....	34
5.14	Register of Gifts and Hospitality Provided to Board Members and Senior Personnel.....	34
5.15	Disclosure Log .....	34
6.	The Services We Offer.....	35
6.1	Clinical Services Provided and/or Commissioned.....	35
6.2	Non-Clinical Services.....	36
6.3	Services for Which the Authority is Entitled to Recover a Fee Together with Those Fees .....	36
6.4	Patient Information Leaflets and Other Booklets and Newsletters .	36
6.5	PALS.....	36
6.6	Advice and Guidance.....	36
6.7	Corporate Communications and Media Releases.....	37

## **INTRODUCTION**

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

This Publication Scheme is a complete guide to the information routinely published by Herefordshire Primary Care Trust. It is a description of the information about our Primary Care 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 Herefordshire Primary Care Trust easily. Under Section 19 of the Freedom of Information Act 2000 the Primary Care Trust has a legal duty to adopt and maintain a Publication Scheme for the publication of Primary Care Trust information. The purpose of the Act is to promote greater openness by public authorities (of which Herefordshire Primary Care Trust is one).

The Freedom of Information Act does not change the right of patients to protection of their patient confidentiality in accordance with Article 8 of the Human Rights Convention, the Data Protection Act and at common law. Maintaining the legal right to patient confidentiality continues to be an important commitment on our part. To help with this, we have appointed someone who is called a Caldicott Guardian, and who has responsibility to ensure the protection of patient confidentiality throughout the Primary Care Trust in accordance with your legal rights. In Herefordshire Primary Care Trust, our Caldicott Guardian is:

Sue Doheny  
Director of Clinical Leadership and Quality  
Herefordshire Primary Care Trust  
Brockington  
35 Hafod Road  
Hereford, HR1 1SH  
Tel. 01432 260000 Email [sue.doheny@herefordpct.nhs.uk](mailto:sue.doheny@herefordpct.nhs.uk)

### **Information Management**

Information is described in Classes, as outlined in Section 2 of this Publication Scheme, and will be retained in line with the Herefordshire Primary Care Trust's retention and disposal schedules, which comply with the Records Management: NHS Code or Practice.

Information not required for the business purposes of the Primary Care Trust is stored at a place of deposit approved by the Lord Chancellor for the purpose of holding public records.

## **Joint Working Arrangements with Herefordshire Council**

Herefordshire Primary Care Trust and Herefordshire Council have agreed to work together in partnership to plan and commission together, although they continue to be two separate statutory bodies, the partnership is known as Herefordshire Public Services. The Publication Scheme of Herefordshire Council is available separately alongside Herefordshire Primary Care Trust's Scheme.

### **How to use this Publication Scheme**

The Publication Scheme is set out in categories which broadly describe the type of information contained in them. Within these categories, the information is broken down into classes, to show:

- the type of information you can get from us;
- how to get that information, and;
- what charge, if any, is made for the information.

We have followed the model Publication Scheme for Health Bodies as defined by the Information Commissioner's Office.

If we are intending to publish information in the near future, this will also be indicated on our scheme.

### ***Restrictions***

There is some information that we are not allowed to make public. It may need to be withheld or edited to comply with exemptions within the Freedom of Information Act, for example personal data on individual people.

Nothing in this scheme is intended to imply that information is made available if it is confidential, personal, commercially sensitive or restricted for any other legally valid reason.

### ***Replacement of Material***

Herefordshire Primary Care Trust aims to be proactive in the publication of information. From time to time new information will be added or items listed in this scheme will be replaced; the information you can obtain will be the most up to date available at the time it is provided.

## **Contact Details**

For further details about any of the information listed in this scheme, please see the contact details at the end of each category. The production of this Publication Scheme is the responsibility of the Information Governance Team Leader, who can be contacted in the following ways:-

- By post - Information Governance Team Leader  
Herefordshire Primary Care Trust  
Thorn Office Centre  
Rotherwas  
Hereford  
HR2 6JT
- By telephone - 01432 383755
- By e-mail - [FreedomOfInformation@herefordpct.nhs.uk](mailto:FreedomOfInformation@herefordpct.nhs.uk)

## **Where to Obtain a Copy of the Publication Scheme**

The Scheme is available to view or download on Herefordshire Primary Care Trust's website [www.herefordshire.nhs.uk](http://www.herefordshire.nhs.uk) and Herefordshire Council's website, [www.herefordshire.gov.uk](http://www.herefordshire.gov.uk).

## **Availability in Other Languages & Formats**

This Publication Scheme is also available in other formats, such as large print and Braille, upon request. Translation of the Scheme into other languages may be possible by arrangement with the Primary Care Trust. Please call 01432 383755 or e-mail [FreedomOfInformation@herefordpct.nhs.uk](mailto:FreedomOfInformation@herefordpct.nhs.uk) if you wish to have the Publication Scheme in another language or format.

## Charges

Paper copies:-

A4                            10p per side

A3                            20p per side

Paper plans (up to A0) - £5 per side

Specialist documents (such as plans with overlays) will be charged at the discretion of the department in question as a result of any discussion with the enquirer.

Binding – A4 Ring binders £2 per binder

Packaging - £1 per parcel irrespective of size/weight

Postage – At face value

Floppy disks (1.4Mb) – 50p per disk

CDRs (700Mb) - £1 per CD

Actual costs incurred when providing information in other formats including video or audiocassette, translation of information into a different language, unless the Trust is required by law to produce information in a different language or format, eg under the Disability Discrimination Act 1995 or the Welsh Language Act 1993, in which case we will not charge for it as part of complying with the Freedom of Information Act

*Please note:*

This scale of fees covers only those sundry costs where information is supplied in accordance with a request for information to be supplied in a form other than a simple e-mail reply.

These fees are designed to recoup any expenditure rather than include any profit element. As such, they will be uniformly applied throughout Hereford Council and Herefordshire Primary Care Trust.

These fees do not apply to the provision of information under the terms of the Publication Scheme (where other charges are specified) or where the provision of information is taking place in accordance with any legislation other than the Environmental Information Regulations, the Freedom of Information Act or the Data Protection Act.

## Copyright

The information included in this Publication Scheme continues to be protected by the Copyright, Designs and Patents Act 1988. It can be used freely for personal purposes, including any non-commercial research and for the purposes of news reporting. Any other reuse, for example commercial publication, would require the permission of the copyright holder. Most documents supplied by Herefordshire Primary Care Trust will have been produced by Trust Staff and will be subject to the Trust's copyright. If third parties have produced the documents, authorisation should be obtained from the copyright holders concerned prior to the documents being reproduced.

For further information on copyright please see

<http://www.opsi.gov.uk/advice/crown-copyright/copyright-guidance/index.htm>.

The majority of information provided under the Freedom of Information Act is covered by copyright, however, elements of it may be covered by intellectual property rights for which the permission of the rights holder would be required, examples of these include patents and trademarks, further information on intellectual property rights can be found at <http://www.intellectual-property.gov.uk/>.

## Access to the Scheme

Some information listed in this Scheme is available via our websites. If you do not have Internet access, you can use a public access computer free of charge at the following Herefordshire public libraries:

The Bromyard Centre Cruxwell Bromyard HR7 4EB Tel: 01432 260500	Colwall Library Humphry Walwyn Library Colwall Malvern WR13 6QT Tel: 01684 540642
Belmont Library Belmont Community Centre Belmont Hereford HR2 7QU Tel: 01432 342648	Hereford Library Broad Street Hereford HR4 9AU Tel: 01432 383600
The Kington Centre 64 Bridge Street Kington HR5 2DJ Tel: 01432 260500	Ledbury Library The Homend Ledbury HR9 1BT Tel: 01531 632133
Leintwardine Library Community Centre High Street Leintwardine Craven Arms SY7 0LZ Tel: 01547 540459	Leominster Library 8 Buttercross Leominster HR6 8BN Tel: 01432 383290
Ross-on-Wye Library Cantilupe Road Ross-on-Wye HR9 7AN Tel: 01432 383280	Weobley Library Old Police Court Black Lane Weobley HR4 8SG Tel: 01544 318956

You may need to book Internet time in advance. Please telephone the Library to do this and to check their opening hours.

Information listed in the Scheme can also be obtained via:-

E-mail - [FreedomOfInformation@herefordpct.nhs.uk](mailto:FreedomOfInformation@herefordpct.nhs.uk)

Please state clearly what information you require.

Telephone - 01432-383755

## ***General Enquiries***

If you require access to information not specifically listed in this Scheme, please contact the Information Governance Team Leader (see Contact Details on page 6). We will endeavour to make information available to you where possible under the relevant legislation, including the Freedom of Information Act 2000, the Data Protection Act 1998 and the Environmental Information Regulations 2004. Some information, which is available by inspection or for reference only, may only be available by arrangement in advance and during office hours.

## ***Our Websites***

For the most up-to-date news and information from Herefordshire Primary Care Trust visit [www.herefordshire.nhs.uk](http://www.herefordshire.nhs.uk) and from Herefordshire Council, visit [www.herefordshire.gov.uk](http://www.herefordshire.gov.uk).

# THE CLASSES OF INFORMATION

## 1. Who we are and what we do

The information in this section is about how our organisation is structured, where to find our various departments and how to contact us.

### 1.1 How we fit into the NHS Structure

The National Health Service (NHS) is a very large part of the public sector. There are 149 Primary Care Trusts (PCTs) in England; a full list can be found on [www.nhs.uk](http://www.nhs.uk).

The strategic direction of the PCT is guided by the Department of Health and the principles set out in the NHS Plan. The Department of Health website can be found at [www.dh.gov.uk](http://www.dh.gov.uk) and has links to key national strategies that guide the NHS nationally including:-

- NHS Plan
- National Service Frameworks
- Priorities and Planning Guidance.

Herefordshire Primary Care Trust, which was established in October 2000, is the local NHS organisation that plans, provides and purchases health services to meet the needs and improve the health of people registered with Herefordshire GPs. Details of these services appear in The Services We Offer

The PCT's main responsibilities are:-

- To provide all the NHS community and mental health services in the county.
- To develop and improve GP, pharmaceutical, dental, ophthalmic and other clinical services in Herefordshire.
- To plan and purchase all the other sorts of health care required for the Herefordshire population, including hospital care from Hereford Hospitals NHS Trust and from specialist centres such as those in Birmingham and Cheltenham.
- To maintain and improve the health of our local population.

Herefordshire Primary Care Trust is accountable to the West Midlands Strategic Health Authority, which reports directly to the Department of Health. The Strategic Health Authority is responsible for developing strategies for the local health services and ensuring high-quality performance. It also ensures that national priorities are integrated into local plans.

Herefordshire PCT produces a series of documents and plans. These can be divided into two main areas:

- planning documents that demonstrate how we will achieve the Government's targets and how we will develop our services within the strategies outlined by the Department of Health, and

- performance reports that demonstrate the risks associated with achieving these strategies and how we are performing as a Trust.

Underpinning all of these is “A Strategy for Success – a Statement of Intent”, which describes the PCT’s main strategic objectives and how the PCT will achieve its targets and improve the health of the population it serves. Another key document is the “Local Delivery Plan”, which is the PCT’s business plan, produced annually. As part of this we include work that is underway and planned over the coming twelve months and demonstrate the effect these plans will have on internal and external business within the organisation.

Information	A Strategy for Success – a Statement of Intent	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/FOI/New_Strategy_Success.pdf">http://www.herefordshire.nhs.uk/docs/FOI/New_Strategy_Success.pdf</a> or on request - refer to Contact Details on page 6.	

Information	Local Delivery Plan – 5 Year Commissioning Plan	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/Herefordshire_PCT_WCC_Strategic_Plan_2009-13.pdf">http://www.herefordshire.nhs.uk/docs/Herefordshire_PCT_WCC_Strategic_Plan_2009-13.pdf</a> or on request - refer to Contact Details on page 6.	

Information	Herefordshire Operational Plan 2008-9	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/Herefordshire_Operational_Plan_2009-10.pdf">http://www.herefordshire.nhs.uk/docs/Herefordshire_Operational_Plan_2009-10.pdf</a> or on request - refer to Contact Details on page 6.	

Information	List of GP Surgeries within Herefordshire	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.nhs.uk/ServiceDirectories/Pages/Trust.aspx?id=5CN&amp;v=2">http://www.nhs.uk/ServiceDirectories/Pages/Trust.aspx?id=5CN&amp;v=2</a> or on request - refer to Contact Details on page 6.	

Information	List of Dental Practices within Herefordshire	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.nhs.uk/ServiceDirectories/Pages/Trust.aspx?id=5CN&amp;v=3">http://www.nhs.uk/ServiceDirectories/Pages/Trust.aspx?id=5CN&amp;v=3</a> or on request - refer to Contact Details on page 6.	

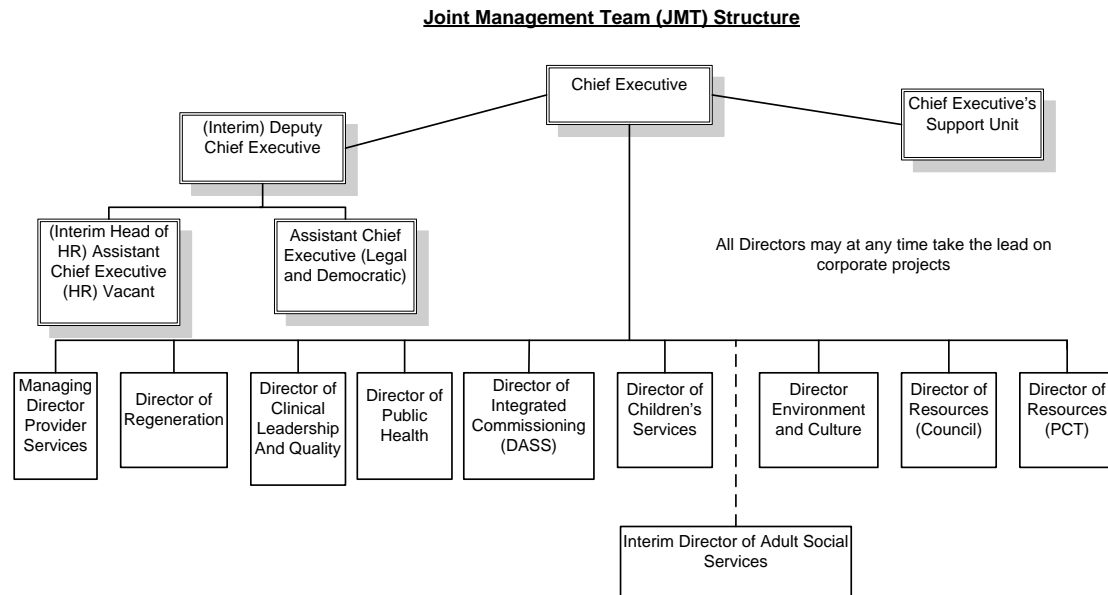
Information	List of Pharmacies within Herefordshire	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.nhs.uk/ServiceDirectories/Pages/Trust.aspx?id=5CN&amp;v=4">http://www.nhs.uk/ServiceDirectories/Pages/Trust.aspx?id=5CN&amp;v=4</a> or on request - refer to Contact Details on page 6.	

Information	List of Opticians within Herefordshire	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.nhs.uk/ServiceDirectories/Pages/Trust.aspx?id=5CN&amp;v=5">http://www.nhs.uk/ServiceDirectories/Pages/Trust.aspx?id=5CN&amp;v=5</a> or on request - refer to Contact Details on page 6.	

## 1.2 Organisational Structure

### The Joint Management Team (JMT)

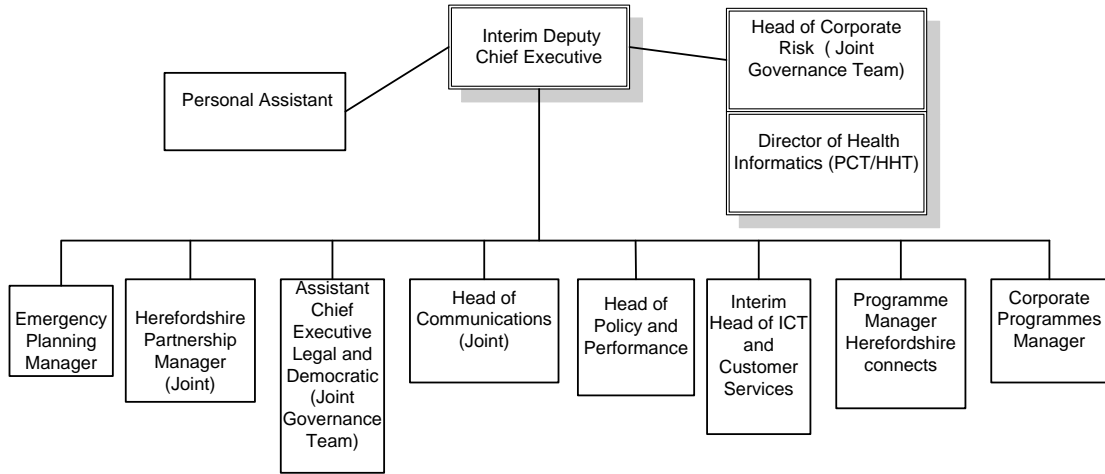
The Primary Care Trust is run by the JMT, which consists of a Chief Executive, Deputy Chief Executive, two Assistant Chief Executives, a Director of Integrated Commissioning and a Director of Public Health which are jointly employed by the Council and the PCT. The PCT also has a Managing Director of Provider Services, a Director of Clinical Leadership and Quality and a Director of Resources who are part of the Joint Management Team, working specifically for the PCT.



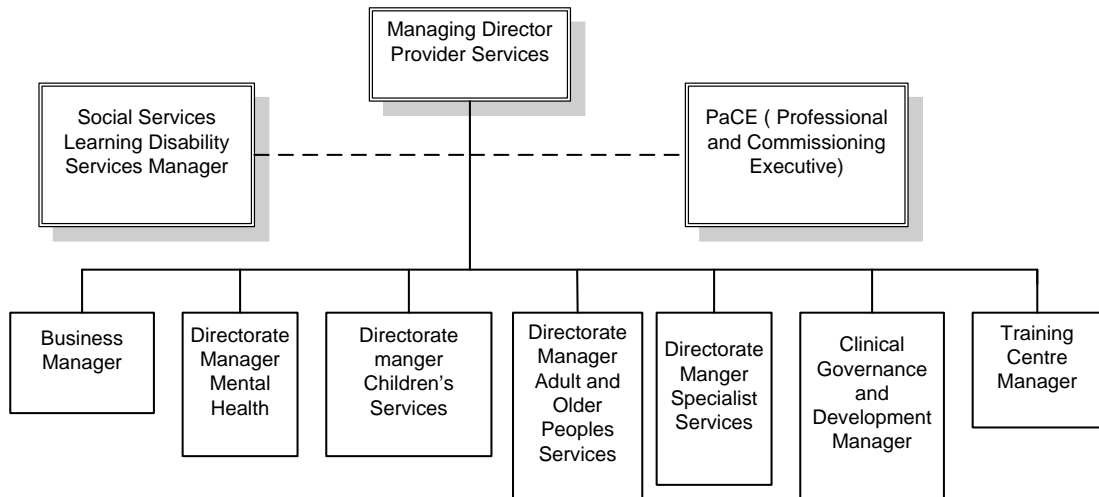
The JMT is responsible for supervising the overall work of the PCT, and ensuring probity and public service.

The internal structure of the Primary Care Trust is currently undergoing a period of re-organisation as part of its joint working arrangements with Herefordshire Council, this has resulted in re-organisation of the committee structure within the PCT. This will be published during 2009.

**Deputy Chief Executive Structure**



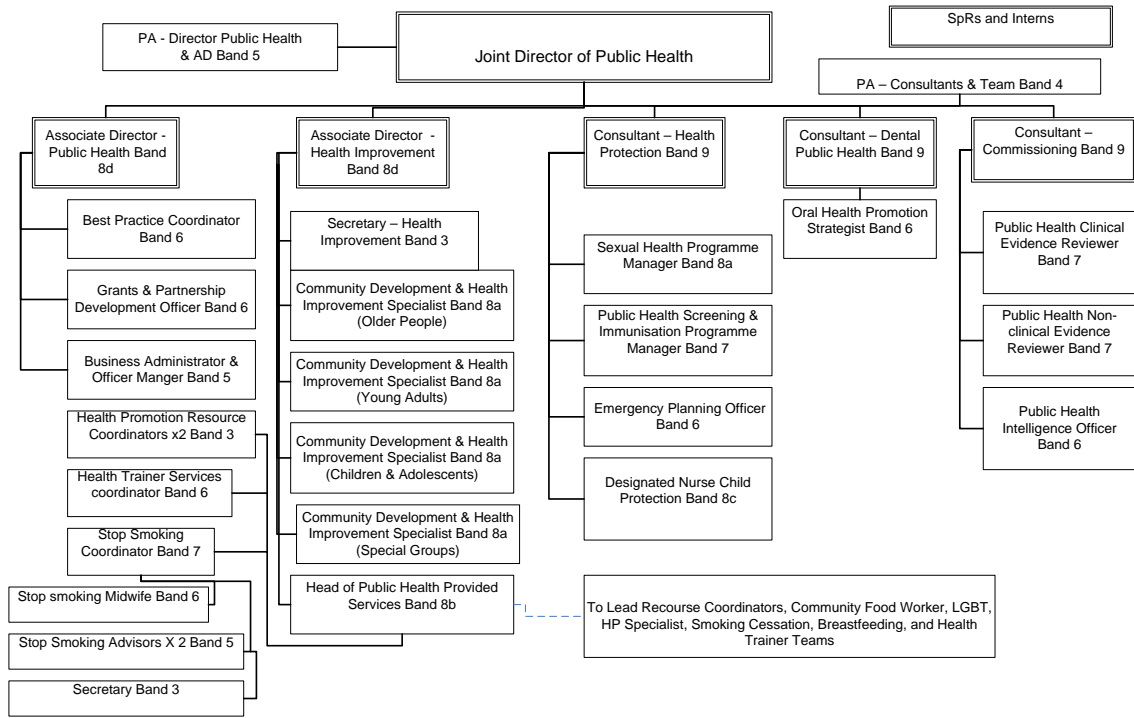
**Provider Services Directorate**



**Clinical Leadership and Quality Directorate Structure**

This Directorate is currently being re-organised, The Directorate Structure will be made available once the re-organisation has been completed.

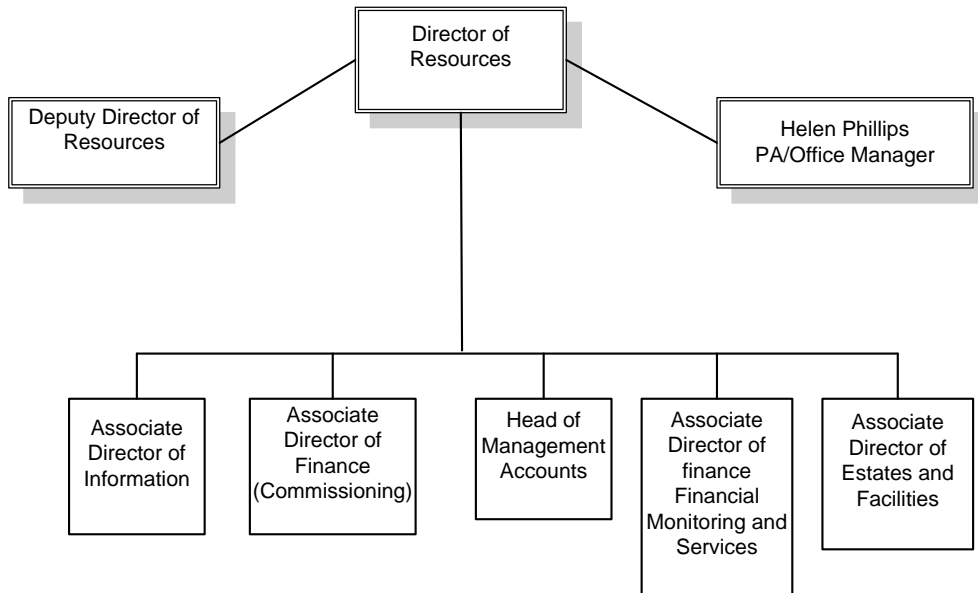
**Public Health Commissioning Directorate Structure**



**Integrated Commissioning Directorate Structure**

Will be available during February 2009

**Resources Directorate (PCT)**



### **1.3 List of and information relating to organisations with which the authority works in partnership**

#### **Herefordshire Council**

Herefordshire Primary Care Trust and Herefordshire Council are working together in a deep partnership to provide the best possible services to the people of Herefordshire. The PCT will work even more closely with Herefordshire Council. It will strengthen the current Section 31 arrangements for Mental Health and Learning Disability and consider whether further Section 31 arrangements may be needed to support new arrangements for joint commissioning and planning for children's services, services for older people and to support joint leadership by the Council and the PCT of the implementation of the Public Health White Paper.

The PCT will expect that the challenges associated with delayed discharges can be overcome through more efficient joint working, new models of care and increased levels of funding.

#### **Voluntary, Community and Not-for-Profit Organisations (Third Sector)**

Herefordshire Primary Care Trust and Herefordshire Council have a Compact Agreement in place with Third Sector Organisations which sets out the principles and commitments shared by all parties to the Agreement. The aim of the Partnership is to serve and represent the interests of local people and communities.

#### **Herefordshire Partnership**

Herefordshire Partnership was established in 2000. It is a voluntary partnership of public, private, community and voluntary organisations. Through County-wide consultation and joint working, Herefordshire Partnership has produced the Community Strategy for Herefordshire. It fulfils the duty placed on Herefordshire Council to establish and run a Local Strategic Partnership.

The Partner organisations include:

- Chamber of Commerce Herefordshire and Worcestershire
- Herefordshire Association of Local Councils
- Herefordshire Council
- Herefordshire Primary Care Trust
- Learning and Skills Council, Herefordshire and Worcestershire
- Voluntary Organisations
- West Mercia Constabulary
- Hereford and Worcester Fire and Rescue Service

In addition, other groups assist in an advisory capacity, for example:

- Advantage West Midlands
- Government Office for the West Midlands

## **Blanchworth Care**

Blanchworth Care is an independent sector organisation providing healthcare at Holmer Nursing Home and Kington Court Community Care Centre. The PCT has a Section 31 agreement with Blanchworth Care for the services provided at Kington Court.

## **Shaw Healthcare**

Shaw Healthcare is an independent sector organisation providing healthcare at Ledbury Community Health and Care Centre.

Some of the partnerships involve information sharing, with agreed protocols and procedures between organisations. If you would like more information about our partnership arrangements contact the Information Governance Team Leader – contact details on page 6.

## **General Medical Practitioners**

General Medical Practitioners have recently entered into new contract arrangements with the PCT. The PCT will support them to implement the contract to the full benefit of patients and this will involve achieving the maximum points possible under the Quality and Outcomes Framework and in due course, providing a range of enhanced services. These enhanced services may well be linked to commissioning decisions taken by practice led commissioners. Every practice will have a right to a devolved budget for commissioning. Details of GP Practices working with Herefordshire PCT can be found via the link on page 12.

## **General Dental Practitioners**

General Dental Practitioners will continue to be offered the opportunity to work under new Personal Dental Services arrangements. The PCT will also be looking to agree other incentives which would encourage Dentists to accept more patients under NHS arrangements. Subject to national negotiations, new contracts for Dentists and for Community Pharmacists will be implemented. Details of General Dental Practitioners working with Herefordshire PCT can be found via the link on page 13.

## **Community Pharmacists**

Community Pharmacists provide a service that covers GP surgery opening hours. Details of Community Pharmacists working with Herefordshire PCT can be found via the link on page 13.

## **Opticians**

Opticians provide NHS sight tests for those patients who are eligible. Details of Opticians working with Herefordshire PCT can be found via the link on page 13.

## **Hereford Hospitals NHS Trust**

Hereford Hospitals NHS Trust is the main provider of acute services for the people of Herefordshire. Information about Hereford Hospitals NHS Trust can be found at <http://www.herefordhospital.nhs.uk/>.

### **Other Main Providers**

The PCT also commissions services from hospitals in Gloucester, Cheltenham, Worcester, Birmingham, Abergavenny and elsewhere.

#### **1.4 Senior staff and management board members**

The PCT Board is responsible for supervising the overall work of the PCT, and ensuring probity and public service values. The Chairman and Non-Executive members of the Board are local people appointed by the Secretary of State. They are chosen because of their ability to bring different knowledge and experience to the Board.

The Professional and Commissioning Executive (PaCE) is responsible for detailed planning and priority setting, and for overall operational management. It is mainly made up of healthcare professionals – doctors, nurses and others.

Joanna Newton, Chairman

Dr Philip Ashurst, Non-Executive Director

Alan Curless, Non-Executive Director

Paul Deneen, Non-Executive Director

Diane Jones, Non-Executive Director

Susan Mead, Non-Executive Director

Jane Rogers, Non-Executive Director

Chris Bull, Chief Executive

Marcia Pert, Director of Finance, Information, Estates & Procurement

Nurse Representative (currently vacant)

Dr Ian Tait, Chairman of Professional and Commissioning Executive (PaCE) and GP in Bromyard

Dr Akeem Ali, Director of Public Health

#### **Co-opted members:**

Zack Pandor, Director of Information, Communication and Technology

Paul Edwards, Interim Director of Commissioning and Strategy

Sue Doheny, Director of Operations

Wendy Huxley-Marko, Head of Corporate Risk

## **The Professional and Commissioning Executive Members**

Dr Ian Tait, Chairman  
Chris Bull, Chief Executive  
Marcia Pert, Director of Finance, Information, Estates & Procurement  
Paul Edwards, Interim Director of Commissioning & Strategy  
Dr Andrew Black, GP Rural Locality  
Ms Karen Mayne, Practice Nurse  
Margy Fowler, Clinician, Professional Head for Occupational Therapy  
Dr Sally Stucke, Consultant Paediatrician  
Paul Ward, Mental Health Team Leader

### **Co-opted Members:**

Dr Martin Crook, GP Ledbury/Bromyard Locality  
Dr Richard Cook, GP Ross Locality  
Dr Andy Watts, GP City Locality and Chair of PBC Group  
Dr Crispin Fisher, GP Member  
Diane Jones, Non-Executive Director and Chair of COMPIC  
Alan Curless, Non-Executive Director and PCT Board  
Dr Akeem Ali, Director of Public Health  
Sue Doheny, Director of Operations  
Sharon Menghini, Director of Children's Services, Herefordshire Council  
Geoff Hughes, Director of Adult & Community Services, Herefordshire Council

### **Provider Board**

Jane Rogers, Non-Executive Director (Chairman)  
Paul Deneen, Non-Executive Director  
Dr Ian Tait, Professional and Commissioning Executive Chair  
Mental Health Nurse Representative (currently vacant)  
Jan Reynolds, Community Services Nurse Representative  
Christine Owen, Clinical Professional Forum Representative  
Dr Pam Jaques, Interim Lead for Employed Doctors  
Clinical Professional Forum Representative (Rotational)  
Sharon Menghini, Director of Children's Services, Herefordshire Council  
Eleanor Brazil, Head of Service, Older People and Physical Disability,,  
Herefordshire Council  
Dr Richard Cook, GP Representative  
Chris Bull, Chief Executive  
Marcia Pert, Director of Finance, Information, Estates & Procurement  
Paul Edwards, Interim Director of Commissioning & Strategy

### **Officers in Support**

Sue Doheny, Director of Operations  
Zack Pandor, Director of Information, Communication and Technology  
Rob Cunningham, Directorate Manager Specialist Services  
Marcia Perry, Directorate Manager Children's Services  
Graham Taylor, Directorate Manager Adult and Older Peoples Services  
Mark Hemming, Directorate Manager Mental Health Services  
Nicky Willett, Clinical Governance and Development Manager

Graham Price, Associate Director of Facilities  
Euan McPherson, PALS and Involving People Manager  
Glennis Toms, Interim Associate Director Human Resources  
Yvonne Taylor, Business Manager, Provider Services  
Wendy Huxley-Marko, Head of Corporate Risk  
Helen Mapp, Training Centre Manager  
Emma Sneed, Infection Prevention and Control Lead Nurse

[Herefordshire Primary Care Trust - Meet the Trust Board](#)

## 1.5 Location and contact details for all public-facing departments

<b>Location</b>	<b>Contact Details</b>
Herefordshire Primary Care Trust Headquarters Brockington 35 Hafod Road Hereford HR1 1SH	<b>Tel:</b> 01432 260000 Email enquiries@herefordpct.nhs.uk www.herefordshire.nhs.uk
Herefordshire Primary Care Trust Vaughan Building Ruckhall Lane Hereford HR2 9RP	<b>Tel:</b> 01432 344344
Bromyard Community Hospital Froome Bank Bromyard Herefordshire HR7 4QN	<b>Tel:</b> 01885 485 700
Ledbury Health and Care Centre Market Street Ledbury Herefordshire HR8 2AQ	<b>Tel:</b> 01531 632 488
Ross Community Hospital Alton Street Ross-on-Wye Herefordshire HR9 5AD	<b>Tel:</b> 01989 562 100
Herefordshire Primary Care Trust Health Clinic Gaol Street Hereford HR1 2HU	<b>Tel:</b> 01432 378 910
Kington Court Community Care Centre Victoria Road Kington Herefordshire HR5 3BX	<b>Tel:</b> 01544 232 333
The Hillside Centre Pentwyn Avenue Hereford HR2 7LB	<b>Tel:</b> 01432 371 800
Leominster Community Hospital South Street Leominster Herefordshire HR6 8JH	<b>Tel:</b> 01568 614 211
Herefordshire Primary Care Trust Stonebow Unit County Hospital Union Walk Hereford HR1 2ER	<b>Tel:</b> 01432 355 444

[Herefordshire Primary Care Trust: How To Find Us](#)

Your Guide to Local Health Services 2008

<http://www.herefordshire.nhs.uk/62.aspx>

## 2. What we Spend and How we Spend it

The information in this section relates to our financial information. It is about our projected and actual income and expenditure, procurement, contracts and financial audit.

### 2.1 Annual Statement of Accounts, Budgets and Variance Reports

The information included in this section is intended to show where money is being spent and where we are planning to spend it. Financial information is published at least annually and, where practical, half yearly or quarterly financial reports are provided. Revenue and budgets for capital expenditure are included in the information listed below.

Information	Annual Report and Accounts 2008/09	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/NHS_ANNUAL_REPORT_2009.pdf">http://www.herefordshire.nhs.uk/docs/NHS_ANNUAL_REPORT_2009.pdf</a> or on request - refer to Contact Details on page 6.	

Information	Revenue budgets a narrative 08/09-10/11 Budgets	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/FOI/Revenue_budgets_narrative.pdf">http://www.herefordshire.nhs.uk/docs/FOI/Revenue_budgets_narrative.pdf</a> or on request - refer to Contact Details on page 6.	

Information	Revenue budgets 08/09	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/FOI/Revenue_budgets_a_ppx_a-c.xls">http://www.herefordshire.nhs.uk/docs/FOI/Revenue_budgets_a_ppx_a-c.xls</a> or on request - refer to Contact Details on page 6.	

Information	Revenue budgets 09/10	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/FOI/Revenue_budgets_a_ppx_d.xls">http://www.herefordshire.nhs.uk/docs/FOI/Revenue_budgets_a_ppx_d.xls</a> or on request - refer to Contact Details on page 6.	

Information	Revenue budgets 10/11	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/FOI/Revenue_budgets_appx_e.xls">http://www.herefordshire.nhs.uk/docs/FOI/Revenue_budgets_appx_e.xls</a> or on request - refer to Contact Details on page 6.	

Information	Revenue budgets Cash Flow 08/09 forecast (version 1)	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/FOI/Revenue_budgets_appx_f.xls">http://www.herefordshire.nhs.uk/docs/FOI/Revenue_budgets_appx_f.xls</a> or on request - refer to Contact Details on page 6.	

Information	Financial Position Month 9 08/09	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/Public_Board_January_2009.pdf">http://www.herefordshire.nhs.uk/docs/Public_Board_January_2009.pdf</a> or on request - refer to Contact Details on page 6.	

Information	Cashflow Plan 08/09	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/FOI/Cashflow_Plan_0809.pdf">http://www.herefordshire.nhs.uk/docs/FOI/Cashflow_Plan_0809.pdf</a> or on request - refer to Contact Details on page 6.	

Information	Medium term financial strategy 08/09	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/FOI/Medium_term_financial_strategy_appx_1b.xls">http://www.herefordshire.nhs.uk/docs/FOI/Medium_term_financial_strategy_appx_1b.xls</a> or on request - refer to Contact Details on page 6.	

Information	Medium term financial strategy 08/09 LDP Plan	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/FOI/Medium_term_financial_strategy_appx_1d.xls">http://www.herefordshire.nhs.uk/docs/FOI/Medium_term_financial_strategy_appx_1d.xls</a> or on request - refer to Contact Details on page 6.	

Information	PCT Draft Financial Strategy V3.0	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/FOI/Medium_term_financial_strategy.pdf">http://www.herefordshire.nhs.uk/docs/FOI/Medium_term_financial_strategy.pdf</a> or on request - refer to Contact Details on page 6.	

## 2.2 Financial Audit Reports, Standing Financial Instructions and Capital Programme

Information	Audit Committee Annual Report 2008/09	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/pct_public_board_may_09.pdf">http://www.herefordshire.nhs.uk/docs/pct_public_board_may_09.pdf</a> or on request - refer to Contact Details on page 6.	

Information	Standing Financial Instructions (Revised March 2009)	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/Standing_Financial_Instructions_Updated_March_2009.pdf">http://www.herefordshire.nhs.uk/docs/Standing_Financial_Instructions_Updated_March_2009.pdf</a> or on request - refer to Contact Details on page 6.	

Information	Capital Budgets Capital Programme 2009	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/Public_Board_Papers_26_Mar_09.pdf">http://www.herefordshire.nhs.uk/docs/Public_Board_Papers_26_Mar_09.pdf</a> or on request - refer to Contact Details on page 6.	

### 2.3 Staff and Board Members' Allowances and Expenses

Information	Staff and Board Members' entitlements to Allowances and Expenses	
Format	Will be available Online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	Will be available during 2009 or on request - refer to Contact Details on page 6.	

### 2.4 Staff Pay and Grading Structures

Information	Staff Pay and Grading Structures – this will be in the form of an organisational chart including job titles and pay bands.	
Format	Will be available Online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	Will be available during 2009 or on request - refer to Contact Details on page 6.	

### 2.5 Funding (Including Endowment Funds)

This information will be available during 2009.

Information	Funding (including Endowment Funds)	
Format	Will be available Online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	Will be available during 2009 or on request - refer to Contact Details on page 6.	

### 2.6 Procurement and Tendering Procedures

Information	Procurement and Tendering Procedures are outlined as part of our Standing Financial Instructions	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/Standing_Financial_Instructions_Updated_March_2009.pdf">http://www.herefordshire.nhs.uk/docs/Standing_Financial_Instructions_Updated_March_2009.pdf</a> or on request - refer to Contact Details on page 6.	

## 2.7 Details of Contracts Currently Being Tendered

Information	Details of Contracts Currently being Tendered	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.ojeu.eu/Default.aspx">http://www.ojeu.eu/Default.aspx</a> <a href="http://www.businesssupportagency.co.uk/hbp/home.cfm">http://www.businesssupportagency.co.uk/hbp/home.cfm</a> or on request - refer to Contact Details on page 6.	

## 2.8 List and Value of Contracts Awarded and Their Value

Information	List of main contracts	
Format	Will be available Online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	Will be available during 2009 or on request - refer to Contact Details on page 6.	

## 3. What Are Our Priorities and How Are we Doing

### 3.1 Annual Report

Information	Annual Report and Accounts 2008/09	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/NHS_ANNUAL_REPORT_2009.pdf">http://www.herefordshire.nhs.uk/docs/NHS_ANNUAL_REPORT_2009.pdf</a> or on request - refer to Contact Details on page 6.	

Information	Annual Report from the Director of Public Health 2008	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/Public_Health_Annual_Report_2008.pdf">http://www.herefordshire.nhs.uk/docs/Public_Health_Annual_Report_2008.pdf</a> or on request - refer to Contact Details on page 6.	

### 3.2 Annual Business Plan

Information	Annual Business Plan (this comprises of the 5 Year Commissioning Strategy 08/13 and the 1 Year Operational Plan 08/09)	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	5 Year Commissioning Strategy <a href="http://www.herefordshire.nhs.uk/docs/Herefordshire_PCT_WC_C_Strategic_Plan_2009-13.pdf">http://www.herefordshire.nhs.uk/docs/Herefordshire_PCT_WC_C_Strategic_Plan_2009-13.pdf</a>  1 Year Operational Plan 09/10 <a href="http://www.herefordshire.nhs.uk/docs/Herefordshire_Operational_Plan_2009-10.pdf">http://www.herefordshire.nhs.uk/docs/Herefordshire_Operational_Plan_2009-10.pdf</a>  or on request - refer to Contact Details on page 6.	

### 3.3 Targets, Aims and Objectives

Herefordshire PCT monitors the performance of the services that we provide, both in the community and in community hospitals. In addition, we monitor the services which we commission from other organisations, including Hereford Hospitals NHS Trust. This process ensures that we monitor progress towards meeting the targets set by the Government and improve the health of people living in Herefordshire.

The Board and its sub-committees receive regular reports on key performance targets.

### 3.4 Strategic Direction Document (5 Year Plan)

Information	A Strategy for Success – a Statement of Intent	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/FOI/New_Strategy_Success.pdf">http://www.herefordshire.nhs.uk/docs/FOI/New_Strategy_Success.pdf</a>  or on request - refer to Contact Details on page 6.	

### 3.5 Performance Against Targets

The Healthcare Commission, the independent regulator for NHS performance, produces NHS Performance Ratings against key targets. These Performance Ratings are produced annually. Details of Herefordshire PCT's Performance Ratings are reported to the Board.

Connecting for Health monitor the PCT's compliance with Information Governance Requirements as part of the Information Governance Toolkit, a self assessment which is produced annually.

Information	Healthcare Commission Performance Ratings	
Format	<a href="#">Online</a> only	
Charge	Free	
Availability	<a href="http://2008ratings.healthcarecommission.org.uk/informationabouthealthcareservices/overallperformance/searchfororganisation.cfm?FaArea1=customWidgets.downloadcentre_show_2&amp;cit_id=5CN">http://2008ratings.healthcarecommission.org.uk/informationabouthealthcareservices/overallperformance/searchfororganisation.cfm?FaArea1=customWidgets.downloadcentre_show_2&amp;cit_id=5CN</a>	

Information	Information Governance Toolkit Submission	
Format	<a href="#">Online</a> only	
Charge	Free	
Availability	<a href="https://www.igt.connectingforhealth.nhs.uk/">https://www.igt.connectingforhealth.nhs.uk/</a>	

Information	Performance Report October 2009	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/Public Board October 2009.pdf">http://www.herefordshire.nhs.uk/docs/Public Board October 2009.pdf</a> or on request - refer to Contact Details on page 6.	

### 3.6 Clinical Governance

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

Information	Clinical Governance Strategy	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	Will be available online during 2009 or on request - refer to Contact Details on page 6.	

### 3.7 Healthcare Commission – Annual Check

Details of this can be found on page 29 under Performance Against Targets.

### 3.8 Audit Reports

Information	Audit Reports	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	Will be available online during 2009 or on request - refer to Contact Details on page 6.	

### 3.9 Service User Surveys

Information	Service User Surveys	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	Will be available online during 2009 or on request - refer to Contact Details on page 6.	

## 4. How we Make Decisions

### 4.1 Board Papers – Agenda and Supporting Papers and Minutes

Information	Board Papers	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	PCT Board Papers <a href="http://www.herefordshire.nhs.uk/158.aspx">http://www.herefordshire.nhs.uk/158.aspx</a> or on request - refer to Contact Details on page 6.	

### 4.2 Patient and Public Involvement Strategy (PPI)

Information	Patient and Public Involvement Strategy	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	Will be available online during 2009 or on request - refer to Contact Details on page 6.	

### 4.3 Public Consultations

Information	Public Consultations	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	Will be available online during 2009 or on request - refer to Contact Details on page 6.	

### 4.4 Internal Communications Guidance and Criteria used for Decision making

Information	Internal Communications Guidance	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	Will be available online during 2009 or on request - refer to Contact Details on page 6.	

## 5. Our Policies and Procedures

### 5.1 Policies and Procedures Relating to the Conduct of Business and the Provision of Services

Information	Policies and procedures relating to the conduct of business and the provision of services	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/1177.aspx">http://www.herefordshire.nhs.uk/1177.aspx</a> or on request - refer to Contact Details on page 6.	

### 5.2 Policies and Procedures Relating to Human Resources

Information	Policies and procedures relating to Human Resources	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/1177.aspx">http://www.herefordshire.nhs.uk/1177.aspx</a> or on request - refer to Contact Details on page 6.	

### 5.3 Policies and Procedures Relating to Recruitment and Employment

Information	Policies and procedures relating to Recruitment and Employment	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/1177.aspx">http://www.herefordshire.nhs.uk/1177.aspx</a> or on request - refer to Contact Details on page 6.	

### 5.4 Standing Financial Procedures

Information	Standing Financial Instructions	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/Standing_Financial_Instructions_Updated_March_2009.pdf">http://www.herefordshire.nhs.uk/docs/Standing_Financial_Instructions_Updated_March_2009.pdf</a> or on request - refer to Contact Details on page 6.	

### 5.5 Standing Orders

Information	Standing Orders	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/Standing_Orders_Updated_March_2009.pdf">http://www.herefordshire.nhs.uk/docs/Standing_Orders_Updated_March_2009.pdf</a> or on request - refer to Contact Details on page 6.	

### 5.6 Complaints and other Customer Service Policies and Procedures

Information	Complaints and Other Customer Service Policies and Procedures	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/1177.aspx">http://www.herefordshire.nhs.uk/1177.aspx</a> or on request - refer to Contact Details on page 6.	

## 5.7 Data Protection, Information Governance, Caldicott Guardian

Information	Data Protection, Information Governance, Caldicott Guardian Procedures	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/1177.aspx">http://www.herefordshire.nhs.uk/1177.aspx</a> or on request - refer to Contact Details on page 6.	

## 5.8 Estate Management

Information	Estate Management	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/1177.aspx">http://www.herefordshire.nhs.uk/1177.aspx</a> or on request - refer to Contact Details on page 6.	

## 5.9 Charging Regimes and Policies

Information	Charging Regimes and Policies	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/1177.aspx">http://www.herefordshire.nhs.uk/1177.aspx</a> or on request - refer to Contact Details on page 6.	

## 5.10 Any Information we are Currently Legally Required to Hold in Publicly Available Registers

Information	Information we are currently legally required to hold in publicly available registers	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	Will be available during 2009	

## 5.11 List of Main Contractors/Suppliers

Information	List of Main Contractors/Suppliers	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	Will be available during 2009	

## 5.12 Asset Registers and Information Asset Register

Information	Asset Registers and Information Asset Register	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	Will be available during 2009	

## 5.13 Register of Interests Kept In the Authority

Information	Register of Interests Kept in the Authority	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	Will be available during 2009	

## 5.14 Register of Gifts and Hospitality Provided to Board Members and Senior Personnel

Information	Register of Gifts and Hospitality Provided to Board Members and Senior Personnel	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	Will be available during 2009	

## 5.15 Disclosure Log

Information	Disclosure Log	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/docs/FOI/Disclosure_Log.pdf">http://www.herefordshire.nhs.uk/docs/FOI/Disclosure_Log.pdf</a>	

## **6. The Services We Offer**

### **6.1 Clinical Services Provided and/or Commissioned**

The PCT directly provides community and mental health services, including:-

Health Visiting  
District Nursing  
Physiotherapy  
Occupational Therapy  
Community Hospital Services  
Podiatric Surgery  
Podiatry  
Dental Services  
Macmillan Nursing  
Diabetic Nursing  
Parkinsons Nursing  
Pain Management  
Re-ablement Service  
Wheelchair Services  
Continence Nursing  
Head Injury Service  
Sexual Health Services  
School Nursing  
Speech & Language Therapy  
Child Development  
Child Health  
Child and Adolescent Mental Health Services  
Paediatric Therapy  
Drug Services Herefordshire  
Community Alcohol Service  
Deliberate Self Harm Service  
Counselling Service  
Chronic Fatigue Service  
Adult and elderly mental health inpatient, day hospital and community services

Personal Medical Services project for travelling families with a directly employed GP

The PCT directly provides just over 150 beds, at the following units:-

- Stonebow Unit, County Hospital - inpatient psychiatric unit;
- Leominster, Ross-on-Wye and Bromyard Community Hospitals and the Hillside Centre - intermediate care and some outposted outpatient services;
- NHS beds purchased from Shaw Healthcare for intermediate care at Ledbury, and purchased from Blanchworth Care at Kington.

The majority of acute services are commissioned from Hereford Hospitals NHS Trust.

The ambulance services for the county are provided by the West Midlands Ambulance Service NHS Trust.

## 6.2 Non-Clinical Services

The PCT has contracts (Service Level Agreements) with local and national suppliers for non-clinical services including photocopier hire, catering, cleaning and payroll.

## 6.3 Services for Which the Authority is Entitled to Recover a Fee Together with Those Fees

Information	Services for which the Authority is entitled to recover a fee together with those fees	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	Will be available during 2009	

## 6.4 Patient Information Leaflets and Other Booklets and Newsletters

Information	Patient Information Leaflets and Other Booklets and Newsletters	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/167.aspx">http://www.herefordshire.nhs.uk/167.aspx</a>	

## 6.5 PALS

The PCT's Patient Advice and Liaison Service (PALS) is available to advise and support patients, their families and carers, provide information on NHS services, listen to concerns, suggestions or queries, and help sort out problems quickly.

## 6.6 Advice and Guidance

Information	Advice and Guidance	
Format	<a href="#">Online</a>	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	<a href="http://www.herefordshire.nhs.uk/142.aspx">http://www.herefordshire.nhs.uk/142.aspx</a>	

## 6.7 Corporate Communications and Media Releases

Information	Corporate Communications and Media Releases	
Format	Will be available online	Hard Copy on Request
Charge	Free	Refer to Charges on page 7
Availability	Will be available during 2009	