



CIC GOGLEDD CYMRU | NORTH WALES CHC

**North Wales Community
Health Council**

Publication Scheme

May 2020

PURPOSE

This Publication Scheme is a complete guide to the information routinely published by the North Wales Community Health Council (NWCHC). It shows how this information is published and whether any fee is payable. We will review the Publication Scheme at regular intervals and monitor how it is operating.

The Publication Scheme is a description of the list of information that we make available. We will review the Publication Scheme at regular intervals and monitor how it is operating.

INTRODUCTION

There are 7 Community Health Councils (CHCs) in Wales. CHCs are independent watchdog of National Health Services, (NHS) in Wales. We seek to encourage and enable members of the public to be actively involved in decisions affecting the delivery of their healthcare and that of their families and their communities. We work with the NHS, and regulatory bodies to provide a vital link between those plan and deliver the NHS in Wales, those who regulate it and those who use it

Each CHC is required to have Local Committees, the boundaries of which are coterminous with the corresponding Local Authorities.

CHCs act as watchdogs for the NHS in Wales.
Their main role is to:

- Monitor the effectiveness of NHS planning;
- Evaluate the quality of services provided;
- Ensure that the views of patients and members of the public are fairly represented in any important decision making process; and
- Assisting and supporting patients and the public with any complaints against the National Health Service.

Your Right to Access Information

This publication scheme is based on the model publication scheme prepared and approved by the information commissioner.

CHCs have in place information management policies for record keeping and disposal. Information published through this publication scheme will be held in line with these policies. Information required for the business of NWCHC is held at our offices in Bangor, and Wrexham. Information not required for the business purposes of the NWCHC is stored offsite in secure premises.

In this Publication Scheme you will find descriptions of the kind of information we intend to publish – the heading for these descriptions are called ‘Classes of Information’.(Class) Sometimes, we will not be able to publish all the information which is held by the NWCHC. In these instances we will tell you why.

We will not be publishing personal or sensitive information and at all times we will have regard to the Data Protection Act 2018 and the Human Rights Act 1998 We will also tell you, in each Class, what the limitation of time is on information we publish – if you want to see information in that Class which is older, please contact the person shown in the scheme.

In addition to the information we publish, the scheme contains information about other bodies e.g. the Board of Community Health Councils in Wales, which might also hold information relevant to the work of CHCs.

How is this information made available?

- You can read or download it through our website via this address
www.communityhealthcouncils.org.uk/betsicadwaladr
- You can request a hard copy from:

Geoff Ryall-Harvey, Chief Officer
North Wales Community Health Council, Unit 11
Chestnut Court, Ffordd Y Parc, Parc Menai, Bangor,
LL57 4FH
E-mail: Geoff.RyallHarvey@wales.nhs.uk
Phone: 01248 679284 (answer service in place)

- Currently we are unable to offer a face to face appointment for you to inspect the information you require, due to the restrictions due to the Novel Covid-19 pandemic.

Feedback

If you have any queries, comments or complaints about the operation of this Publication Scheme, or how we have dealt with your request for information from the Scheme please contact:

Geoff Ryall-Harvey, Chief Officer
North Wales Community Health Council, Unit 11
Chestnut Court, Ffordd Y Parc, Parc Menai, Bangor,
LL57 4FH
E-mail: Geoff.RyallHarvey@wales.nhs.uk
Phone: 01248 679284 (answer service in place)

Your right to access information

We are committed to make information available to the public as part of our normal business activities.

We are committed:

- To proactively publish or otherwise make available as a matter of routine, information which is held by the Board and falls within the classifications below.
- To specify the information which we hold that falls within the classifications below.

- To proactively publish or otherwise make available as a matter of routine, information in line with the statements contained within this scheme.
- To produce and publish the methods by which the specific information is made routinely available so that it can be easily identified and accessed by members of the public.
- To review and update on a regular basis the information we make available under this scheme.
- To produce a schedule of any fees charged for access to information which is made proactively available.
- To make this publication scheme available to the public.
- To publish any dataset we hold that has been requested, and any updated versions it holds, unless we are satisfied that it is not appropriate to do so.
- To publish the dataset, where reasonably practicable, in an electronic form that is capable of re-use; and, if any information in the dataset is a relevant copyright work and we are the only owner, to make the information available for re-use under the terms of the Re-use of Public Sector Information Regulations 2015, if they apply, and otherwise under the terms of the Freedom of Information Act section 19.

The term 'dataset' is defined in section 11(5) of the Freedom of Information Act. The term 'relevant copyright work' is defined in section 19(8) of that Act.

Freedom of Information Act

The Freedom of Information Act recognises that everyone has the right to know how public services (such as the Board) are organised and run, how much it costs and how you can make complaints if you need to.

You have the right to know what targets have been set, the standards of services that are expected and what we have achieved.

Code of practice on openness

In addition to accessing the information identified in this Publication Scheme, you are entitled to request information about the Board under the Code of practice on openness in the NHS. You can find this document here - <http://www.wales.nhs.uk/document/19279/info/>

Subject access requests (SAR)

Individuals (also known as data subjects) have the right to access personal data or special category data that we may hold about them. This can be done verbally or in writing.

The Welsh Language (No.7) Standards 2018

From 31 May 2019, NWCHC has had to comply with 'Standards' as noted in a Compliance Notice issued by the Welsh Language Commissioner. A copy of the Compliance Notice for NWCHC can be found on the NWCHC website www.communityhealthcouncils.org.uk/betsicadwaladr. The Welsh Language Standards for CHCs can be found on the Welsh Language Commissioners website at www.comisiynyddygydraeg.cymru/English/ReportsGuides.

This Publication Scheme is available in Welsh and English and we will identify what information within the Publication Scheme is available in both languages. This will be designated by the symbol "Φ". Information will normally be published in the format in which it is held.

Environmental Information Regulations

The Environmental Information Regulations 2004 set the standard for the release of information about the environment in which we live and work.

Information relating to the environment can be requested using these regulations and the above mentioned code of practice on openness in the NHS. The regulations can be found here - <https://www.legislation.gov.uk/uksi/2004/3391/contents/made>

CLASSES OF INFORMATION

This Publication Scheme commits us to make information available to the public as part of our normal business activities. The information we hold is grouped into broad categories as follows:

- Who we are and what we do;
- What we spend and how we spend it;
- What our priorities are and how we are doing;
- How we make decisions;
- Our policies and procedures;
- Lists and registers; and
- The services we offer.

The classes of information will not generally include:

- Information, the disclosure of which, is prevented by law, or exempt under the Freedom of Information Act, or is otherwise considered to be protected from disclosure;
- Information in draft format; and
- Information that is no longer readily available as it is contained in files that have been placed in archived storage, or is difficult to access for similar reasons.

Sometimes we will not be able to publish all the information which is held by NWCHC. In these instances we will tell you why.

NWCHC has a records management policy which clearly identifies how long we will keep information for, in line with our privacy policy which can be found here: www.communityhealthcouncils.org.uk/betsicadwaladr. A copy

of records management policy is available by contacting our office.

The information in this Publication Scheme was last updated in MAY 2020

WHO WE ARE AND WHAT WE DO

How We Link to the NHS Structure

There are 7 Local Health Boards (LHBs) in Wales with specific geographic responsibility. There are also Health Trusts with specific specialist roles; these are the Welsh Ambulance Services NHS Trust (WAST) and Velindre NHS Trust.

These LHBs are responsible for planning the health services that local people need and want. LHBs are also responsible for planning, delivering and paying for hospital services, family doctors, dentists and others to provide these services. Each LHB has a Board that makes decisions.

CHCs have a right to speak but not vote at LHB Board meetings. Each LHB has a duty to consult the relevant CHC(s) on proposals for any substantial developments and/or changes to the health service in its district, and to provide CHCs with information about the planning and operation of health services in its area.

Working Together to improve health in Wales

LHBs and Local Authorities have a statutory duty to work together– in partnership with other local organisations – to produce strategies for improving health, social care and well-being for the people living in their area. The LHBs are also expected to work closely with their local population, consulting publically on significant changes and listening to and taking account of local views.

Specialised Services

Around three quarters of the budget for the NHS in Wales goes to LHBs, but there are a few specialised services which are better placed across the whole of Wales. These include emergency ambulance services, cardiac surgery and some children's services.

Welsh Health Specialised Services Committee (WHSSC) is responsible for the commissioning of tertiary ("third level") and other specialist services which need a population base greater than any individual NHS Trust/LHB. These services are not delivered at every hospital but at regional or national centres, the most specialist ones being provided at only one or two centres in the whole of the UK.

WHSSC is also responsible for commissioning designated services on a national scale. These include blood and screening services and NHS Direct Wales.

Public Health

Public Health Wales gives advice and guidance to LHBs on a range of issues such as disease control and child protection.

Ambulance Services

Ambulance services across Wales are provided by the Welsh Ambulance Services NHS Trust (WAST). There is regular liaison with WAST at national level through local liaison arrangements. In NWCHC this takes place at the Services Planning Committee.

Links between CHCs and LHBs

The table below shows the links between CHCs and LHBs

COMMUNITY HEALTH COUNCIL (CHC)	LOCAL HEALTH BOARD (LHB)
Swansea Bay CHC	Swansea Bay University Health Board
Aneurin Bevan CHC	Aneurin Bevan LHB
North Wales CHC	Betsi Cadwaladr University LHB
South Glamorgan CHC	Cardiff and the Vale University Health Board
Cwm Taf Morgannwg CHC	Cwm Taf Morgannwg University Health Board
Hywel Dda CHC	Hywel Dda LHB
Powys CHC	Powys (Teaching) LHB

Further information on the NHS in Wales can be obtained from www.wales.nhs.uk.

Information relating to the organisation of CHCs in Wales and how NWCHC fits into this structure

There are 7 CHCs in Wales working co-terminously with their equivalent LHBs. The size and structure of a CHC varies according to its geographical area, population size and patient flows.

All CHC members are unpaid lay volunteers who receive travel and subsistence expenses. CHCs may from time to time also co-opt additional members as considered necessary to carry out the work of the CHC's Full Council (Council). Co-opted members may not vote at any meetings or proceedings of a Council or its committees. Each CHC is supported by a small number of paid staff. The work of each CHC is supported by a Chief Officer.

The table below lists the seven CHCs and demonstrates how they link to the local authorities in their area.

STRUCTURE OF WELSH CHCs	LOCAL AUTHORITY AREA COVERED
Aneurin Bevan CHC	i. Blaenau Gwent ii. Caerphilly iii. Newport iv. Monmouthshire v. Torfaen
Cwm Taf Morgannwg CHC	i. Bridgend ii. Merthyr iii. Rhondda Cynon Taf
Hywel Dda CHC	i. Carmarthenshire ii. Ceredigion iii. Pembrokeshire
North Wales CHC	i. Anglesey ii. Denbighshire iii. Conwy iv. Flintshire

	v.Gwynedd vi.Wrexham
Powys CHC	i.Radnorshire and Brecknock. ii.Montgomeryshire including the communities of Llanrhaeadr-ym-Mochnant, Llansilin and Llangedwyn
Swansea Bay CHC	i.Neath Port Talbot ii.Swansea
South Glamorgan CHC	i.Cardiff ii.Vale of Glamorgan

STATUTORY POWERS AND FUNCTIONS OF COMMUNITY HEALTH COUNCILS

Membership of CHCs

CHC members are appointed by the relevant local authorities, voluntary organisations and by the Welsh Government from applicants responding to public advertisements. The total number of members appointed to each CHC by the appointing bodies is set out in the Welsh Statutory Instrument 2010 No. 288 (W.37), Schedule 1

Members appointed or re-appointed on or after 1 April 2010 are subject to a term of office of between one and four years as specified by the appointing body on appointment.

A member may, on the expiration of the original term of office be eligible for re-appointment subject to a maximum term of eight years.

Proceedings of CHCs

CHC members elect a Chair and a Vice Chair (or two Vice Chairs), and they may appoint one or more Committees to exercise some of their functions.

Local committees must also appoint a Chair and Vice Chair from among their number. The appointed officials, along with the Chief Officer form the Executive Committee of the CHC.

It should, however, be noted, that:-

- Members appointed Chair or Vice Chair to the CHC may not be appointed as Chair or Vice Chair of a local committee.
- The Chair of the CHC will also be a member of the Board of CHCs in Wales.

Performance of Functions

- Each CHC must appoint committees (known as local committees) for each of the relevant local authority area(s) within their district.
- Each CHC has a duty to keep under review the operation of the health service in its district.
- The relevant LHB has a duty to consult the CHC(s) on proposals for any substantial developments of the health service in its district.
- The relevant LHB has a duty to provide a CHC with information about the planning and operation of health services in its area.
- A CHC may enter and inspect any premises controlled by a relevant LHB or NHS Trust
- Each LHB has a duty to arrange a meeting between its board members and CHC members, not less than once every 6 months.
- Each CHC must, by 1 September of each year, make an Annual Report in writing to the Welsh Ministers regarding the performance of its functions during the period of twelve months ending on 31 March in that year.

The Board of Community Health Councils in Wales (the Board)

The main role of the Board is to bring individual CHCs together in a network which is achieved by the services of a representative body (also known as 'the Board') at which every

CHC is represented by a democratically elected member . The Board also acts as the national voice for patients.

The Board has an Independent Chair and two Independent Members appointed by Welsh Government. There is a small team of support staff.

The work of the Board, like that of individual CHCs, has expanded significantly with the drive at both national and local level to improve patient and public engagement and involvement in the NHS and to empower and encourage CHCs to play a major role.

Further information on the Board and Community Health Councils can be obtained from

www.communityhealthcouncils.org.uk

Information about the relationship between NWCHC and Betsi Cadwaladr University Local Health Board and any other UK, National, Regional bodies with whom the NWCHC is involved

- NWCHC covers a population of approximately 680,000 residents
- We attend the Betsi Cadwaladr University LHB Board meetings with a right to speak but not vote.
- We monitor the delivery of local health services by Betsi Cadwaladr University LHB relating to primary, secondary, acute and community services and mental health services.
- We speak with other LHBs and NHS Trusts which provide specialised services for North Wales residents
- We are represented on a range of other multi-agency groups promoting partnership working across organisational boundaries
- We take part in the activities of the Board of CHCs in Wales.

An account of our links and activities is given each year in our Annual Report, which can be accessed under this Publication Scheme.

NWCHC STRUCTURE AND HOW WE UNDERTAKE OUR STATUTORY DUTIES

North Wales Community Health Council

- There are 72 Members, 12 members for each of the six Local Committees within the North Wales area
- Each of the six Local Committees has three members appointed by their respective local authority, three by the voluntary sector and six by the Welsh Government (after interviewing applicants responding to advertisements)
- Members can also be co-opted to the NWCHC
- Meetings of the CHC's Full Council are held every three months, one of these being the Annual General Meeting in April. These meetings are open to the public
- Details of forthcoming NWCHC Full Council meetings are available the NWCHC website at – (add link)

Committee Structure

NWCHC delegates some of its functions to committees. The committees are listed below.

Executive Committee	6 time per annum
Services Planning Committee	every 6 weeks
Engagement and Consultation Group	bi-monthly
Standards and Governance Committee	bi-annually
Visiting Monitoring Group	bi-monthly
Conwy Local Committee	quarterly
Denbighshire Local Committee	quarterly
Flintshire Local Committee	quarterly
Gwynedd Local Committee	quarterly
Wrexham Local Committee	quarterly
Ynys Môn Local Committee	quarterly

How NWCHC works

- NWCHC exercises its statutory powers and duties to represent the public interest in the NHS and to hold NHS bodies to account

NWCHC monitoring of local health services includes

- I. Carrying out a programme of monitoring visits to hospitals and other locations where NHS services are delivered to patients;
 - II. Regularly attending Board meetings of Betsi Cadwaladr University LHB.
 - III. Taking part in informal liaison meetings with senior NHS managers
 - IV. Being represented on a range of key committees covering aspects such as Clinical Governance, Complaints, Patient and Public engagement , Service Changes
 - V. Having representatives of local NHS bodies attend CHC meetings in public
 - VI. Organising public meetings or other forms of consultation to find out the views of patients and public
- NWCHC brings the special needs and concerns of North Wales residents to the attention of the Welsh Government and other bodies
 - NWCHC seeks to raise public awareness of NHS issues
 - NWCHC provides information and non-medical advice to the public
 - NWCHC offers free, independent and confidential advice and support to patients pursuing complaints about the health service
 - At a national and regional level, we contribute to the work of a number of NHS Committees and Clinical Networks

More information on what we do is set out in our Annual Report, which you can access under this Publication Scheme

Advice and Advocacy

We provide free and independent advice, assistance and support on many different aspects of health care and act as a patient's friend or advocate in relation to complaints or concerns about NHS services. North Wales CHC has two part time and three full time complaints advocates. Information on how to access this free service is shown below:

Complaints Advocacy Service for North Wales CHC

Bangor Office

Address: 11 Chestnut Court, Ffordd y Parc, Parc Menai, Bangor, Gwynedd

LL57 4FH

Telephone: 01248 679284 Answer machine service is place

E-mail: complaints@waleschc.org.uk

Wrexham Office

Address: Unit1B and 1D Wilkinson Business Park, Clywedog Road South, Wrexham, LL13 9AE

Telephone:01978 346878 Answer machine service is in place

E-mail: complaints@waleschc.org.uk

Information under our Publication Scheme

Under this Publication Scheme we are able to provide the public with the following information about our structure and how we carry out our statutory duties:

Document	Availability	Source	Welsh and English
National Standards for CHCs in Wales	Current version	Hard copy Board of CHC's Website	
Publication Standards for Guidance	Current version	Hard copy Board of CHC's Website	
CHC Visiting Principles	Current Version	Hard copy Board of CHC's Website	
Annual Operational Plan	Current Version	Hard Copy Website	Φ
Programme of Monitoring & Patient Engagement Visits	Current version	Hard copy	
Peer Review	Current version	Hard copy	
NWCHC Self-Assessment	Current version	Hard copy	
Membership and terms of appointment	Current version	Hard copy	Φ
Members Code of Conduct	Current version	Hard copy Website	Φ
Standing Orders	Current version	Hard copy	Φ
Publicity Leaflet	Current version	Hard copy Website	Φ
Schedule of Council	Current year	Hard copy	

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and Committee meetings.		Website	
Council meetings Agenda and Minutes	Current year	Hard copy Website	Φ
Executive Committee Agenda and Minutes	Current year	Hard copy	
Services Planning Committee Agenda and Minutes	Current year	Hard Copy	
Engagement and Consultation Group Agenda and Minutes	Current year	Hard copy	
Standards and Governance Committee Agenda and Minutes	Current year	Hard Copy	
Visiting Monitoring Group Agenda and Minutes	Current year	Hard copy	
Conwy Local Committee Agenda and Minutes	Current year	Hard copy	Φ
Denbighshire Local Committee Agenda and Minutes	Current year	Hard Copy	Φ
Flintshire Local Committee Agenda and Minutes	Current year	Hard Copy	
Gwynedd Local Committee Agenda and Minutes	Current year	Hard Copy	Φ
Wrexham Local Committee Agenda and Minutes	Current year	Hard Copy	Φ
Ynys Môn Local Committee Agenda and Minutes	Current year	Hard Copy	Φ
Annual Report	Most recent	Hard copy Website	Φ

Minutes of the Statutory Meetings with the Local Health Board	Most recent	Hard copy BCUHB Website	Φ
Visiting Monitoring Reports	Most recent	Hard copy	
Press Releases	Current year	Hard copy Website	Φ
Complaints Advocacy Information Pack	Current version	Hard copy Website	Φ

Minutes of the meetings of the NWCHC are available in hardcopy from NWCHC, 11 Chestnut Court, Ffordd y Parc, Parc Menai, Bangor, Gwynedd, LL57 4FH. Welsh Language translations of other documents can be made available on request

HUMAN RESOURCES

The work of each CHC is supported by a small team of paid staff. The staffing structure NWCHC is:

- One Chief Officer
- One Deputy Chief Officer
- One Business Manager
- Five Complaints Advocates (4 as part time hours)
- Two Advocacy Office Managers (1 as part time hours)
- Two Management Officers
- Two Complaints Assistants
- Two Administrative Officer (1 as part time hours)

Core Services

Each CHC receives advice and support on personnel and finance matters from the NHS Wales Shared Services Partnership, part of Powys teaching Local Health Board (Powys tLHB). Under an agreement between Powys LHB and the Welsh Government

As the legal employer of CHC staff, Powys LHB provides employer functions in respect of contracts, payroll, health and

safety policies etc. In this way CHCs are provided with the support services they need

Decisions relating to the recruitment and appointment of CHC staff can only be made with the prior agreement of the Chief Executive Officer, as designated by the Board of CHCs in Wales.

The strategic direction and activities of each CHC are decided by the individual CHC within the recognised core functions of CHCs.

Information under the NWCHC Publication Scheme

Under this Publication Scheme we are able to provide the public with the following information about human resources:

Document	Availability	Source	Welsh and English
Staffing Structure	Currently employed	Hard copy Website	Φ
Job Descriptions of CHC staff	Current version	Hard copy	

CONSULTATION EXERCISES

The Board of CHCs in Wales is responsible for co-ordinating a collective response to national consultation exercises. Individual CHCs may decide to offer comments from their particular perspective.

Arrangements for responding to national and local consultation documents will vary, depending on the topic, time scale, degree of local concern etc. The consultation process may include holding public meetings or discussion groups, or asking individual CHC members with relevant experience to comment.

Information under the NWCHC Publication Scheme

Under this Publication Scheme we are able to provide the public with the following information about any consultations in which the NWCHC has taken part:

Document	Availability	Source	Welsh and English
Copy of any NWCHC response to local and/or National Consultation exercise(s)	Current year	Hard copy Website	Φ (partial)

FINANCIAL INFORMATION AND FUNDING

Each CHC receives an annual allocation from the Welsh Government. The Chief Officer is responsible for managing the budget in accordance with the financial and accounting procedures laid down by Powys tLHB. The NWCHC is not in receipt of funding from any other source.

Information under NWCHC Publication Scheme

Under this Publication Scheme we are able to provide the public with the following financial information:

Document	Availability	Source	Welsh and English
Annual Financial Accounts	Most recent	Hard copy Website (within our Annual Report)	Φ

COMMUNICATIONS WITH THE PRESS AND MEDIA RELEASES

NWCHC routinely provides information about forthcoming CHC meetings to the local media. From time to time we may issue a press/media release. Further information may be obtained from the Chief Officer.

Information under NWCHC Publication Scheme

Under this Publication Scheme we are able to provide the public with the following information about press/media releases:

Document	Availability	Source	Welsh and English
Any Press/Media releases	Current year	Hard copy Website Social Media	Φ

COMPLAINTS

Complaints about a CHC

A policy has been developed by the Board of CHCs in Wales relating to complaints about the performance of an individual CHC. This can be viewed here: .

<http://www.wales.nhs.uk/sitesplus/documents/900/FINAL%20-%20MAKING%20A%20COMPLAINT%20ABOUT%20US%20-%20CHC%20COMPLAINTS%20PROCEDURE%20-%20ENGLISH%20v5%20%28from%2030%20May%202019%29.pdf>

Complaints about the NHS

You can ask for advice and support in making a complaint. Information on how to access the Complaints Advocacy Service for NWCHC is shown below. In addition, each LHB/ NHS Trust

usually provides information about the handling of complaints in the form of a patient information leaflet

Complaints Advocacy Service for North Wales CHC

Bangor Office:

Address: 11 Chestnut Court, Ffordd y Parc, Parc Menai, Bangor, Gwynedd

LL57 4FH

Telephone: 01248 679284 Answer service in place

E-mail: complaints@waleschc.org.uk

Wrexham Office:

Address: Unit 1B and 1D Wilkinson Business Park, Clywedog Road South, Wrexham, LL13 9AE

Telephone: 01978 346878 Answer service in place

Email: complaints@waleschc.org.uk

Information under NWCHC Publication Scheme

Under this Publication Scheme we are able to provide the public with the following information about the Complaints Advocacy Service

Document	Availability	Source	Welsh and English
Community Health Councils (CHC) Advocacy Guide	Current version.	Hard copy Website	Φ
Unhappy With Care Received leaflet	Current version	Hard copy Website	Φ
Complaints Advocacy Local Contacts	Current version	Hard copy Website	Φ

ENVIRONMENTAL INFORMATION

The Bangor office of NWCHC is located at commercially rented premises at 11 Chestnut Court, Ffordd y Parc, Parc Menai, Bangor, Gwynedd LL57 4FH. There is disabled access to the ground floor; the first floor is not accessible as there is no lift. There are wheelchair accessible toilet facilities on the ground floor. Responsibility for maintenance and health and safety lies with the Chief Officer.

The Wrexham office of NWCHC is located at commercially rented premises at Unit 1B and 1D Wilkinson Business Park, Clywedog Road South, Wrexham, LL13 9AE. There is disabled access to the ground floor and disabled access by lift to the first floor. There are also accessible toilet facilities. Responsibility for maintenance and health and safety lies with the Chief Officer.

Cost of Information Published Under This Scheme

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD ROM, pen drive). The charges will vary according to how information is made available. Charges are as follows:

- a) Via the NWCHC's web site – free of charge, although any charges for internet service provider and personal printing costs would have to be met by the individual.
- For those without internet access, a single print-out as on the website would be available by post from North Wales CHC, 11 Chestnut Court, Ffordd y Parc, Parc Menai, Bangor, Gwynedd, LL57 4FH.
- For a hard copy on CD ROM/pen drive no charge would be made if the CD ROM/pen drive is provided by you.
- For hard copy on paper, a charge of 5 pence per sheet for up to 10 sheets and 1 penny per sheet thereafter would be made.
- Requests for multiple printouts, or for archived copies of documents which are no longer accessible or available on the web, may attract a charge for the retrieval, photocopying, postage etc. We will let you know the cost

and charges that will have to be paid in advance. We will not provide printouts of other organisation's websites

- b) Leaflets and brochures - free of charge when about, for example, services we offer to the public.
- c) If bound paper copies, or in some cases a CD Rom/pen drive, video or other mediums, are available, details of charges will be stated in our publication list available from the NWCHC office at the address shown above.
- d) E-mail will be free of charge unless stated otherwise.

The charges will be reviewed regularly and we will publish any changes in this Publication Scheme

Copyright

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www.hmso.gov.uk/guides.htm or contact:

HMSO Licensing Division

St Clements House

2-16 Colegate

Norwich

NR31BQ

Tel: 01603 621000 Fax: 01603 723000

COMMUNITY HEALTH COUNCIL RESOURCES

Links to Individual Community Health Council websites	www.communityhealthcouncils.org.uk
Board of Community Health Councils in Wales.	www.communityhealthcouncils.org.uk

FREEDOM OF INFORMATION ACT 2000

Information Commissioner website	www.ico.org.uk
UK Government	www.gov.uk
Freedom of Information (FOI) Act 2000	www.legislation.gov.uk/ukpga/2000/36/contents
FOI Act Explanatory Notes	www.lcd.gov.uk/foiact.htm www.legislation.hmsso.gov.uk/acts/en/2000en36.htm
Code of Practice under Section 45 FOI Act	www.legislation.gov.uk/ukpga/2000/36/section/45
NHS Wales FOI website	www.wales.nhs.uk/nhswalesabouts/freedomofinformaion
NHS Openness Code	www.doh.gov.uk/nhsexec/codemain.htm

Welsh Government

Wales Parliament	www.senedd.wales
Welsh Government	www.gov.wales

NHS IN WALES (NATIONAL)

Health in Wales	www.wales.nhs.uk
Public Health Wales	www.publichealthwales.wales.nhs.uk
Welsh Health Specialised Services	www.whssc.wales.nhs.uk

Powys LHB	www.powyslhb.wales.nhs.uk
NHS Direct	www.nhsdirect.wales.nhs.uk
Welsh Ambulance Services NHS Trust	www.was-tr.wales.nhs.uk

NHS IN WALES (LOCAL)

Betsi Cadwaladr University Local Health Board	Headquarters Ysbyty Gwynedd, Penrhosgarnedd Bangor, Gwynedd, LL57 2PW Telephone: +44 (01248) 384 384 Website: www.bcu.wales.nhs.uk
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OTHER USEFUL WEBSITES

Action Against Medical Accidents	www.avma.org.uk
Childrens' Commissioner	www.childcom.org.uk
Department of Health	www.doh.gov.uk
General Dental Council	www.gdc-uk.org
General Medical Council	www.gmc-uk.org
General Optical Council	www.optical.org
National Clinical Assessment Service	www.ncas.nhs.uk
National Institute for Clinical Excellence	www.nice.org.uk
National Patient Safety Agency	www.npsa.org.uk
NHS Direct Wales	www.nhsdirect.wales.nhs.uk
Nursing and Midwifery Council	www.nmc.org.uk
Ombudsman	www.ombudsman.org.uk
Older People's Commissioner Wales	www.olderpeoplewales.com
Royal College of General Practitioners	www.rcgp.org.uk
Royal College of Nursing	www.rcn.org.uk
Royal Pharmaceutical Society	www.rpharms.com