

NHS 24

GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION SCHEME 2016

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Section 1: Introduction

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to adopt and maintain a publication scheme which has the approval of the Scottish Information Commissioner, and publish information in accordance with that scheme. The publication scheme must:

- publish the classes of information that the authority makes routinely available
- tell the public how to access the information and whether information is available free of charge or on payment

NHS 24 has adopted the **Model Publication Scheme 2016** which has been produced and approved by the Scottish Information Commissioner.

You can see this scheme [on our website](#). It is also available on the Scottish Information Commissioner's website at www.itspublicknowledge.info/MPS.

You can also contact us at the address in section 3 if you prefer a copy of the Model Publication Scheme 2016, or this guide to information, to be provided in a different format.

The purpose of the guide to information is to:

- allow the public to see what information is available (and what is not available) for NHS 24 in relation to each class in the Model Publication Scheme 2016
- state what charges may be applied
- explain how to find the information easily
- provide contact details for enquiries and to get help with access to the information
- explain how to request information that has not been published

- Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This guide to information also contains details of the environmental information that we routinely make available.

Section 2: About NHS 24

NHS Scotland is made up of 14 regional NHS Boards, seven special NHS Boards and one public health body.

Each NHS Board is accountable to the Scottish Ministers. Regional NHS Boards are responsible for the protection and the improvement of their population's health and for the delivery of frontline healthcare services. NHS 24 is one of the special NHS Boards that support the regional NHS Boards by providing a range of important specialist and national services.

Introducing NHS 24

NHS 24 provides a range of telehealth and telecare services to Scotland. NHS 24 takes 1.5 million calls to the 111 service and 2.85 million telephone and online contacts to Health Information Services per year – and answers calls on average within seven seconds - from patients seeking help when their GP practice is closed. Scotland's national telephone triage service has been supporting callers in Scotland since 2002 and is an integral part of NHS Scotland. NHS 24 maintains high levels of service throughout the year, including during periods of peak demand such as the festive period when the service can receive around 9,500 calls per day.

To find out more about NHS 24, visit our [key facts page](#).

Section 3: Accessing Information Under the Scheme

Availability and formats

The information published through this guide to information is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this – see “Section 5 – Our Charging Policy”).

Information in our guide to information will normally be available through the routes described below. “Section 10 – Classes of Information” provides more details on the information available under the guide, along with additional guidance on how the information falling within each “class” may be accessed.

Online:

Most information listed in our guide to information is available to download from our website. In many cases a link within Section 10: Classes of Information will direct you to the relevant page or document. If you are having trouble finding any document listed in our guide, then for further assistance please contact:

Information Governance
NHS 24 Headquarters
Caledonia House
Fifty Pitches Road
Cardonald Park
Glasgow
G51 4EB
Tel: 0141 337 4501

Fax: 0141 882 0188

Email : foi@nhs24.scot.nhs.uk

By email:

If the information you seek is listed in our guide to information but is not published on our website, we can send it to you by email, wherever possible.

When requesting information from us, please provide a telephone number so that we can telephone you to clarify details, if necessary.

By phone:

All information in the guide will be available in hard copy form for example, paper copies. Hard copies of information can be requested from us over the telephone.

Please call us to request information available under this scheme.

By post:

You can also request hard copies of any information in the guide by post. Please address your request to:

Information Governance
NHS 24 Headquarters
Caledonia House
Fifty Pitches Road
Cardonald Park

Glasgow
G51 4EB

Tel: 0141 337 4501
Fax: 0141 882 0188

Email : foi@nhs24.scot.nhs.uk

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee applicable (see Section 5: Our Charging Policy for further information on fees). Please also include a telephone number so we can telephone you to clarify any details, if necessary.

Personal visits:

If you prefer to visit us to inspect the information, in limited cases you may be required to make an appointment to view the information. In such cases, this will be set out within Section 10 – Classes of Information, and contact details will be provided within the relevant class.

Advice and assistance:

If you have any difficulty identifying the information you want to access, then please contact us to help you.

Exempt information

We will publish all the information we hold that falls within the classes of information in the Model Publication Scheme 2016. We publish this information in Section 10 of this guide. If a document contains information that is exempt under Scotland's freedom of information laws (for example personal information or commercial interests), we will remove or redact (black out) the information before publication and explain why.

Section 4 Information that we may withhold

All information covered by our guide to information can either be accessed through our website, or will be provided promptly following our receipt of your request.

Our aim in adopting the Commissioner's Model Publication Scheme 2016 and in maintaining this guide to information is to be as open as possible. You should note, however, that there may be limited circumstances where information will be withheld from one of the classes of information listed in "Section 10 – Classes of Information". Information will only be withheld, however, where the Act (or, in the case of environmental information, the EIRs) expressly permits it.

Information may be withheld, for example, where its disclosure would breach the law of confidentiality, harm an organisation's commercial interests, or endanger the protection of the environment.

Information may also be withheld if it is another person's personal information, and its release would breach the data protection legislation.

Whenever information is withheld we will inform you of this, and will set out why that information cannot be released. Even where information is withheld it will, in many cases, be possible to provide copies with the withheld information edited out. If you wish to complain about any information which has been withheld from you, please refer to "Section 8 – Contact details for enquiries, feedback and complaints".

Section 5 – Our Charging Policy

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website, at our premises or where it can be sent to you electronically by email.

We may charge you for providing information to you, for example photocopying and postage, but we will only charge you what it actually costs us to do.

We will always tell you what the charge is and how it has been calculated before providing the information to you. We will not provide you with the information until payment has been received.

Photocopying charges are shown below:

Size of paper/alternative format	Black and White - Pence per sheet	Colour - Pence per sheet
A4	10p	20p
A3	20p	40p

Information provided on CD-Rom will be charged at £1.00 per computer disc.

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

When providing copies of pre-printed publications, we will charge you no more than the cost per copy of the total print run.

We do not pass on any other costs to you in relation to our published information.

Details of any individual charges which differ from the above charging policy are provided within “Section 10 – Classes of information”.

This charging schedule does not apply to our commercial publications (see Class 8 below). These items are offered for sale through retail outlets such as bookshops, academic journal websites or museum shops and their price reflects a ‘market value’ which may include the cost of production.

Section 6: Copyright

NHS 24 holds the copyright for the vast majority of information in this publication scheme. All of this information can be copied or reproduced without our formal permission, provided it is copied or reproduced accurately, is not used in a misleading context, is not used for profit, and provided that the source of the material is identified.

Providing access to information does not mean that copyright has been waived, nor does it give the recipient the right to re-use information for commercial purposes. If you intend to re-use information obtained from the scheme, and you are unsure whether you have the right to do so, please make a request to foi@nhs24.scot.nhs.uk to re-use the information. Your request will be considered under the Re-use of Public Sector Information Regulations 2015 which may provide the right to impose a charge. In the event that a charge is payable you will be advised what this is and how it is calculated. If you require more information on the re-use of information go to Scottish Government Re-use of Public Sector Information or email foi@nhs24.scot.nhs.uk.

The Publication Scheme may contain information where the copyright holder is not NHS 24. In most cases, the copyright holder will be obvious from the documents. In cases where the copyright is unclear it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder. This includes, for example, Ordnance Survey Maps which are Crown Copyright.

Section 7: Records Management Policy

NHS 24 regards its records as a major asset of the organisation. It confirms that its records are one of the essential resources which support management in the efficient and effective fulfilment of its governance, business and legal responsibilities. NHS 24 Records Management Policy can be found in Section 10 Classes of Information - Class 5.

Section 8: Contact details for enquiries, feedback and complaints

The act requires that we review our publication scheme from time to time. As we have adopted the Model Publication Scheme 2016, this means we will review our guide to information from time to time.

As a result, we welcome feedback on how we can develop our guide further. If you would like to comment on any aspect of this guide to information, then please contact us.

You may, for example wish to tell us about:

- other information that you would like to see included in the guide
- whether you found the guide easy to use
- whether you found the guide to information useful
- whether our staff were helpful
- other ways in which our guide to information can be improved

Our aim is to make our guide to information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the guide then please contact us and we will try and resolve your complaint as quickly as possible.

Any complaint will be acknowledged within three working days of receipt and we will respond in full within twenty working days.

You have legal rights to access information under the Model Publication Scheme 2016 (as described in this guide to information) and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response.

These rights apply only to information requests made in writing or another recordable format. If you are unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

Request for Information
V
Internal Review if requester dissatisfied with response
V
Appeal to Scottish Information Commissioner if requester still dissatisfied

The commissioner's website has a guide to this three step process, and the Office of the Scottish Information Commissioner operates an enquiry service on Monday to Friday from 9:00am to 5:00pm.

The commissioners office can be contacted as follows:

Scottish Information Commissioner

Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Tel: 01334 464610

Email: enquiries@itspublicknowledge.info

Website: www.itspublicknowledge.info/YourRights

Appeals: www.itspublicknowledge.info/Appeal

All enquiries, feedback and complaints relating to this guide to information, or any other aspect of freedom of information, data protection and the environmental information regulations should be directed to:

Information Governance

NHS 24 Headquarters

Caledonia House

Fifty Pitches Road

Cardonald Park

Glasgow

G51 4EB

Tel: 0141 337 4501

Fax: 0141 882 0188

Email : foi@nhs24.scot.nhs.uk

Section 9: How to Access Information which is not available in the Guide to Information

If the information you are seeking is not available through the Model Publication Scheme 2016 (as described in this guide) then you may wish to request it from us.

The act provides you with a right of access to the information we hold, subject to certain exemptions. The EIRs separately provide a right of access to the environmental information we hold, while the Data Protection Act 1998 (DPA) provides a right of access to any personal information about you that we hold.

Again, these rights are subject to certain exceptions or exemptions. Should you wish to request a copy of any information that we hold that is not available under the Model Publication Scheme 2016 (and described in this guide), please write to:

Information Governance
NHS 24 Headquarters
Caledonia House
Fifty Pitches Road
Cardonald Park
Glasgow
G51 4EB

Tel: 0141 337 4501

Fax: 0141 882 0188

Email : foi@nhs24.scot.nhs.uk

Charges for information which is not available under the scheme:

The charges for information which is available under the NHS 24 Guide to Information are set out under “Section 5 – Our Charging Policy”.

If you submit a request to us for information which is not available in this guide the charges will be based on the following calculations:

General information requests:

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide, you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for environmental information:

Environmental information is provided under the EIRs rather than the act. The rules for charging for environmental information are slightly different.

We do not charge for the time to determine whether we hold the environmental information requested, or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you e.g. photocopying and postage. In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated on the basis of the actual cost to NHS 24 of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail First Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Charge for request for your own personal data

The minimum cost is £10 rising to a maximum of £50 depending on the volume of information requested. Plus reproduction and postage costs (both on the same basis as for FOI requests).

[NHS Inform - Care, support and rights](#) will give details of your rights in relation to NHS healthcare.

Section 10: Classes of information

CLASS 1: ABOUT NHS 24

Class description:

Information about NHS 24 , who we are, where to find us, how to contact us, how we are managed and our external relations.

The information we publish under this class includes:

Description

How to access it/details of any charges

General Information about NHS 24

It should be noted that NHS 24 includes Breathing Space, Scottish Centre for Telehealth & Telecare, NHS Inform, and Scottish Emergency Dental Service.

Contact Details

Address and contact details for NHS 24 headquarters and other centres.

[NHS 24's Centres](#)

NHS 24 structure, roles and responsibilities of senior officers

List of NHS 24's Directors including their roles and responsibilities.

[NHS 24 Executive Directors](#)

NHS 24 opening hours

Details about NHS 24 and the services we provide

[Our services](#)

How to complain or make a comment	How to complain or make a comment e.g. complaints policy, and contact details.	Feedback
Model Publication Scheme 2016	NHS 24 has adopted the Scottish Information Commissioner's Model Publication Scheme 2016.	Model Publication Scheme
Guide to Information	NHS 24's guide to Information for the Model Publication Scheme 2016.	Guide to Information
How to make a freedom of information request	How to request information, contacts details for FOI & EIRs	Freedom of Information
How to make a request for personal information	How to apply your rights under the Data Protection Act 1998 and request personal information held by NHS 24 about you.	Data Protection
Constitution		
Legal framework for NHS 24, including constitution, articles of association or charter	The statutory instrument which created NHS 24	The NHS 24 (Scotland) Order 2001
How NHS 24 is run		

Our Board	<p>Details of Board Members and Executive Directors, and their contact details.</p> <p>Board papers</p> <p>Schedule of forthcoming Board meeting dates.</p> <p>Board Members Declarations of Interest and their Register of Gifts and Hospitality.</p>	<p>NHS24 Board</p> <p>NHS 24 agendas and papers</p> <p>NHS24 Board Meetings and Committees</p> <p>NHS 24 Register of Interests</p>
Corporate Planning		
NHS 24's Purpose, Mission Statement Vision & Values	Our Purpose, vision & values / mission statement describes why we are here? Where we are going & how do we deliver.	NHS 24 Plans
NHS 24's Corporate Policies	Health and Safety, equality, sustainability	NHS 24 Policies
Governance	<p>Details of NHS 24's Corporate governance e.g. governance policy, risk register, codes of conduct, standing orders and other governance information.</p> <p>Our policies, including standing orders, code of conduct can be found at</p> <p>Our register of interests can be accessed at</p>	<p>NHS 24 Policies</p> <p>NHS 24 Register of Interests</p>
News	News about NHS 24	NHS 24 Media Centre
External relations and working with others		
Accountability and Audit Relationships	Details of bodies we are audited and/or regulated by, and the nature of our relationship with them – for example,	NHS 24 reports

	Healthcare Environment Inspectorate (HEI), Annual Review.	
Strategic Agreements with other bodies	The strategic agreements which NHS 24 holds with other bodies can be found here	On-line version being developed. Available on request. Contact information in Section 2.
Partnership Opportunities	Information on working in partnership with NHS 24 E.g. Public consultant and engagement, volunteering.	NHS 24 Get involved

CLASS 2: HOW WE DELIVER OUR FUNCTIONS AND SERVICES

Class description: Information about our work, our strategy and policies for delivering functions and services and information for our service users.

The information we publish under this class includes:	Description	How to access it/details of any charges
Functions		
Description of functions, including statutory basis for them		On-line version being developed. Available on request. Contact information in Section 2.
Statement of public task, as required by the Re-use of Public Sector Information Regulations 2015		On-line version being developed. Available on request. Contact information in Section 2.
Corporate Strategy	Provides a high level overview on where we are as an organisation, what we are aiming to achieve and the actions we need to take to get there.	NHS 24 Plans

	Corporate strategies, policies	NHS 24 Plans and NHS 24 Policies
How to report a concern to NHS 24	How to report a concern or make a comment or complaint to NHS 24	Feedback
Services		
Our Services	Service finder	Our services
Major Services	NHS 24 Breathing Space Scottish Centre for Telehealth & Telecare NHS Inform Scottish Emergency Dental Service	NHS 24 Breathing Space Scottish Centre for Telehealth & Telecare NHS Inform Emergency Dental Care
Corporate policies and procedures.	Corporate-wide policies. For example, Whistle blowing policy, CCTV policy.	NHS 24 Policies
Delivery Plans	Delivery Plans	NHS 24 Plans
How to access our services	Information about how to use our services	Our services
Jobs at NHS 24	Our current vacancies	NHS 24 Jobs

CLASS 3: HOW WE TAKE DECISIONS AND WHAT WE HAVE DECIDED

Class description:
Information about the decisions we take how we make decisions and how we involve others.

The information we publish under this class includes:	Description	How to access it/details of any charges
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Decisions taken by NHS 24: Agendas, reports and papers provided for consideration and minutes of Board meetings	Agendas and papers for past NHS Board meetings and approved minutes of Board meetings.	NHS 24 agendas and papers
Public Consultation and engagement strategies	Patient focus and public involvement	NHS 24 Get involved
Reports of regulatory inspections, audits and investigations		NHS 24 reports

CLASS 4: WHAT WE SPEND AND HOW WE SPEND IT

Class description: Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).

The information we publish under this class includes:	Description	How to access it/details of any charges
Financial Statements (Accounts)	Statutory financial statements Directors report including Board member and senior employees' remuneration. Governance statement Independent auditors report	NHS 24 reports NHS24 Board NHS 24 reports
Public Services Reform (Scotland)	Public Relations Expenditure	NHS 24 reports

Act 2010	<p>Overseas Travel Expenditure</p> <p>Hospitality and Entertainment Expenditure</p> <p>Supplier payments over £25,000</p> <p>Employees with remuneration in excess of £150,000?</p> <p>Sustainable economic growth information</p> <p>Efficiency, Effectiveness and Economy information</p>	
Financial policies and procedures for budget allocation	These are held within the NHS 24 Standing Financial Instructions	NHS 24 Policies
<p>Budget allocation to key policy / function / service areas</p> <p>Purchasing plans and capital funding plans</p>	These items are contained within the regular Finance report which goes to the NHS 24 Board	NHS 24 reports
<p>Financial administration manual / internal financial regulations</p> <p>Expenses policies and procedures</p>	These items are contained within the NHS 24 Standing Financial Instructions	NHS 24 Policies
Board member remuneration other than expenses	This is reported in the NHS 24 annual accounts	NHS 24 Policies

CLASS 5: HOW WE MANAGE OUR HUMAN, PHYSICAL AND INFORMATION RESOURCES

Class description: Information about how we manage the human, physical and information resources of NHS 24.

The information we publish under this class includes:	Description	How to access it/details of any charges
Human Resources		
Strategies	Information about our key priorities including the staff governance action plan	NHS 24 Plans
Staffing	Information about our staffing establishment is published by the Information Services Division of NHS National Services Scotland (ISD). Please note that NHS 24 is not responsible for the content of this website.	NHS NSS Information Services Division
Human Resources policies, procedures and guidelines	Information about our key Human Resources policies	NHS 24 Policies
Equality and Diversity at NHS 24.	Annual report	NHS 24 reports
Registers	Staff interests Gifts and hospitality	NHS 24 reports
Jobs at NHS 24	Our current vacancies can be found on the NHS Scotland Recruitment website* * This is an external website insert NHS 24 is not responsible for the content of this site.	NHS Scotland Recruitment
Employee relations, structures and agreements reached with recognised trade unions and professional organisations		On-line version being developed. Available on request. Contact information in Section 2.
Physical Resources		
Management of NHS	Estate Development plans	On-line version being developed. Available on

24's land and property assets, including environmental / sustainability reports	and Maintenance arrangements	request. Contact information in Section 2.
Information Resources		
Records Management Policy, including records retention schedule	Information on NHS 24's records management including retention schedules and Records Management Plan submission	NHS 24 Policies
Information assurance and management	Information on using, protecting and the fair processing of another person's personal information and also information security, including the information assurance strategy, information governance standards, information asset registers, fair processing notice, data protection principles, Caldicott guardian principles, and how to submit subject access requests.	Data protection
Freedom of Information	Information about the freedom of information policy and how to submit a request	Freedom of information
Knowledge management	Information on the knowledge interaction implementation group including a list of projects being carried out and contact details for further information. Information on knowledge information strategy in the NHS is published by NHS Education for Scotland (NES). Please note that NHS 24 is not responsible for the content of this site.	NHS Education for Scotland
Statistics	Health information is published by the Information Services Division of NHS National Services Scotland (ISD). You can find statistical information here on cancer, child health, deaths, dental care, drugs and alcohol misuse, emergency care, equality and diversity, eye care, finance, general practice, health and social care, health conditions, heart diseases, hospital care, maternity and births, mental health, prescribing and medicines, public health, quality indicators, healthcare audits, sexual health, stroke and waiting times.	NHS NSS Information Services Division

	Please note that NHS 24 is not responsible for the content of this site.	
Data protection or privacy policy	Information about NHS 24's Data protection and privacy policy	Data protection

CLASS 6: HOW WE PROCURE GOODS AND SERVICES FROM EXTERNAL PROVIDERS

Class description: Information about how we procure goods and services, and our contracts with external providers

The information we publish under this class includes:	Description	How to access it/details of any charges
Procurement Policies	Standing Financial Instructions	NHS 24 Policies
Invitations to Tender	<p>Invitations to tender can be found on the Public Contracts Scotland Advertising Portal*</p> <p>* This is an external website NHS 24 is not responsible for the content of this site.</p>	Public Contracts Scotland
Contracts	<p>A list of contracts which have gone through formal tendering can be found at Public Contracts Scotland Advertising Portal*</p> <p>* This is an external website NHS 24 is not responsible for the content of this site.</p>	Public Contracts Scotland

CLASS 7: HOW WE ARE PERFORMING

Class description:

Information about how we perform as an organisation, and how well we deliver our functions and services.

The information we publish under this class includes:	Description	How to access it/details of any charges
Key Performance Indicators	Information on NHS 24 key performance indicators and performance against them is reported in NHS 24 Board papers	This information is contained in the Board papers which can be found at NHS 24 agendas and papers
Audits & Inspections	Information about audits and inspections carried out by external bodies - for example, Healthcare Environment Inspectorate (HEI) .	Healthcare Improvement Scotland Healthcare Environment Inspectorate
Annual Performance Report	Includes information on the Annual Accountability Review and Annual Accounts.	Healthcare Improvement Scotland NHS 24 reports
Patient feedback	Information on how to provide feedback on our services.	You can send comments on NHS 24's services through our feedback form or through Care Opinion UK an independent non-profit feedback platform for health and social care
Complaints	Complaints statistics Health information is published by the Information Services Division of NHS National Services Scotland (ISD). You can find complaint information here. Please note that NHS 24 is not responsible for the content of this site.	2015/16 - ISD Scotland NHS Complaints Statistics
Scottish Public Service Ombudsman (SPSO)	Findings and our responses	Scottish Public Services Ombudsman Investigation Reports

CLASS 8: COMMERCIAL PUBLICATIONS

Class description:

Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal		
The information we publish under this class includes:	Description	How to access it/details of any charges
None at present	None at present	N/A

CLASS 9: OUR OPEN DATA		
Class description: Open data made available by the authority as described by the Scottish Government's Open Data Resource Pack and available under an open licence.		
The information we publish under this class includes:	Description	How to access it/details of any charges
NHS 24's open data publication plan		This is currently under consideration to determine if NHS 24 will publish open data. To discuss this further, use the contact information in Section 2.
Open data sets and their metadata, or links to where they are accessible		This is currently under consideration to determine if NHS 24 will publish open data. To discuss this further, use the contact information in Section 2.