

**SALARIED GP  
THREE HARBOURS MEDICAL  
GROUP**

**Information Pack**

**APPOINTMENT OF SALARIED GP – THREE HARBOURS MEDICAL GROUP**

**INFORMATION PACK**

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# Section 1 – Welcome

## Introduction

Thank you for your interest in joining Three Harbours and NHS Highland. This information package contains details relating to the local area, this post and the Terms and Conditions of Service.

NHS Highland is committed to becoming a learning organisation, recognising that staff require access to opportunities to learn, maintain and develop skills and knowledge, and we recognise the importance of valuing and supporting our staff throughout their time here.

We offer:

- Policies to help balance commitments at work and home and flexible family friendly working arrangements
- Excellent training and development opportunities.
- On-site library services at the Centre for Health Sciences
- Access to NHS staff benefits/staff discounts
- Cycle to Work Scheme
- Excellent student support
- Access to NHS Pension scheme

NHS Scotland is committed to encouraging equality and diversity among our workforce and eliminating unlawful discrimination. The aim is for our workforce to be truly representative and for each employee to feel respected and able to give their best. To this end, NHS Scotland welcomes applications from all sections of society.

## Recruitment Process

Applicants are expected to make contact with the department before applying and we would **strongly** encourage those that are shortlisted to ensure they have spoken to the informal contacts and other relevant senior colleagues. You can ask for a Teams meeting to be set up through the department contact.

### Department Contact:

Joanna Groves, Senior Practice Manager

[joanna.groves@nhs.scot](mailto:joanna.groves@nhs.scot)

Dr David Carson, GP Clinical Lead

[david.carson2@nhs.scot](mailto:david.carson2@nhs.scot)

Lynn Garrett, Primary Care Manager

[lynn.garrett3@nhs.scot](mailto:lynn.garrett3@nhs.scot)

## How to Apply

- Applicants should complete an Application Form on the NHS Scotland National Recruitment portal. Please note we do not accept CVs. <https://apply.jobs.scot.nhs.uk/Job/JobDetail?JobId=212356>
- All candidates and employees are afforded equal opportunities in the recruitment and selection process and in employment irrespective of their age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.
- Your personal information will not be sent with the application for short listing. The application form will be identified by the candidate number only to ensure that no applicant will be unfairly discriminated against.
- NHS Scotland is exempt from the 1974 Rehabilitation of Offenders Act (Exclusions & Exceptions) (Scotland) Order 2003. As part of any offer of employment in regulated work candidates will be subject to Protection of Vulnerable Groups Scheme membership.

Job reference: 211970

Closing date: 30/04/2025

For further information on NHS Highland, please visit our website on [www.nhshighland.scot.nhs.uk](http://www.nhshighland.scot.nhs.uk)

PLEASE NOTE - You should apply for this post by completing the application process on Job Train. We suggest you use Internet Browser "Google Chrome" or "Microsoft Edge"

DO NOT upload a CV as this will not be used for short listing purposes.

Once you have submitted your application form you will be unable to make any amendments.

For help to complete an application on Job Train please click [here](#).

Please contact [meghan.mackenzie@nhs.scot](mailto:meghan.mackenzie@nhs.scot) for any queries regarding submitting your application to the NHS Scotland National Recruitment website.

## Section 2 – Advert

### Salaried GP Opportunities: Full-time & Part-time, Caithness, 01955 602355

*A unique opportunity to join the team reshaping Primary Care provision in Caithness. Our aim for Three Harbours is to face the current challenges; by combining experienced clinical and support teams with new colleagues to lead and develop equitable, robust and innovative care solutions for our patients with compassion and integrity.*

#### What we can offer you

- Safe, manageable workload
- Capped number of 15 minute appointments per BMA Guidelines
- Clinical and operational leadership
- Vision / Docman systems
- Excellent team consisting of:
  - ANPs / Paramedic
  - Advanced Mental Health Nurse
  - Practice Nursing
  - Health Care Assistant
  - Clinical Support Team
- Established extended MDT:
  - Pharmacotherapy Team
  - First Contact Physiotherapist
  - Community Link Workers
  - Primary Care Mental Health Nurse
  - Community District Nursing Team
- Close links to Caithness Rural General Hospital and Raigmore
- 13,500 patients across 3 sites: Lybster / Thurso & Wick
- Variety - rural & urban medicine

#### What you can offer us

- High quality, patient centred care
- Creative thinking
- Supportive team player
- Innovative & embrace change
- Engaged learner

#### Caithness

- Below average house prices
- Primary, Secondary and further education
- Wide variety of sporting activities
- Outstanding natural beauty
- Historic and cultural sites

#### Opportunities

- Explore portfolio roles:
  - Acute care
  - Research
  - Special interest
- Prospective GP / ANP training:
  - In-house
  - Remote tutoring
  - Undergraduate education
  - Medical education faculty roles
- Flexible contract/job share
- Collaborative multi-site working
- Out of hours sessions

#### Small Print

- Car allowance £5k
- Golden Hello
- Indemnity (CNORIS) cover
- 6 weeks annual leave
- 2 weeks study leave
- Relocation package

#### Interested?

Call us for a chat or email:

Joanna Groves, Practice Manager

[joanna.groves@nhs.scot](mailto:joanna.groves@nhs.scot)

David Carson, GP & Clinical Lead

[david.carson2@nhs.scot](mailto:david.carson2@nhs.scot)

Lynn Garrett, Primary Care Manager

[Lynn.garrett@nhs.scot](mailto:Lynn.garrett@nhs.scot)

## Section 3 – Job Information

### Job Description: Salaried GP

#### Responsible to:

Clinical Director, North & West Operational Unit (Clinical)

Senior Practice Manager and Primary Care Manager (Administrative)

#### Job Summary:

The post holder is responsible for providing safe, effective and efficient primary care medical services to patients of Three Harbours Medical Group. To work with the Three Harbours team and associated 2C Salaried practices to ensure the achievement of NHS Highlands' aims and objectives and to ensure the efficient and effective running of the service as a whole. To ensure excellent patient care and continuous quality improvement.

#### Key Responsibilities:

Following NHS Highland (NHS) policies, protocols and guidelines, duties will include:

#### Clinical:

1. Taking clinical responsibility for registered patients and maintaining appropriate records of treatment given and services provided following GMC guidance and good clinical practice.
2. Offer and carry out consultations and where appropriate, physical examinations for the purposes of identifying and reducing the risk of illness, disease or injury, including immediately necessary, emergency and temporary patients.
3. In accordance with the practice timetable the GP will make him/herself available to undertake a variety of duties including surgery consultations, telephone consultations, Duty doctor responsibilities, home visits and care homes, checking and signing prescriptions, dealing with queries and paperwork (including Docman) and correspondence in an efficient and timely manner.
4. Give advice to patients on general health matters including alcohol, smoking, misuse of drugs etc.
5. Offer and provide immunisations as appropriate.
6. Arrange for the referral of patients, as appropriate using SCI-Gateway.
7. Provide family planning and contraceptive services.
8. Compiling and issue computer generated prescriptions in accordance with the NHS Formulary and guidelines whenever this is clinically appropriate.
9. Dispense medication if dispenser not available and to do regular Controlled Drug checks (site specific).
10. Carry out and review medication prescribing.
11. Participate in child health surveillance and child immunisation programme.
12. Provide maternity medical services and minor surgery services where appropriate, where GP meets local eligibility criteria.
13. Actively participate/ cooperate in the management arrangements of the practice and in the work of the primary healthcare team.
14. Participate in the effective and efficient management of chronic diseases.
15. Maintain appropriate levels and means of communication with other agencies for whom care is being given to the patient for whom the practice is responsible.
16. Working supportively alongside clinical and administrative colleagues in ensuring the highest standard of care for all Practice patients.
17. Maintain accurate, contemporaneous and correctly coded records to relevant professional and practice standards and guidelines.
18. Care Homes – Provide appropriate GMS Care to patients in Care Homes by telephone and visiting as clinically required.
19. Participate in annual flu vaccination clinics and other as required including potentially any Covid booster clinics if that becomes necessary.
20. The implementation of the 2018 GP Contract may impact on activities undertaken in General Practice, including some of the items noted from 4 to 19.

**Teaching and training:**

1. Participate in the GP Appraisal and revalidation process
2. Participate in the educational and training events. TURAS
3. If appropriate participate in teaching in attached practices
4. Contribute to the development of the Three Harbours and support the education of other team members
5. Participate in the organisation's Annual Mandatory and Statutory Training Modules

**Communication:**

1. Communicate effectively with clinical and non-clinical colleagues to ensure the smooth running of the service
2. Communicate closely and effectively with the Senior Practice Manager
3. Liaise with members of the primary health care team, integrated team, hospitals and other agencies to ensure appropriate care is provided to patients.
4. Communicate effectively with patients and carers, recognising their needs for alternative methods of communication
5. Demonstrate sensitive communication styles to ensure patients are fully informed and consent to treatment.
6. Communicate difficult and often unpleasant or sensitive messages to patients and families.
7. Participate in meetings as required.

**Organisation and Quality:**

1. Recognise and work within own competence and the professional code of conduct for doctors as set out by the GMC.
2. Must be included on NESH Performers list and registered with the GMC.
3. Must be a member of a recognised medical defence society.
4. Following NESH policies including Security and Information governance.
5. Deliver administrative tasks promptly and efficiently.
6. Prioritise and manage own and others workload in a manner that maintains and promotes high service and quality standards to ensure effective time management within the team.
7. Deliver care to local and national standards including SIGN Guidelines, GMS contract guidance, Highland Formulary, Highland Shared Clinical Guidelines and evidence based care.
8. Evaluate the quality of the work of self and team, using the audit cycle when appropriate and implementing improvements where required.
9. Participate in quality improvement initiatives, including, Local Cluster Quality Initiatives, Scottish Patient Safety Programme – Primary Care initiatives, Significant Event Analysis, peer review and review of complaints. Cooperate fully and openly with the investigation of patient complaints (or other investigations) including drafting responses to complaints as appropriate
10. Support and work towards the achievement of national and local standards,
11. Support the aims and objectives of the organisation and contribute to the ongoing development of the service as required.

**Teamwork:**

1. Work as an effective and responsible team member, supporting other members of clinical and non-clinical staff in a flexible and approachable manner
2. Understand own role and scope within the organisation and identify how this may develop over time
3. Participate in team activities that create opportunities to improve patient care
4. Lead or participate in projects or areas of work as required.

**Information Technology:**

1. Review, enter and process data using accurate Read codes and good record structure in order to ensure easy and accurate information retrieval for monitoring, financial and audit processes.
2. Timely assessment of incoming electronic and paper correspondence relating to patient and non-patient information as required using DOCMAN, VISION, GP2GP,
3. Understand and follow the requirements of confidentiality (including the Data Protection Act) and the Freedom of Information Act and to refer on any queries as appropriate, whilst working both onsite or remotely.
4. Follow individual practice and NESH policy regarding the use of email and computer tasks as the main internal method of non-verbal communication and the use of the intranet and internet as the main source of internal and external information, including the retrieval of relevant information for patients on their condition.
5. Maintain knowledge and skills in the use of technology including Vision, Docman, Teams and Near Me.

**Equality and Diversity:**

1. Act as a role model in the observance of equality and diversity good practice.
2. Act in a way that recognise the importance of people's rights, interpreting them in a way that is consistent with procedures.
3. Respect the privacy, dignity and beliefs of patients, carers, visitors and co-workers. They must be treated equally irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.
4. Follow the NESH chaperoning policy.
5. Be aware of statutory procedures, local guidance and referral criteria regarding protection of children and vulnerable adults. Follow the guidance and policies and take action in an appropriate manner.

**Health, Safety and security:**

1. Apply infection control measures according to local and national guidelines
2. Use the personal security systems according to guidelines
3. Follow health and safety policies and guidelines, including fire procedures and those pertaining to clinical areas of risk.
4. Use safe working procedures and report incidents using the DATIX system.
5. Monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.

**Other:**

1. Give good and regular attendance
2. Maintain a tidy and organised work areas
3. Any other duties as requested, including covering for absent colleagues
4. All elements of Section 3. Job Information should be adhered to for both onsite and remote working.



## Section 4 – Person Specification

**Essential Criteria** - these are attributes without which a candidate would not be able to undertake the full remit of the role. Applicants who do not clearly demonstrate in their application that they possess the essential requirements will normally be eliminated at the short listing stage.

**Desirable Criteria** - these are attributes which would be useful for the candidate to hold. When short listing, these criteria will be considered when more than one applicant meets the essential criteria.

Requirement	Essential	Desirable
1. Qualifications	<ul style="list-style-type: none"> <li>• MB ChB</li> <li>• General Practice Vocational/ Specialty Training Certificate</li> <li>• Eligible for inclusion in the Primary Care performers list for NHS Highland.</li> </ul>	<ul style="list-style-type: none"> <li>• BASICS training</li> <li>• GP Trainer</li> </ul>
2. GMC/Specialist Registration	<ul style="list-style-type: none"> <li>• Full GMC Registration with a licence to practice</li> <li>• On the GMC GP Register</li> </ul>	
3. Clinical Experience	<ul style="list-style-type: none"> <li>• General practice care of patients</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working as part of a large organisation</li> <li>• Experience or special interest in eg.               <ul style="list-style-type: none"> <li>➢ Minor Surgery</li> <li>➢ Family Planning</li> <li>➢ Palliative Care</li> </ul> </li> <li>➢ Knowledge or interest in Dispensing Practice</li> </ul>
4. Teaching & Training	<ul style="list-style-type: none"> <li>• All matters relating to GPVT/GPST</li> <li>• Knowledge and understanding of healthcare issues common in a remote and rural environment</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in previous training roles</li> </ul>

<p>5. Team Working &amp; Interpersonal Skills</p>	<ul style="list-style-type: none"> <li>• Self motivated and Enthusiastic</li> <li>• Dependable</li> <li>• Team orientated</li> <li>• Ability to work on own initiative</li> <li>• Focused and proactive</li> <li>• Ability to work effectively under pressure</li> <li>• Competent time management and organisational skills</li> <li>• Excellent interpersonal skills</li> <li>• Evidence of multi-disciplinary team working</li> <li>• Interest and evidence of CPD</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of Interest in Leading Change and Innovative Practice</li> <li>• Computer literate</li> <li>• Vision</li> <li>• DOCMAN</li> <li>• Near Me</li> </ul>
<p>6. Other</p>	<ul style="list-style-type: none"> <li>• Current Driving Licence</li> </ul>	

## Section 5 – Terms and Conditions

This appointment is offered on the terms and conditions of service of a General Practitioner Contract in accordance with the Hospital Medical & Dental Staff (Scotland) and current General Whitley Council. Further information can be found here:

<http://www.msg.scot.nhs.uk/pay/medical>

<b>Job Title</b>	Salaried General Practitioner
<b>Type of Contract</b>	Permanent Posts (Full or Part-time)
<b>Location</b>	Three Harbours Medical Group (Wick, Thurso and Lybster)
<b>Salary</b>	<p>Salary scale £83,666 to £94,311 per annum (pro rata for part time practitioners)</p> <ul style="list-style-type: none"> <li>• Point 00 - remunerated at £83,666 p.a. relates to less than 2 years experience.</li> <li>• Point 01 – remunerated at £87,561 p.a. relates to more than 2 or more but less than 6 years experience.</li> <li>• Point 02 – remunerated at £90,529 p.a. relates to 6 or more but less than 8 years experience.</li> <li>• Point 03 – remunerated at £94,311 relates to 8 or more years experience.</li> </ul> <p>Your salary will be credited monthly, in arrears, at 1/12th of the annual rate to an account at a bank/building society of your choice on the 27<sup>th</sup> of each month.</p>
<b>Arrangement of Duties</b>	<p>Salaried general practitioners will agree a Job Plan with the NHS Highland for the performance of duties under the contract of employment. In exceptional circumstances the practitioner may be required to work at any of the surgery premises in the NHS Highland area and to provide primary medical services to patients of the Practice by way of (inter alia) surgeries, clinics and relevant administrative work together with such other duties as may be required by the NHS Highland in providing such services in accordance with the 1977 Act.</p> <p>The Practitioner is required to attend and participate in regular Service Meetings, including those relating to clinical governance issues and relevant NHS Highland Meetings. If these meetings are held outside normal working hours, reasonable notice will be given and payment made on a pro-rata basis to the full-time practitioner's salary adjusted by time off in lieu for such attendance if agreed in advance by NHS Highland.</p> <p>The Practitioner is also required to participate in and operate clinical governance methods and systems approved by NHS Highland, e.g. medical audit or quality assurance initiatives. NHS Highland and the Practice undertake to provide access to copies of all local NHS Highland Policies and Procedures, notices or local educational meetings, and professional compendia.</p> <p>The commitments set out in the Job Plan may be varied with the agreement of the practitioner and NHS Highland. The Job Plan will be subject to review each year and revisions may be proposed by either NHS Highland or the practitioner, who shall use their best endeavours to reach agreement on any revised Job Plan. Where agreement is not reached, and NHS Highland notifies the practitioner of its intention to amend the Job Plan, the practitioner may require the proposed amendment to be determined in accordance with NHS Highland's dispute resolution procedures.</p>

<b>Hours of Work</b>	<p>Practitioners employed in salaried posts will have the basic rights and protections as the Working Time Regulations provide, as follows:</p> <ol style="list-style-type: none"> <li>a. Full-time general practitioners will normally be contracted to work for 40 hours per working week (“contracted hours”).</li> <li>b. A part-time practitioner shall be remunerated on a pro rata basis to a full-time practitioner’s salary.</li> <li>c. Practitioners employed in salaried posts will have the basic rights and protections as the Working Time Regulations provide, as follows:- <ul style="list-style-type: none"> <li>➤ A working time limit of an average working week of 48 hours a week which a worked can be required to work. The standard averaging period for the 48 hours week is 17 weeks, but this can be extended to 26 weeks if the workers are covered by one of the “exceptions” or up to 52 weeks under a workforce agreement</li> <li>➤ A working limit of an average of 8 hours work in each 24 hour period over an averaging period of 17 weeks, which night workers can be required to work.</li> <li>➤ A right for night workers to received free health assessments.</li> <li>➤ A right to 11 uninterrupted hours rest in each 24 hour period.</li> <li>➤ A weekly uninterrupted rest period of 24 hours or one uninterrupted rest period of not less than 48 hours in each 14 days period.</li> <li>➤ A right to a minimum 20 minutes’ rest break where the working day is longer than 6 hours.</li> <li>➤ A right to a minimum of four weeks paid leave per year which period is extended by clause 40 of these terms and conditions to a period of 33 working days paid leave per year for full-time practitioners.</li> </ul> </li> </ol>
<b>Medical Negligence</b>	<p>NHS Highland takes responsibility for expenses and damages arising from medical negligence where they, as the employer, are vicariously liable for the acts and omissions of their medical and dental staff. However, the appointee is strongly advised to maintain separate medical defence or insurance cover for all work which does not fall within the scope of the Board's indemnity scheme, details of which are given in NHS Circular 1989(PCS) 32.</p>
<b>Registration with General Medical Council</b>	<p>Practitioners holding medical posts must be fully registered medical practitioners with the General Medical Council and their name included in a list in accordance with the National Health Service (Primary Care Services Performers’ List) (Scotland) Regulations 2004.</p>

<b>Disclosure of Criminal Convictions</b>	<p>Appointment to this post will be made subject to satisfactory screening by Disclosure Scotland. This post is considered to require Registration with the Protecting Vulnerable Groups (PVG) Scheme as it involves substantial access to children and / or vulnerable adults. A PVG Scheme Record will contain details of all convictions on record, whether spent or unspent. This means that even minor convictions, no matter when they occurred will be included in the Scheme Record. It may also contain non conviction information held locally by the police, where this is considered relevant to the post.</p> <p>Following the selection interview only the "successful" candidate will be subject to registration with the PVG Scheme. Offers of appointment will be made subject to satisfactory PVG Scheme screening and medical fitness. Please note that a commencement date will only be issued once this clearance has been received.</p>
<b>Rehabilitation of Offenders Act 1974</b>	<p>The Rehabilitation of Offenders Act 1974 provides for many people who have been convicted of certain criminal offences the opportunity to have no need to refer to these convictions or the circumstances relating to them in the course of their daily lives. Certain convictions can, therefore, be regarded as "spent" after the lapse of a period of years under the terms of the Act. The National Health Service employment for which you are applying is excluded in the provisions of the Act unless otherwise stated in the job description. If the post is excluded you are required not to withhold information about convictions which for other purposes are "spent" under the provisions of the Act. In the event of employment, any failure to disclose such convictions could result in dismissal or disciplinary action by your employer. Any information given, however, will be completely confidential and will be considered only in relation to the post for which this application form refers.</p>
<b>Medical Fitness</b>	<p>All prospective members of staff are asked to submit a confidential health questionnaire to the Occupational Health Service. On the basis of this, they may be passed fit, or an appointment for further information or screening may be required. All entrants must be certified medically fit and employment is conditional on such certification. All appointees are expected to comply with NHS Highland's Immunisation Policy.</p> <p>Those posts classified as Exposure Prone Procedures appointments are dependent on satisfactory proof of immunity or freedom from Hep B infection prior to appointment.</p>
<b>Right to Work</b>	<p>NHS Highland has a legal obligation to ensure that it's employees, both EEA and non EEA nationals are legally entitled to work in the United Kingdom. Before any person can commence employment within NHS Highland they will need to provide documentation to prove that they are eligible to work in the UK. Non EEA nationals will be required to show evidence that either Entry Clearance or Leave to Remain in the UK has been granted for the work which they are applying to do. Where an individual is subject to immigration control under no circumstances will they be allowed to commence until the right to work in the UK has been verified.</p> <p>You will be required provide appropriate documentation prior to any appointment being made.</p>
<b>Annual Leave &amp; Public Holidays</b>	<p>The leave year shall run from date of taking up appointment and in a full year the postholder will be entitled to 33 days annual leave (pro rata per annum) plus eight statutory and public holidays as agreed by NHS Highland (pro rata per annum).</p>
<b>Superannuation</b>	<p>New entrants to NHS Highland who are aged sixteen but under seventy five will be enrolled automatically into membership of the NHS Pension Scheme.</p>

<b>Notice</b>	The postholder will be required to give and is entitled to receive a minimum of three months notice of termination of employment.
<b>Removal Expenses</b>	Assistance with Removal expenses will be given in accordance with the NHS Highland Relocation Policy. It is compulsory that you discuss any arrangements relating to your relocation with us before arranging anything. Failure to do so may result in limited or no assistance being given.
<b>Private Residence</b>	If your post includes on-call duties, your private residence shall be maintained in contact with the public telephone service and shall be not more than 10 miles or 30 minutes by road from your hospital base, unless the Board gives specific approval to you residing at a greater distance.
<b>Identity Badge Policy</b>	NHS Highland has a policy that all staff will be issued with and required to wear an Identity Badge at all times when on duty. If your badge needs replacing for any reason you are required to contact the Fire/Security Office, Estates Department to arrange for a replacement. All identity badges are the property of NHS Highland and must be returned when you terminate your employment.
<b>Smoke Free Policy</b>	NHS Highland operates a No Smoking Policy of tobacco products or e-cigarettes in any of our properties, vehicles or grounds. When selecting new staff NHS Highland does not discriminate against applicants who smoke but applicants who accept an offer of employment will in doing so agree to observe and familiarise themselves with NHS Highland's Smokefree policy.
<b>Confidentiality</b>	In the course of your duties you may have access to confidential material about patients, members of staff or other health service business. On no account must information relating to patients be divulged to anyone other than authorised persons - for example medical, nursing or other professional staff, as appropriate who are concerned directly with the care, diagnosis and/or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature you must seek advice from your superior officer. Similarly no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe this rule will be regarded by your employers as serious misconduct, which could result in serious disciplinary action being taken against you including dismissal. The unauthorised disclosure of official business under consideration by the Board Management Team or one of its Committees by an employee is also regarded as a breach of confidence and may lead to disciplinary action.
<b>Scottish Workforce Information Standard System (SWISS)</b>	The information that staff provide will be used for employment purposes and where necessary to comply with legal obligations. The purpose of holding this information is for administration i.e. employment and pay amendments, superannuation, workforce management/planning and other personnel matters in relation to employment. Any requests for information outwith the above will only be processed with individual consent (e.g. building society mortgage applications etc.) Staff information will be held securely, and will be accessed at a local, regional and national level to meet the requirements outlined above. Managers may also hold information within your department. There will be no unauthorised access.