

The Dental Care Centre

Freedom of Information Act

The following publication scheme is provided in accordance with the FOI Act (2000) and demonstrates our commitment to make information routinely available to the public as part of our normal business activities.

The guide will be reviewed at regular intervals and be monitored for its effectiveness. All of the information is downloadable from our practice website at: www.gentlesmile.co.uk or available in hardcopy from the practice.

Your right to information

As well as our published information, present and former patients of the practice have the right to access the personal information that we hold about them in accordance with the Data Protection Act 1998 and the General Data Protection Regulations. Details of how to do this is contained in the Practice Data Protection Policy and GDPR Privacy Notice which is available on our website. Hard copies are also available at the practice.

Classes of information

We hold various types of information which we review, retain or dispose of, according to NHS guidelines. Our information is organised into seven categories:

1. Who we are
2. Our Services
3. Financial information
4. Information for patients and the public
5. Complaints
6. Our policies and procedures
7. This guide

Class 1: Who we are

Mr. Nigel David Slattery BDS : GDC No. 59486 Full time dentist
Graduated Manchester (UK) 1984

Mrs. Zoryslava Taylor DDS: GDC No. 209523 Part-time dentist
Graduated Simferopol (Ukraine) 2001

Mr. Umar Hamid Saeed M.D.Dr. Graduated Olomouc (Czech Republic) 2015 Full-time dentist

Ms. Bronwen Eastwood EDH: GDC No. 5668 Visiting hygienist
Graduated Manchester (UK) 2000

Dr. Graham Jones MB Ch.B FRCA: GMC No. 2802314 Visiting Consultant Anaesthetist

Class 2: Our services

Information about our services is contained in the patient information leaflet available from reception. Information about our services includes:

- Opening times

- Arrangements for emergency care
- Details of access to the premises for people with disabilities
- Sedation for anxious patients
- Treatments available

Class 3: Financial information

We have information about:

- The cost of NHS treatment
- Entitlement to exemption and remission from NHS charges
- Private treatment charges
- Our income from the NHS is a fixed value with an annual target which must be met by the practice. This is measured by the number of units of dental activity (UDA's) submitted by the practice each financial year.

Class 4: Information for patients and the public

Information leaflets are available from the practice to cover a range of topics. These include:

- Types of dental treatment
- Dietary advice and recommendations
- Reducing dental anxiety
- Other health information

Class 5: Complaints

The Dental Care Centre operates a practice-based complaints procedure; a copy of which can be obtained from our Office Manager, Karen Smyth. If you are an NHS patient and remain unhappy with the outcome of our resolution, you may contact NHS England who will liaise on your behalf:

By post: NHS England, PO Box 16738, Redditch, B97 9PT.

Electronically: England.contactus@nhs.net. Please write FAO The Complaints Manager

Telephone: 0300 311 22 33. Mon-Fri 8am – 6pm (excl Bank Holidays) Your complaint will be noted and passed to The Complaints Manager

Class 6: Practice policies

The Dental Care Centre has policies and procedures in place which ensure that the practice operates in a safe and efficient manner. These include:

- Data protection
- Data security
- Health and safety
- Radiation protection
- Infection control
- Equal opportunities

Copies of the policies are available from our Office Manager.

Class 7: This guide

This guide will be reviewed regularly. Further information on the Freedom of Information Act, 2000 is available from the following website:

www.informationcommissioner.gov.uk