

Freedom of Information Policy

NHS FREEDOM OF INFORMATION PROJECT BOARD MODEL PUBLICATION SCHEME FOR DENTISTS

WELCOME TO ENTERPRISE DENTAL CARE'S PUBLICATION SCHEME. THIS IS A GUIDE TO THE DENTAL PRACTITIONERS WHO PRACTICE TOGETHER WITHIN OUR TWO PRACTICES AS REQUIRED BY THE FREEDOM OF INFORMATION ACT 2000.

Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by Enterprise Dental Care. It is a description of the information about our Dental Practitioners and Practices, which we make publicly available. Some information is not made publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

How much does it cost?

The publications are all free unless otherwise indicated within each Class [with £]. Where information is provided at a cost the charges will be calculated as set out in Class 7.

How is the information made available?

The information within each Class is either downloadable from the practice website or available in hard copy from Jo Williams at Collins House.

Your rights to information

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Enterprise Dental Care under the NHS Openness Code 1995.
- The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.
- From January 1st 2005 it will oblige Enterprise Dental Care to respond to requests about information that it holds that may be recorded in any format and it will create a right of access to that information. These rights are subject to some exemptions, which have to be taken into consideration before deciding what information it can release.
- New environmental information regulations may be introduced as early as 2003. These will enable similar access to environmental information as under the Freedom of Information Act 2000.
- Under the Data Protection Act 1998, you are also entitled to access your dental records or any other personal information held about you and for this you can contact Jo Williams our Practice Manageress at Collins House Dental Surgery, 19 St Owen St, Hereford, HR1 2JB, 01432 357717.

Feedback

IF YOU HAVE ANY COMMENTS ABOUT THE OPERATION OF THE PUBLICATION SCHEME, OR HOW WE HAVE DEALT WITH YOUR REQUEST FOR INFORMATION FROM THE SCHEME, PLEASE WRITE TO MARK DOYLE AT COLLINS HOUSE DENTAL SURGERY (SAME ADDRESS).

CLASSES OF INFORMATION

All information at Collins House Dental Surgery and Belmont Dental Surgery is held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information, which can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000. Where individual Classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all Classes within the Publication Scheme. The information on this Scheme is grouped into the following broad categories:

1. Who we are

Our two practices are both in Herefordshire, which means that both are on the dental list of Herefordshire Primary Care Trust. We are primarily Private, although we contract with the NHS for the care of a smaller group patients who are predominantly under eighteen years of age.

The Dentists.

There are three full time equivalent expense sharing equity holders within our business.

Mark Robert William Doyle BDS (Bristol 1985) DPDS (Bristol 2008) MFGDP (UK) 2003

GDC number 60464. Male. Works at Collins House only.

Simon Portman-Lewis BDS (London 1985) MSc (Birmingham 2009)

GDC Number 60732. Male. Works at Collins House only.

Mark Sykes BDS (Cardiff 1987)

GDC Number 62342. Male. Works at Collins House and Belmont

There are two associate dentists within our practice.

Sheila Glaze BDS (Sheffield 1985)

GDC Number 60696. Female. (Full time; works all weekdays at Belmont, excluding Tuesdays)

Elizabeth Horton BChD (Leeds 2004) MFGDP (UK) (2007) Dip Rest Dent (FGDP 2010)

GDC Number 83407. Female. Full time at Collins House.

Our Therapist

We have one therapist who works full time; three days at Collins House and two days at Belmont.

Joanne Freeth EHT (Birmingham 2006) GDC Number 103595

The Hygienists

We have three hygienists who in total work 8.5 days per week.

Laura Williams EDH (Birmingham 1999) Works at Collins House only

GDC Number DH 5532

Helen Tottman EDH CEB Dent Hyg (Kings College 1994) Works at Collins House only

GDC Number DH 4617

Our Practice Manageress

Jo Williams Cert DPM. Works part-time at Collins House.

2. Our Services

We offer NHS care to existing registered children, but adult patients are treated under Denplan Care or Privately. We do not offer orthodontic treatment or sedation. Please look at our website for specific opening times for each practice. In case of a severe dental emergency out of hours, registered patients only should telephone 07803 609697, preferably before 10pm. Both of our practices have ground floor access to a surgery and toilet facilities making wheelchair access easy. We do not speak any language other than English.

3. Financial and funding information

Our Denplan and Private fee guide is available on our website. Details of NHS charges and entitlement to exemption and remission from NHS charges are available from Herefordshire Primary Care Trust at Belmont Abbey, Belmont, Hereford, HR2 9RP, Telephone 01432 344344

Our income from NHS work derives from individual courses of treatment and is dependant on our meeting our contracted Units of Dental Activity (UDA) that has been agreed with the PCT. In the event of underperformance we have to repay funds to the PCT, but in the event of overperformance there is no additional funding currently available from the PCT. In this case if our UDA quota has been used up for the current financial year, then you may need to have your care deferred to the following financial year. We make every effort to avoid this happening by spreading our UDA quota evenly through the year

Our contracted figure for NHS activity across the two practices was £274562.00

before expenses for year-end 31st March 2010. Against this has to be set expenses such as staff salaries, mortgages/ rates, practice development funding, material, laboratory work, staff and training improvements, compliance with Health and Safety Legislation, decontamination costs and a myriad of other expenses. Our expenses for the same financial year-end were in excess of £500,000.

4. Regular publications and information for the public

We publish a regular newsletter, practice information leaflets for each practice, and smoking cessation leaflet.

5. Complaints

We have a Practice complaints policy, which is available from Jo Williams at Collins House.

6. Our policies and procedures

We have a data protection policy, a health and safety policy, an infection control policy, an infected material spillage policy, and a variety of other policies, which are available for 5 pence per copy fee from Jo Williams at Collins House.

7. This Publication Scheme

This scheme was written in October 2005 and is updated annually. Mark Doyle is responsible for managing information and updating publications within Enterprise Dental Care. Last update March 2010

Cost of Information

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD ROM). Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available. Charges are as follows:

[a) Via the Dental Practice/Primary Care Trust 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 Jo Williams at Collins House Dental Surgery, 19 St Owen St, Hereford, HR1 2JB or by personal application at the above practice.

However, 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, photocopy, 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 for leaflets or booklets; for example

practice information leaflet. A list is available from Jo Williams

c) “Glossy” or other bound paper copies, photocopies, or in some cases a CD Rom, video or other mediums. Charge at cost from Jo Williams.

d) E-mail-will be free of charge unless it says otherwise

The charges will be reviewed regularly.

Useful Resources

Web sites:

www.informationcommissioner.gov.uk

This is the Information Commissioner’s web site.

www.lcd.gov.uk

This is the Lord Chancellor’s web site

www.nhs.foi.uk

This is the NHS Freedom of Information web site

Publications

- NHS Openness Code www.doh.gov.uk/nhsexec/codemain.htm
- FOI Act 2000 www.legislation.hmsso.gov.uk/acts2000/2000036.htm
- Code of Practice under Section 45 FOI Act 2000 www.lcd.gov.uk
- Code of Practice under Section 46 FOI Act 2000 www.lcd.gov.uk

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