



FREEDOM OF INFORMATION PUBLICATION SCHEME

INFORMATION PUBLICATION SCHEME FOR ENGLAND AND WALES

The Freedom of Information Act 2000 aims to promote a culture of openness and accountability amongst public authorities (in this case dentists who provide NHS treatment) by providing people with rights of access to information held by them.

- Every dentist working under the NHS must make certain information available through a publication scheme to anyone who asks for it
- The Information Commissioner's Office (ICO) changed its model scheme in January 2009
- Draft template quoted in this document is based on the latest model scheme. The user remains responsible to ensure that their final version complies with the legislation. Note that the new model scheme should not be altered or amended. The original document can be downloaded from the site listed below
- The information contained in the publication scheme must be published, or made public. The manner or format in which that information will be made available should be specified within each class (e.g. by hard copy, via a website or via CD Rom).
- Much of the information covered by the scheme will be available at no charge. However, where charges are to be levied in respect of the provision of information, this needs to be indicated
- Dentists should also consider appropriate ways of publishing their schemes other than on the Internet and take into account the needs of disabled people. If you have a website, the model scheme should be available online and easy to find. Otherwise, make sure it is publicised in another way, for example by announcing the new scheme in a newsletter or on a public notice board
- A practice must publish information in accordance with its publication scheme
- A practice must perform periodic review of its publication scheme

Guidelines

Having read through this module you will need to elect a publication scheme leader who could be the practice manager. This person is the point of contact for information enquiries and is responsible for keeping the scheme up to date.

Once the publication scheme leader has modified and completed the template to suit the practice situation, s/he should produce several copies of the document and keep them at reception for easy access by the members of the public. A few copies in a large print should be made available for visually impaired people.

You can also upload the completed version to your website for download.

Further information

Model Publication Scheme 2009

[http://www.ico.gov.uk/Home/what we cover/freedom of information/publication schemes/publication scheme s_eng.aspx](http://www.ico.gov.uk/Home/what%20we%20cover/freedom%20of%20information/publication%20schemes/publication%20scheme%20s_eng.aspx)

How much does it cost?

The publications are all free unless otherwise indicated. Where information is provided at a cost the charges will be calculated as set out in the table on the following pages.

How the information is made available?

Information is made available in hard copy such as leaflets [and in some cases downloadable from the practice website which is www.dunstable-dental.com, each section has further details. For information regarding this publication scheme please contact Mrs Shabana Onkar who will also be pleased to receive your questions, comments and complaints. Mrs Shabana Onkar will make best endeavours to supply all information requested in hard copy or CD within 7 working days.

Your rights to information

- 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
- The Dental Practice is obliged to respond to requests about information that it holds, and is recorded in any format and it will create a right of access to such information. These rights are subject to some exemptions which have to be taken into consideration before deciding what information it can release
- Under the Data Protection Act 1998, you are also entitled to access your dental records or any other personal information held about you and you can contact Mrs Shabana Onkar to do this.

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 the Practice Manager.

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:

- Via the Dental Practice 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 printout as on the website would be available by post or by personal application at the 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
- Leaflets and brochures - free of charge for leaflets or booklets on, for example, services we offer to the public. A list is available in class 7
- Email will be free of charge
- A copy of your dental records in paper will be free unless it says otherwise

These charges will be reviewed regularly.

Useful resources

The Information Commissioner's Office web site www.ico.gov.uk

The Practice web site www.dunstable-dental.com

**INFORMATION AVAILABLE FROM DUNSTABLE DENTAL PRACTICE UNDER THE
FREEDOM OF INFORMATION ACT MODEL PUBLICATION SCHEME**

Published information	How it can be obtained																																															
<p>Class 1 - Who we are, what we do (organisational information, structures, locations and contracts)</p> <p>Principal/s: Mr Abhay Shah and Mr Manish Patel Practice Manager: Mrs Shabana Onkar Email: info@dunstable-dental.com</p> <p>Dentists:</p> <table border="0"> <tr><td>Mr Abhay Shah</td><td>Principal Dentist 68218 – part time</td></tr> <tr><td>Mr Manish Patel</td><td>Principal Dentist 68473 – part time</td></tr> <tr><td>Mrs Danyel Yates</td><td>Associate Dentist 69420 – part time</td></tr> <tr><td>Mrs Heena Bhuvu</td><td>Associate Dentist 78207 – part time</td></tr> <tr><td>Miss Poonam Tanna</td><td>Associate Dentist 83207 – part time</td></tr> <tr><td>Miss Roshni Hirani</td><td>Associate Dentist 244398 – part time</td></tr> <tr><td>Miss Reshma Gandhi</td><td>Associate Dentist 209549 – part time</td></tr> <tr><td>Miss Bhavisha Patel</td><td>Associate Dentist 265518 – part time</td></tr> <tr><td>Mr Shivrathna Selvakumar</td><td>VT Dentist 272150 – part time</td></tr> <tr><td>Mr Prashant Naik</td><td>Implantologist 103542 – part time</td></tr> </table> <p>Hygienist:</p> <table border="0"> <tr><td>Miss Sfila Mahmood</td><td>Hygienist 248499 – part time</td></tr> </table> <p>Dental Nurses:</p> <table border="0"> <tr><td>Jade Watson</td><td>Nurse 211603</td></tr> <tr><td>Faye Oatley</td><td>Nurse 247898</td></tr> <tr><td>Charmaine Ilsley</td><td>Nurse 249863</td></tr> <tr><td>Claire Tams</td><td>Nurse 191296</td></tr> <tr><td>Heena Baig</td><td>Qualified Awaiting GDC Number</td></tr> <tr><td>Delia Chis</td><td>Qualified Awaiting GDC Number</td></tr> <tr><td>Nicoleta Ispas</td><td>Trainee Nurse</td></tr> <tr><td>Klaudia Krynska</td><td>Trainee Nurse</td></tr> <tr><td>Demi Randall</td><td>Trainee Nurse</td></tr> </table> <p>Receptionist/s:</p> <table border="0"> <tr><td>Linda Cain</td><td>Receptionist</td></tr> <tr><td>Sheila Blake</td><td>Receptionist</td></tr> <tr><td>Elaine Bryden</td><td>Receptionist</td></tr> </table> <p>Health and Safety Manager: Mr Manish Patel Complaints Manager: Mrs Shabana Onkar Clinical Governance Leader: Mrs Shabana Onkar Infection Control Manager: Mrs Shabana Onkar</p> <p>Practice address: 85 High Street North, Dunstable, Beds, LU6 1JJ Phone: 01582 664315 Email: info@dunstable-dental.com Web: www.dunstable-dental.com Main contact name: Mrs Shabana Onkar</p> <p>Opening hours: Monday-Thursday 9:00 - 18:00 Friday 9:00 - 17:00 Saturday (Alternate) 9:00 - 13:00 Lunch hour: Closed 13:00 - 14:00</p>	Mr Abhay Shah	Principal Dentist 68218 – part time	Mr Manish Patel	Principal Dentist 68473 – part time	Mrs Danyel Yates	Associate Dentist 69420 – part time	Mrs Heena Bhuvu	Associate Dentist 78207 – part time	Miss Poonam Tanna	Associate Dentist 83207 – part time	Miss Roshni Hirani	Associate Dentist 244398 – part time	Miss Reshma Gandhi	Associate Dentist 209549 – part time	Miss Bhavisha Patel	Associate Dentist 265518 – part time	Mr Shivrathna Selvakumar	VT Dentist 272150 – part time	Mr Prashant Naik	Implantologist 103542 – part time	Miss Sfila Mahmood	Hygienist 248499 – part time	Jade Watson	Nurse 211603	Faye Oatley	Nurse 247898	Charmaine Ilsley	Nurse 249863	Claire Tams	Nurse 191296	Heena Baig	Qualified Awaiting GDC Number	Delia Chis	Qualified Awaiting GDC Number	Nicoleta Ispas	Trainee Nurse	Klaudia Krynska	Trainee Nurse	Demi Randall	Trainee Nurse	Linda Cain	Receptionist	Sheila Blake	Receptionist	Elaine Bryden	Receptionist	<p>Hard copy, CD Rom</p> <p>Website</p>	<p>Free</p> <p>Free</p>
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<p>Class 2 - What we spend and how we spend it (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit)</p> <p>Information about the previous and current financial years and the final cost to the PCT/LHB/HPSS is available by request in writing.</p>	Hard copy CD ROM	Written request needed to practice Manager
<p>Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews)</p> <p>Information about our plans, performance indicators, audit inspections and reviews</p> <p>We carry out these audits and reviews: We run an iComply Manual System [Application] which has 10 practice meetings, two audits of x-ray safety per year, two audits of infection control, and at least 3 other planned internal practice audits per year. If there is a problem (non-conformance) we will carry out an ad-hoc audit and implement corrective and preventive measures. We perform an annual management review for a year-on-year improvement in standards. At this meeting we review all of the meetings and audits that have occurred throughout the year as well as any problems or non-conformances.</p> <p>All equipment is inspected daily for function and safety. Every piece of equipment also has regular equipment inspection and testing as recommended by the manufacturers. Our pressure vessels are insured, inspected and tested according to the pressure vessels regulations. Our cross infection procedures are verified and recorded. Our x-ray equipment is tested every three years. Our portable electrical equipment is inspected and tested regularly (M 271).</p>	Hard copy CD ROM	Written request needed to practice Manager
<p>Class 4 – How we make decisions (Decision making processes and records of decisions)</p> <p>The decisions are made following discussions during practice meeting, which are recorded and copy of relevant decisions are available from the Practice Manager, who has the authority to make day to day decisions regarding the running of the practice.</p>	Hard copy CD ROM	Written request needed to practice Manager
<p>Class 5 – Our policies and procedures</p> <p>Our practice policies are listed in Practice Policies (M 233) and are stored in Folder 7.</p> <p>Our team members follow written practice procedures filed in the relevant Folders.</p> <p>We take every complaint very seriously and make every effort never to have an unhappy patient. All complaints are handled in accordance with the procedure described in module G 110 and the Patient Complaint Policy (M 233-COM).</p>	Hard copy CD ROM	Written request needed to practice Manager
<p>Class 6 – Lists and registers</p> <p>NONE HELD</p>		
<p>Class 7 – The services we offer</p> <p>We provide these services under contract to the NHS:</p>		Free

<p>Q2The current NHS charges are:</p> <table border="0"> <tr> <td></td> <td>Band 1</td> <td>£21.60</td> </tr> <tr> <td></td> <td>Band 2</td> <td>£59.10</td> </tr> <tr> <td></td> <td>Band 3</td> <td>£256.50</td> </tr> </table> <p>The languages we speak and the availability of interpreters: English only, unless requested, in which case we organise a translator with the NHS</p> <p>Our arrangements for out of hours emergency care: Bedfordshire Urgent Dental Care on 111</p> <p>The details of access to the premises for people with disabilities: We provide referral for sedation for anxious patients We have a dental hygienist We provide private cosmetic orthodontic treatment or referral under the NHS.</p> <p>The following information leaflets are available: Practice leaflet Patient information leaflet on gum disease Patient information leaflet on oral hygiene Patient information leaflet on crowns Take home instructions for after surgery Take home instructions for new dentures Implant treatment Denplan leaflets Dental finance leaflets</p>		Band 1	£21.60		Band 2	£59.10		Band 3	£256.50		
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