



## FREEDOM OF INFORMATION PUBLICATION SCHEME

### INFORMATION PUBLICATION SCHEME FOR ENGLAND

Published information	How it can be obtained																																																			
<p><b>Class 1 - Who we are, what we do</b> (organisational information, structures, locations and contracts)</p> <p>Principal/s: <b>Mr Abhay Shah and Mr Manish Patel</b>  Practice Manager: <b>Mrs Shabana Onkar</b>  Email: <b>info@dunstable-dental.com</b></p> <p>Dentists:</p> <table border="0"> <tr> <td><b>Mr Abhay Shah</b></td> <td><b>Principal Dentist 68218 – part time</b></td> </tr> <tr> <td><b>Mr Manish Patel</b></td> <td><b>Principal Dentist 68473 – part time</b></td> </tr> <tr> <td><b>Mrs Danyel Yates</b></td> <td><b>Associate Dentist 69420 – part time</b></td> </tr> <tr> <td><b>Mrs Heena Bhuva</b></td> <td><b>Associate Dentist 78207 – part time</b></td> </tr> <tr> <td><b>Miss Poonam Tanna</b></td> <td><b>Associate Dentist 83207 – part time</b></td> </tr> <tr> <td><b>Miss Reshma Gandhi</b></td> <td><b>Associate Dentist 209549 – part time</b></td> </tr> <tr> <td><b>Miss Bhavisha Patel</b></td> <td><b>Associate Dentist 265518 – part time</b></td> </tr> <tr> <td><b>Miss Amit Patel</b></td> <td><b>VT Dentist 284867 – part time</b></td> </tr> <tr> <td><b>Mr Prashant Naik</b></td> <td><b>Implantologist 103542 – part time</b></td> </tr> </table> <p>Hygienist:</p> <table border="0"> <tr> <td><b>Miss Sfila Mahmood</b></td> <td><b>Hygienist 248499 – part time</b></td> </tr> </table> <p>Dental Nurses:</p> <table border="0"> <tr> <td><b>Jade Watson</b></td> <td><b>Nurse 211603</b></td> </tr> <tr> <td><b>Faye Oatley</b></td> <td><b>Nurse 247898</b></td> </tr> <tr> <td><b>Claire Tams</b></td> <td><b>Nurse 191296</b></td> </tr> <tr> <td><b>Delia Chis</b></td> <td><b>Nurse 277431</b></td> </tr> <tr> <td><b>Heena Baig</b></td> <td><b>Qualified Awaiting GDC Number</b></td> </tr> <tr> <td><b>Demi Randall</b></td> <td><b>Trainee Nurse</b></td> </tr> <tr> <td><b>Elaine Smith</b></td> <td><b>Trainee Nurse</b></td> </tr> <tr> <td><b>Oana Pintili</b></td> <td><b>Trainee Nurse</b></td> </tr> <tr> <td><b>Adriana Sion</b></td> <td><b>Trainee Nurse</b></td> </tr> <tr> <td><b>Stela Mihalachi</b></td> <td><b>Trainee Nurse</b></td> </tr> <tr> <td><b>Cristina Istrati</b></td> <td><b>Trainee Nurse</b></td> </tr> </table> <p>Receptionist/s:</p> <table border="0"> <tr> <td><b>Linda Cain</b></td> <td><b>Receptionist</b></td> </tr> <tr> <td><b>Sheila Blake</b></td> <td><b>Receptionist</b></td> </tr> <tr> <td><b>Elaine Bryden</b></td> <td><b>Receptionist</b></td> </tr> <tr> <td><b>Lynne Sherriffs</b></td> <td><b>Receptionist</b></td> </tr> </table> <p>Health and Safety Manager: <b>Mr Manish Patel</b>  Complaints Manager: <b>Mrs Shabana Onkar</b>  Clinical Governance Leader: <b>Mrs Shabana Onkar</b>  Infection Control Manager: <b>Mrs Shabana Onkar</b></p> <p>Practice address: <b>85 High Street North, Dunstable, Beds, LU6 1JJ</b></p>	<b>Mr Abhay Shah</b>	<b>Principal Dentist 68218 – part time</b>	<b>Mr Manish Patel</b>	<b>Principal Dentist 68473 – part time</b>	<b>Mrs Danyel Yates</b>	<b>Associate Dentist 69420 – part time</b>	<b>Mrs Heena Bhuva</b>	<b>Associate Dentist 78207 – part time</b>	<b>Miss Poonam Tanna</b>	<b>Associate Dentist 83207 – part time</b>	<b>Miss Reshma Gandhi</b>	<b>Associate Dentist 209549 – part time</b>	<b>Miss Bhavisha Patel</b>	<b>Associate Dentist 265518 – part time</b>	<b>Miss Amit Patel</b>	<b>VT Dentist 284867 – part time</b>	<b>Mr Prashant Naik</b>	<b>Implantologist 103542 – part time</b>	<b>Miss Sfila Mahmood</b>	<b>Hygienist 248499 – part time</b>	<b>Jade Watson</b>	<b>Nurse 211603</b>	<b>Faye Oatley</b>	<b>Nurse 247898</b>	<b>Claire Tams</b>	<b>Nurse 191296</b>	<b>Delia Chis</b>	<b>Nurse 277431</b>	<b>Heena Baig</b>	<b>Qualified Awaiting GDC Number</b>	<b>Demi Randall</b>	<b>Trainee Nurse</b>	<b>Elaine Smith</b>	<b>Trainee Nurse</b>	<b>Oana Pintili</b>	<b>Trainee Nurse</b>	<b>Adriana Sion</b>	<b>Trainee Nurse</b>	<b>Stela Mihalachi</b>	<b>Trainee Nurse</b>	<b>Cristina Istrati</b>	<b>Trainee Nurse</b>	<b>Linda Cain</b>	<b>Receptionist</b>	<b>Sheila Blake</b>	<b>Receptionist</b>	<b>Elaine Bryden</b>	<b>Receptionist</b>	<b>Lynne Sherriffs</b>	<b>Receptionist</b>		<p>Free</p> <p>Free</p>
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<p>Phone: <b>01582 664315</b>  Email: <b>info@dunstable-dental.com</b>  Web: <b>www.dunstable-dental.com</b>  Main contact name: <b>Mrs Shabana Onkar</b></p> <p>Opening hours: <b>Monday-Thursday 9:00 - 18:00</b>  <b>Friday 9:00 - 17:00</b>  <b>Saturday (occasional) 9:00 - 13:00</b></p> <p>Lunch hour: <b>Closed 13:00 - 14:00</b></p>		
<p><b>Class 2 - What we spend and how we spend it</b> (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><b>Class 3 – What our priorities are and how we are doing</b> (Strategies and plans, performance indicators, audits, inspections and reviews)  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><b>Class 4 – How we make decisions</b> (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><b>Class 5 – Our policies and procedures</b>  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><b>Class 6 – Lists and registers</b></p> <p>NONE HELD</p>		
<p><b>Class 7 – The services we offer</b></p> <p>We provide these services under contract to the NHS:</p> <p>Q2The current NHS charges are: <b>Band 1       £22.70</b>  <b>Band 2       £62.10</b>  <b>Band 3       £269.30</b></p> <p>The languages we speak and the availability of interpreters:  <b>English only, unless requested, in which case we organise a translator with the NHS</b></p> <p>Our arrangements for out of hours emergency care:  <b>Bedfordshire Urgent Dental Care on 111</b></p> <p>The details of access to the premises for people with disabilities:  <b>We provide referral for sedation for anxious patients</b>  <b>We have a dental hygienist</b>  <b>We provide private cosmetic orthodontic treatment or referral under the NHS.</b></p> <p>The following information leaflets are available:  <b>Practice leaflet</b>  <b>Patient information leaflet on gum disease</b>  <b>Patient information leaflet on oral hygiene</b>  <b>Patient information leaflet on crowns</b>  <b>Take home instructions for after surgery</b>  <b>Take home instructions for new dentures</b>  <b>Implant treatment</b>  <b>Denplan leaflets</b>  <b>Dental finance leaflets</b></p>		<p>Free</p>