Brook House Dental Practice

# Freedom of Information Publication Scheme

Welcome to the Brook House Dental Practice Publication Scheme as required by the Freedom of Information Act 2000.

**How much does it cost?**

The publications are all free unless otherwise indicated.

**How is the information made available?**

Information is made available in hard copy such as leaflets, CD or memory stick. Much of this information is also available on our website at [www.brookhousedentalpractice.co.uk](http://www.brookhousedentalpractice.co.uk/)

For information regarding this publication scheme please contact the Practice Manager – Dr Fiona Smart who will also be pleased to receive your questions, comments and complaints. The Practice Manager will make best endeavours to supply all information requested 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 the Practice Manager 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.

# Useful resources

This Information Commissioner’s Office web site [www.ico.gov.uk](http://www.ico.gov.uk)

**Copyright**

Material available through this Publication Scheme is subject to the Dental Practice’s copyright unless otherwise indicated. Unless expressly indicated to the contrary, it may be reproduced free of charge in any format or medium provided it is done so accurately in a manner which will not mislead. Where items are re-published or copied to others, you must identify the source and acknowledge copyright status. This permit does not extend to third party material, accessed through the scheme. For HMSO Guidance Notes see [www.hmso.gov.uk/guides.htm](http://www.hmso.gov.uk/guides.htm)

**Information available from Brook House Dental Practice under the Freedom of Information Act model publication scheme**

|  |  |  |
| --- | --- | --- |
| **Published information** | **How it can be obtained** | **Cost** |
| **Class 1 - Who we are, what we do** (organisational information, structures, locations and contracts)  Principal Dentist & Registered Manager: Dr Fiona Smart  Dentists: Dr Holly Finley; Dr Natalie Hart; Dr Sana Khan  Dental nurses: Gail Short; Charlotte Withrington  Receptionist/s: Tracy Armstrong  Health and Safety Manager: Dr Smart  Complaints Manager: Dr Smart  Infection Control Manager**:** Dr Smart  Safeguarding Lead: Dr Smart  Clinical Governance Lead: Dr Smart  Publication Scheme Lead: Dr Smart  Practice address:  Brook House, Moreton Morrell, Warks. CV35 9AR  Phone: 01926 651400  Email: [brookhousedentalpractice@gmail.com](mailto:brookhousedentalpractice@gmail.com)  Main contact name: Dr Smart  Our current opening hours are available on the practice website at [www.brookhousedentalpractice](http://www.brookhouse/)and in the practice information leaflet available at reception. | Hard copy  CD Rom  Memory Stick | 10p per photocopy  £4 per CD  £8 per memory stick |

|  |  |  |
| --- | --- | --- |
| **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)  Details on NHS funding received by the practice and the cost of operating the NHS contract:  The value of our GDS contract with the NHS and targets are available from the practice owner - Dr Fiona Smart.  Total annual expenditure on the provision of our contracted services:  The practice provides both NHS and private treatment to patients. Information regarding the annual costs to the practice to deliver our NHS services is available from the practice owner - Dr Fiona Smart.  Audit of NHS income:  The practice is not audited and no information is held. | Hard copy  CD Rom  Memory Stick | 10p per photocopy  £4 per CD  £8 per memory stick |
| **Class 3 – What our priorities are and how we are doing** (Strategies and plans, performance indicators, audits, inspections and reviews)  Information about our plans, performance indicators, audit inspections and reviews is available from: Dr Smart  Plans for the development and provision of NHS services:  The practice currently has no plans regarding the development and provision of NHS services  Performance data including performance against targets:  Information regarding targets and our performance against them is available from Dr Smart  Practice inspection reports by regulators for England the Care Quality Commission (CQC):  Our latest CQC inspection report is available on the CQC website: www.cqc.org.uk | Hard copy  CD Rom  Memory Stick | 10p per photocopy  £4 per CD  £8 per memory stick |
| **Class 4 – How we make decisions**  Records of decisions made in the practice affecting the provision of NHS services:  The practice carries out an annual management review each year. Information regarding decisions made as a result of the review, which affect the provision of NHS services, is available from Dr Smart | Hard copy  CD Rom  Memory Stick | 10p per photocopy  £4 per CD  £8 per memory stick |

|  |  |  |
| --- | --- | --- |
| **Class 5 – Our policies and procedures**  Policies and procedures about customer service:  Our Patient experience policy is available on request  Policies and procedures about employment of staff:  The following information is available on request, but is not limited to:   * Recruitment and selection policy and procedure * Employment and induction policy * Disciplinary, Grievance and Capability procedures   The following policies are available on request, but not limited to:   * Equality and diversity policy * Health and safety policy * Infection control policy   Records management policies (records retention, destruction and archive):   * Confidentiality and data protection policies * Policy and procedures for handling requests for information: Data protection policy   Radiation protection checklist:  Information from our Radiation protection folder is available from Dr Smart  Complaints procedures (including those covering requests for information and operating the publication scheme):  Our complaints procedure is displayed in reception. Copies are available from reception and on our website www.brookhousedentalpractice.co.uk.  Practice information leaflet:  Our practice information leaflet is available at reception | Hard copy  CD Rom  Memory Stick | 10p per photocopy  £4 per CD  £8 per memory stick |
| **Class 6 – Lists and registers**  NONE HELD |  |  |

|  |  |  |
| --- | --- | --- |
| **Class 7 – The services we offer -** Information about the services we offer, including leaflets and guidance produced for the public  The services provided under contract to the NHS:  Information about the services we offer is outlined on the practice website at [www.brookhousedentalpractice.co.uk](http://www.brookhousedentalpractice.co.uk/) and  in our practice information leaflet, which is available from reception  Charges for any of these services:  Information regarding charges for NHS services is displayed on posters in reception and in our practice information leaflet, which is available from reception and on the practice website at [www.brookhousedentalpractice.co.uk](http://www.brookhousedentalpractice.co.uk/)  Information leaflets:  We have a range of leaflets, free of charge and available at reception, including:   * 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   Out of hours arrangements:  Information about out-of-hours emergency care is available in the practice information leaflet, which is available from the practice reception and published on the practice website at [www.brookhousedentalpractice.co.uk](http://www.brookhousedentalpractice.co.uk/) | Hard copy | Free |

Next review : February 2021