

GUIDE TO THE INFORMATION PUBLISHED BY BOREHAMWOOD DENTAL PRACTICE

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This is a guide to the information published by each of the NHS dentists at the Borehamwood Dental Practice. This guide is the dentists' Publication Scheme as required by the Freedom of Information Act 2002. The Scheme applies to each dentist individually.

The dentists are: Dr Rajiv Kent, Dr Jonathan Mason, Dr Shiven Patel.

As providers of NHS services under the General Dental Services Regulations (as well as private care), the dentists are public authorities under the Freedom of Information Act 2002 and are required to adopt and maintain a scheme of the information we publish. The purpose of the Act is to ensure that organisations working for the public are more open about the information they have.

The Guide has been prepared in consultation with the Information Commissioner and the British Dental Association. The dentists at the practice have regard to the public interest in the information that it makes available. We are committed to openness and transparency. From 1st January 2005 we have been required by the Freedom of Information Act 2002 to respond to requests from the public to access recorded information that we hold about our NHS services. There are some exemptions to this right and it does not change the rights of our patients to have all of their personal information kept strictly confidential and available to them on request under the Data Protection Act 1998 (see below).

This guide will be reviewed regularly and we will also keep the list of publications up to date.

Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by each of the dentists at the Borehamwood Dental Practice. It is not a complete list of publications since this will change as other things are produced, but it is a description of the classes of information that we provide. A full list of publications is available by contacting Dr Kent or Dr Mason who are responsible for the day to day running of the scheme. You may not be able to contact them in person at the practice but our practice manager Mrs Edita Pociuviene will be able to help you with your query.

This guide will be reviewed at regular intervals and we will monitor its effectiveness.

How much do they cost?

All publications are free unless otherwise stated. Where a charge is made for publications, the cost is stated below under each class of information.

We may charge for some of our publications. Please speak to our practice manager about the costs or collect Data Protection Policy from reception which will provide you with more detailed information.

How are they published?

All of the information is downloadable from www.ico.gov.uk website. They are also available in hard copy from reception.

Your right to personal 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. Details of how to do this are contained in the Practice Data Protection Policy which is available from reception.

Feedback

We welcome your views on additional classes of information which might be included and on the publications themselves. If you have any comments or suggestions about the scheme, please send them in writing to Practice Manager Mrs Edita Pociuviene or complete an online form on our website.

Exemptions

We aim to be as open as possible. However information may be withheld where disclosure may seriously prejudice law enforcement, legal proceedings or regulatory or enforcement activity, or where law prohibits the disclosure. We may also withhold information which may seriously prejudice the commercial interests of any person or organisation; and information which is personal information under the Data Protection Act 1998. It may be that an otherwise accessible document contains exempt information, in which case it will not be possible to grant access to the entire document. Even if the information is exempt, a request for it can still be made from January 2005.

Classes of information

We hold various types of information which we review, retain or dispose of according to NHS rules.

Our information is classed into six categories:

1. Who we are
2. Our services
3. Financial information
4. Complaints
5. Our policies and procedures
6. This guide.

Class 1: Who we are

Details of all the dentists, dental hygienists are contained in the practice information leaflet. The name of the practice manager is also included.

Class 2: Our services

Information about our services is contained in the practice's patient information leaflet which is available at Reception. The information includes:

- Opening times
- Arrangements for emergency care
- Whether we have a dental hygienist or orthodontic treatment is available
- Information about the care and treatment provided by the practice
- Oral health information leaflets

We offer all patients NHS and private care. Children and adults who are exempt from NHS charges can register for NHS care at the practice. We are happy to treat existing and new non-exempt adult patients under NHS arrangements for the present time, but this policy is reviewed regularly.

Standards

Our standards are assured by NHS regulations relating to our participation in clinical governance, clinical audit and peer review; and by the General Dental Council requirements for continuing professional development. Our care and treatment are also inspected by the Dental Reference Service of the Dental Practice Board and our practice is inspected by the local Health Board.

Class 3: Financial information

We have information about:

- The cost of NHS treatment (Leaflet available in reception)
- Entitlement to exemption and remission from NHS dental charges
- Our private charges

Our income from the NHS derives primarily from monthly fees for the number of patients we have

on our list and fees for individual items of treatment. There are also some allowances for such things as continuing professional development and the overall amount of NHS care we provide. These fees and allowances are set by Government and we claim separate fees for each treatment we provide by sending a form to the Scottish Dental Practice Board. In addition, for each individual patient, we receive a small continuing care (adult) fee. Out of this income the practice pays the full cost of providing care, including the provision of the building, equipment, materials and staff.

Class 4: Complaints

We have a practice complaints procedure, a copy of which is available from reception and is enclosed in our practice leaflet. Any complaints about this publication scheme or about any aspect of the services provided by our dentists and dental staff should be made under this complaints procedure. If we are unable to resolve any complaint about the Scheme, you can complain to the Information Commissioner who oversees the Act and whose contact details are below.

From 1 January 2005, when the general right of access comes into force, there will be a formal appeal mechanism when information is withheld. Further details on this will be available on the Commissioner's website at <http://www.ico.gov.uk>.

Class 5: Practice policies

We have policies and procedures which ensure that the practice operates in a safe and efficient manner. The leaflets cover various topics, such as what we do with the information we hold about patients, our payment policy and health and safety issues. Copies of the policies are available from Reception.

Copyright

Information obtained from this publication scheme can be copied only with the permission of Dr Kent and Dr Mason.

Further information

Further information on the Freedom of Information Act is available from:

Information Commissioner (England, Wales and Northern Ireland)
<http://www.ico.gov.uk>