

MARKET PLACE DENTAL PRACTICE

GUIDE TO THE INFORMATION PUBLISHED BY MARKET PLACE DENTAL PRACTICE

This is a guide to the information published by each of the NHS dentists at Market Place Dental Practice. This guide is the dentists' Publication Scheme as required by the Freedom of Information Act 2000.

The sole dentist is: Mrs Olga Hall (BDS, Liverpool)
GDC Registration no. 61611

Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by the dentists at Market Place 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 on our practice website or by contacting Andrew Hall (Practice Manager) who is responsible for our Scheme.

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

How much do they cost?

All publications are free when downloaded from our practice website. We can also provide you with hard copies if you do not have access to the internet. This guide and our 'Practice Information Leaflet' are available at no cost from reception but there will be an administration charge of £20.00 for copies of our various practice policies.

How are they published?

All of the information is downloadable from the practice website at www.marketplacedental.co.uk. They are also available in hard copy from Andrew Hall (as described above).

Your right to 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 is contained in the Practice Data Protection Policy which is available from Andrew Hall.

Feedback

We have produced this guide in order to comply with the Freedom of Information Act 2000. The purpose of the Act is to encourage organizations working for the public to be more open about the information they have. 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 to Andrew Hall at Market Place Dental Practice, 1a Parsons Street, Banbury, OX16 5LW or email info@marketplacedental.co.uk.

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 seven categories:

1. Who we are.
2. Our services.
3. Financial information.
4. Information for patients and the public.
5. Complaints.
6. Our policies and procedures.
7. This guide.

Class 1: Who we are

Details of all the dentists, dental therapists and dental hygienists are contained in the practice information leaflet. Details include name, sex and date of first registration with the General Dental Council, specialist status and whether they are full or part time. 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.
- Details of access to the premises for people with disabilities.
- The languages we speak and the availability of interpreters.
- Whether we have a dental hygienist or if orthodontic treatment is available.
- Whether we provide intravenous sedation for anxious patients.
- Information about the care and treatment provided by the practice.

'We provide private dental care to our adult patients and a mixture of private and NHS care to our child patients. We are currently registering new adult patients on a private basis only and are happy to accept children under NHS arrangements once we consider them dentally fit and where capacity permits. Any work needed to achieve adequate dental fitness will be offered on a private basis only. This policy is reviewed regularly.'

Class 3: Financial information

We have information about:

- The cost of NHS treatment (for information only).
- Entitlement to exemption and remission from NHS dental charges (under 18's only).
- Our private charges.

Our income from the NHS is set out in our new 'Children Only' Dental Contract for which targets have been set. These targets are measured in UDA's (Units of Dental Activity). There are also some allowances for such things as continuing professional development and the level of our commitment to the NHS.

Class 4: Information for patients and the public

We make available information leaflets about:

- Types of dental treatment

- Healthy diet
- Healthy teeth
- Reducing anxiety about dental care
- Other health information
- NHS information leaflets

Copies of these and other leaflets are available from Reception.

Class 5: Complaints

We have a practice complaints procedure, a copy of which is available free of charge from Andrew Hall.

Class 6: Practice policies

We have policies and procedures which ensure that the practice operates in a safe and efficient manner. These include:

- Data protection
- Data security
- Confidentiality
- Health and Safety
- Radiation protection
- Infection control
- Payments' policy
- Equal opportunities

Copies of these policies are available free of charge from our website and for £20.00 from Andrew Hall.

Class 7: This guide

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

From January 2005 we are required by the Freedom of Information Act to respond to requests from the public to access recorded information that we hold. 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.

Further information

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

www.informationcommissioner.gov.uk

www.lcd.gov.uk

www.foi-uk.org

www.foi.nhs.uk/practice