

Freedom of Information Act

Freedom of Information Publication Scheme

for Old Windsor Dental Practice

Welcome to Old Windsor Dental Practice Publication Scheme.

Responsible Person – **Utpalendu Bose**

Registered Manager – **Lesley Fearnley**

Dental Surgeons –
Dr Utpalendu Bose
Dr Michael Gould
Dr Rupinder Reel
Dr Emmett Hegarty
Dr Nicola Worthington

The Publication Scheme is in three parts, as follows:

PART ONE: Introduction

PART TWO: Classes of Information that we hold

PART THREE: Index to the Publication Scheme and useful resources

This protocol was reviewed and implemented on: **01/04/2017**

This protocol and relevant procedures will be reviewed annually and are due for review on: **01/04/2018** or prior to this date in accordance with new guidance or legislative changes.

PART ONE: Introduction

Welcome

- **What a Publication Scheme is**

This Publication Scheme is a complete guide to the information routinely published by **Old Windsor Dental Practice**. It is a description of the classes or types of information about our Dental Practitioner and our Practice that we make publicly available. By having such a Scheme, we are undertaking to make available to members of the public the information in the classes in Part Two of the Scheme. We shall review the Scheme at regular intervals and monitor how it is operating.

It is important to us that this Scheme meets your needs and we have designed it to be a route map so that you can find information about **Old Windsor Dental Practice** easily.

- **Your rights in relation to Freedom of Information, the Data Protection Act, Access to Patients Records legislation.**

At the present time, in addition to accessing the information identified in this Publication Scheme, you are entitled to request information about **Old Windsor Dental Practice** from **Lesley Fearnley**, Practice Manager, **Old Windsor Dental Practice, 2 Lyndwood Parade, St Lukes Road, Old Windsor**.

Sometimes, some or all of the information cannot be provided and we will explain the reasons why not when this happens.

Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you and you can contact **Lesley Fearnley**, Practice Manager, **Old Windsor Dental Practice, 2 Lyndwood Parade, St Lukes Road, Old Windsor** to do this. Individual rights of access become available under Section 1 of the Freedom of Information Act 2000 from January 2005.

- **Feedback**

We welcome suggestions about how our service might be improved.

Any questions, comments or complaints about this can be given verbally to the owner

Utpalendu Bose, the practice manager or any team member, by telephone

01753856233 or should you prefer to send in writing to the **Lesley Fearnley** Practice

Manager at **Old Windsor Dental Practice, 2 Lyndwood Parade, St Lukes Road, Old**

Windsor, SL4 2QX or email **lesley@oldwindsordental.com**

If you have a complaint about how **Old Windsor Dental Practice** has dealt with your request for information, please call, email or write to:

Lesley Fearnley, Old Windsor Dental Practice, 2 Lyndwood Parade, St Lukes Road, Old Windsor, SL4 2QX

Email lesley@oldwindsordental.com telephone **01753856233**

Or if you are not satisfied with the result of our procedure then a complaint may be made to:

- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body)
Phone: 02071676000 Email: standards@gdc-uk.org
- NHS England for complaints about NHS treatment. PO Box 6738, Redditch, B97 9PT
Phone: 0300 311 2233 Email: England.contactus@nhs.net
- The Care Quality Commission at Citygate, Gallowgate, Newcastle upon Tyne NE14PA Phone Email 03000 616161 enquires@cqc.org.uk

PART 2: The Classes of Information

The information that we hold is regularly reviewed, retained or disposed of in accordance with circular HSC099/53 and Public Records Guidance.

The classes are grouped into broad categories as follows:

- 1. Who we are
- 2. Our Services
- 3. Complaints
- 4. Regular Publications and Information for the Public
- 5. This Publication Scheme

1. Who we are

Dental Surgeons: (Name; Sex, Qualifications, GDC No)

Utpalendu Bose:	male;	MSc, DGDP,LDSRCS;	69234
Rupinder Reel:	female;	BDS, MSc, MRDRCS, FDSRCS;	73329
Michael Gould:	male;	BDS, DPDS, Dip Hyp;	63764
Nicola Worthington:	female;	BDS, MOrth, MFDSRCS, DDS;	80599
Emmett Hegarty:	male;	BDS, MSc, MOrth, MFDSRCS;	115427

Practice Manager: Lesley Fearnley, female

Dental Nurses: name, Sex, GDC No:

Louise Williams; female; 128629

Helen Eagles; female; 118559

Tina Mardon; female; 128558

Samiya Mahamed; female; Trainee

Dental Receptionists:

Sandra Jellyman

Michelle Mildenhall

Lucy Fearnley

The Practice

Old Windsor Dental Practice

Old Windsor Dental Practice, 2 Lyndwood Parade, St Lukes Road, Old Windsor, SL4 2QX phone: **01753856233** email lesley@oldwindsordental.com website www.oldwindsordental.com

The practice is situated in **Old Windsor**

Some information will be withheld, including personal, confidential information about individuals which is protected by the Data Protection Act.

2. Our Services

Our services will be outlined here in terms of explaining the range of services that we provide ourselves or together with other agencies which we will specify.

Practice Premises

Old Windsor Dental Practice

Address: 2 Lyndwood Parade, St Lukes Road, Old Windsor, SL4 2QX

phone: 01753856233

email: lesley@oldwindsordental.com

website: www.oldwindsordental.com

Hours of opening

Monday 8.30 – 17.00

Tuesday 8.30 – 17.00

Wednesday 8.30 – 17.00

Thursday 8.30 – 17.00

Friday 8.30 – 17.00

Saturday 9.15 – 16.00

Out of hours cover/emergency arrangements

Emergency Care: The extended opening hours of **Old Windsor Dental Practice** enables emergency care to our patients with a genuine dental emergency.

In the event that we may not be able to see a patient with an out of hour's emergency, we have arrangements to signpost to **Out Of Hours Services** provided by the Thames Valley Local Area Team.

Details of access to the premises

The practice is situated over two floors, there is easy access public parking available for all patients. Ground floor access and surgery suitable for most users including wheel chairs.

The languages we speak and the availability of interpreters

English, German, Dutch, Somali, Hindi, and Bengali are spoken. Interpreter services can be made available for other languages.

Clinical interests of dentists

Old Windsor Dental Practice provides diagnostic, preventive, restorative including implants, periodontic, endodontic, orthodontic and surgical dental procedures for (whole population – adults and children) and has access for the disabled.

Information about infection control procedures

It is the policy of the practice to adopt standards of good practice in all aspects of infection control. Instruments are autoclaved or are disposable. Personal Protective Equipment is routinely worn and single use. Staff receive regular update training in procedures.

3. Complaints

Caring For You

It is the aim of this practice to give you the best possible care and service. With this in mind there is an informal, confidential, in-house procedure to deal with any problems or concerns that you might have. If you require further details, please ask at reception for our code of practice for dealing with complaints.

Any problem should be raised with **Lesley Fearnley** the practice manager or any team member, by telephone **01753856233** or should you prefer to send in writing to the **Lesley Fearnley** Practice Manager at **Old Windsor Dental Practice** or email lesely@oldwindsordental.com

4. Regular Publications and Information for the Public

Here will be published information (including policies such as confidentiality, consent and data protection and information leaflets etc) relating to the clinical services that we provide for patients and the public, and our regular publications.

Some of this information is of a personal and confidential nature and will be excluded as will any other confidential material. Material relating to the health and safety of specific individuals, as to law enforcement or criminal or regulatory enforcement or audit issues may also be excluded from publication. There may be circumstances where material cannot be released because the appropriate officer designated for these purposes under the Act has taken the view that it may be prejudicial to the conduct of public affairs.

5. This Publication Scheme

In this class we will publish any changes we make to this Publication Scheme, the criteria on which our information management policies are made and a referral point for all enquiries regarding information management generally in the Dental Practice. We will also publish any proposed changes or additions to publications already available.

Under Section 19 of the Freedom of Information Act 2000 (there is a link to the Act in Part Three below), each Dental Practice has a legal duty to adopt and maintain a Publication Scheme for the publication of the information held. The purpose of the Act is to promote greater openness by public authorities which includes Dental Practitioners. From 2005 it will also oblige the Dental Practice to respond to requests about the information which it holds and is recorded in any form and it will create a right of access to that information. These rights are subject to some exemptions that the Dental Practice has to take into account before deciding what information can be released.

The Freedom of Information Act does not change the right of patients to protection of their patient confidentiality in accordance with Article 8 of the Human Rights Convention, the Data Protection Act and at common law. Maintaining the right to patient confidentiality continues to be an important commitment on our part.

This Publication Scheme aims to make as much information **about Old Windsor Dental Practice** available as possible, on a continuous basis. We will continue to add to the information here proactively and regularly.

PART THREE Useful Resources

- www.informationcommissioner.gov.uk
- www.lcd.gov.uk
- www.foi-uk.org
- www.dentalcomplaints.org.uk
- www.hmso.gov.uk/guides.htm