

Information Publication Scheme

Welcome to the Woodcock Lane Dental Care Publication Scheme as required by the Freedom of Information Act 2000.

How much does it cost?

The publications are all free unless otherwise indicated. Where information is provided at a cost the charges will be calculated as set out in the table on the following pages.

How is the information made available?

Information is made available in hard copy such as leaflets and in some cases downloadable from the practice website which is www.woodcocklanedentalcare.co.uk, each section has further details. For information regarding this publication scheme please contact the Practice Manager who will also be pleased to receive your questions, comments and complaints. Liz Workman will make best endeavours to supply all information requested in hard copy or CD 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.

Cost of information

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD ROM). Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available. Charges are as follows:

- Via the Dental Practice Web Site – free of charge, although any charges for Internet Service provider and personal printing costs would have to be met by the individual
- For those without Internet access, a single printout as on the website would be available by post from the Practice Manager or by personal application at the practice. However, requests for multiple printouts, or for archived copies of documents, which are no longer accessible or available on the web, may attract a charge for the retrieval, photocopy, postage etc. We will let you know the cost and charges that will have to be paid in advance. We will not provide printouts of other organisation's websites
- Leaflets and brochures - free of charge for leaflets or booklets on, for example, services we offer to the public. A list is available in class 7
- Email will be free of charge unless it says otherwise
- A copy of your dental records in paper will cost £35

These charges will be reviewed regularly.

Useful resources

This Information Commissioner's Office web site www.ico.gov.uk

The Clinical Commissioning Group web site - GLCCG.enquiries@nhs.net

The Practice web site - www.woodcocklanedentalcare.co.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

<p>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)</p> <p>Information about the previous and current NHS funding is available from Mr David Lyons</p>	Hard copy CD ROM	10p per sheet £4 per CD
<p>Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews)</p> <p>Information about our plans, performance indicators, audit inspections and reviews is available from the Practice Manager</p> <p>We carry out these audits and reviews: We run an iCOMPLY Manual System which has practice meetings, two audits of x-ray safety per year, four 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	10p per sheet £4 per CD
<p>Class 4 – How we make decisions (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	10p per sheet £4 per CD

<p>Class 5 – Our policies and procedures</p> <p>Our practice policies are listed in Practice Policies (M 233) and are stored in the iCOMPLY Folder 7.</p> <p>Our team members follow written practice procedures filed in the relevant iCOMPLY Folders.</p> <p>We take every complaint very seriously and make every effort never to have an unhappy patient. All complaints are</p>	Hard copy CD ROM	10p per sheet £4 per CD
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<p>handled in accordance with the procedure described in module G 110 and the Patient Complaint Policy (M 233-COM).</p>		
<p>Class 6 – Lists and registers NONE HELD</p>		
<p>Class 7 – The services we offer Services provided under contract to the NHS: these details are available in our patient information leaflet, available from reception.</p> <p>Charges for services: these details are available in our patient information leaflet, available from reception</p> <p>Our arrangements for out of hours emergency care: dentists contact phone numbers are available on our answer phone at all times. Weekends are also covered by the local dental group rota</p> <p>The details of access to the premises for people with disabilities: a bell is situated at wheelchair height outside the front door to request help. A ramp is available to aid wheelchair access and we have a downstairs surgery.</p> <p>We have a dental hygienist We provide orthodontic treatment under the NHS</p> <p>Information leaflets: we have many guidance and information leaflets on numerous subjects, including the following, available from reception: Practice leaflet Patient information leaflet on erosion Patient information leaflet on root fillings Patient information leaflet on implants Patient information leaflet after surgery</p>	<p>Hard copy</p>	<p>Free</p>

