

DARREN BYWATER DENTAL CARE

Freedom of Information and Publication Scheme

Welcome to the Publication Scheme for Darren Bywater Dental Care which is required by the Freedom of Information Act 2000.

Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by Darren Bywater Dental Care. It is a description of the information about our Dental Practice which we make publicly available. Some information is not made publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

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 Class 7.

How is the information made available?

The information within each point is either displayed on the practice websites (www.darrenbywater.co.uk, www.derbydentalimplants.co.uk and www.derbydentalspecialists.co.uk) or available in hard copy from Darren Bywater Dental Care, 2 Main Avenue, Allestree, Derby, DE22 2EF

Your rights to information

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Darren Bywater Dental Care under the Code of Practice on Openness in the HPSS (1996).
- 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.
- From January 1st 2005, it will oblige Darren Bywater Dental Care to respond to requests about information that it holds, and is recorded in any format and it will create a right of access to that information. These rights are subject to some exemptions which have to be taken into consideration before deciding what information it can release.
- Revised environmental information regulations may be introduced in the future. These will enable similar access to environmental information as under the Freedom of Information Act 2000.
- 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, Darren Bywater Dental Care, 2 Main Avenue, Allestree, Derby. DE22 2EF

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, Darren Bywater Dental Care, 2 Main Avenue, Allestree, Derby. DE22 2EF

Classes of information

All information at Darren Bywater Dental Care is held, retained and destroyed in accordance with guidance. Our commitment to publish information excludes any information which can be legitimately withheld under the exemptions set out in the Code of Practice on Openness in the HPSS or Freedom of Information Act 2000. Where individual Classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all Classes within the Publication Scheme. The information on this Scheme is grouped into the following broad categories:

Class 1.

Who we are i.e. details of the practice, organisational structures, key personnel and how we fit into the Health and Personal Social Services (HPSS):

Information about our Directors, Dentists, Specialists, Hygienists etc are displayed at the entrance to the Practice and more detailed information is shown on our websites (www.darrenbywater.co.uk, www.derbydentalimplants.co.uk and www.derbydentalspecialists.co.uk).

Class 2.

Our Services i.e. the range of services we provide under contract to the HPSS:

Information about our services is contained in the practice's patient information leaflet which is available at Reception and on our websites (www.darrenbywater.co.uk, www.derbydentalimplants.co.uk and www.derbydentalspecialists.co.uk). This information includes:

- Opening times (which are also prominently displayed at the entrance to the Practice).
- Arrangements for emergency care (Emergency out of hours phone number also displayed prominently at the entrance to the Practice).
- Details of access to the premises for people with disabilities
- Information about Implant, Hygiene, Orthodontic, or specialist treatments
- Information about the general care and treatment provided by the practice
- NHS dental information including treatment costs.
- Private treatment costs and Membership Plans

Class 3.

Financial and funding information Funding details and charging policies:

We have information available in waiting areas of the Practice, at Reception and on our website (www.darrenbywater.co.uk) regarding the following:

- The cost of NHS treatment i.e. the 3 different bands showing the costs of each band.
- Entitlement to exemption and remission from NHS dental charges
- Our private charges
- Membership Scheme costs at varying levels and information regarding insurance worldwide.

Our income from the NHS derives from the contract that we have been given by the PCT and in return we are to provide a number of UDAs (units of dental activity) based on the contract that is held by the Practice.

Class 4.

Regular publications and information for the public.

Guidance and information leaflets:

The Practice has information leaflets available in waiting areas regarding:

- Varying types of dental treatment including implants, orthodontic treatment etc.
- Healthy diet
- Healthy teeth
- Reducing anxiety about dental care
- Other health information
- NHS information leaflets.
- Membership Scheme leaflets
- Facial aesthetic information
- Tooth whitening
- Hygiene treatment

Class 5.

Policies, procedures and contacts for complaints:

We have a practice complaints Policy outlining procedures to follow, a copy of which is available from the Practice Manager, a Patient copy is displayed on our notice board in Reception and a copy is also available via our websites (www.darrenbywater.co.uk, www.derbydentalimplants.co.uk and www.derbydentalspecialists.co.uk).

Class 6.

General policies and procedures in use within the Dental Practice. These include, but are not restricted to, data protection, prescribing and prescription, health and safety, infection control etc:

The Practice has numerous policies and procedures which ensure that the practice operates in a safe and efficient manner and adheres to recognised guidelines and Acts. Examples of which include:

- Data Protection
- Data Security
- Confidentiality
- Information Governance
- Health and Safety
- Radiation Protection
- Infection Control
- Card Payment Security
- Equal opportunities
- Consent Policy
- Dress Code Policy
- Safeguarding
- Complaints
- Equality and Diversity
- Fire Procedures
- Handwashing
- Medical Emergencies
- Zero Tolerance

Class 7.

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 at Darren Bywater Dental Care. We will also publish any proposed changes or additions to publications already available:

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 and will be advised upon request.

Charges are as follows:

Via the Dental Practice Web Site – there will be no charge, although any charges for Internet Service provision and personal printing costs would have to be met by the individual. For those without Internet access, a single print-out as on the website would be available by post from Darren Bywater Dental Care or by personal application at Darren Bywater Dental Care, 2 Main Avenue, Allestree, Derby. DE22 2EF. 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 – there will be no charge for leaflets or booklets on, for example, services we offer to the public. A list is available from Darren Bywater Dental Care, 2 Main Avenue, Allestree, Derby. DE22 2EF

“Glossy” or other bound paper copies, or in some cases a CD Rom, video or other mediums, may be charged for and the costs can be advised upon request.

E-mailed versions will be free of charge unless otherwise stated

The charges will be reviewed regularly.

Useful Resources Web sites:

- Information Commissioner www.informationcommissioner.gov.uk
- NHS Freedom of Information web site www.nhs.foi.uk