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Guide to the information published by Verne Dental Centre

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

The dentists are Dr. Sham Seehra, Dr Hardev Seehra, Dr Stephanie Fernandes, Dr Raman Jhaj

Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by the dentists at the Verne Dental Centre. 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 www.vernedental.co.uk or by contacting Dr. Hardev Seehra 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 unless otherwise stated.

How are they published?

The information is downloadable from the practice website at www.vernedentalcentre.co.uk. They are also available in hard copy from Dr. Hardev Seehra

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 Dr Sham Seehra

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 in writing to Dr. Hardev Seehra:

Verne Dental Centre
4 Ridgeway Parade
Church Crookham, GU52 6NY

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, therapist or orthodontic treatment is available
- Information about the care and treatment provided by the practice

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

Class 3: Financial information

We have information about:

- The cost of NHS treatment
- 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 courses of treatment that we undertook during the period. There are also some allowances for such things as continuing professional development.

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 leaflets are available from Reception.

Class 5: Complaints

We have a practice complaints procedure, a copy of which is available from The Practice Manager

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 the policies are available from Reception.

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 Dental practices 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

Information available from Verne Dental Centre (*providing dental services under contract to the NHS*) under the Freedom of Information Act model publication scheme

Information covered by this scheme is only about the general dental services we provide under the National Health Service Act 2006 or the National Health Service (Wales) Act 2006.

Information to be published	How the information can be obtained (eg hard copy, website)	Cost
Class1 - Who we are and what we do (Organisational information, structures, locations and contacts) This will be current information only	Hard Copy, online	
Who's who in the practice	Can be seen on our TV in waiting room and our website	No Charge
Contact details for the practice (named contacts where possible with telephone number and email address (if used))	These details are available in our patient information leaflet, which can be obtained from reception	No charge
Opening hours	These details are available in our patient information leaflet, which can be obtained from reception	No charge
Staffing structure	A copy of our organisation/structure chart is available from reception or emailing info@vernedental.co.uk	No charge
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) Current and previous financial year as a minimum		
Total final cost to the PCT/LHB/HPSS of our contracted services	Information on NHS funding and contract targets is available from Dr Hardev Sehra: Vernedental@gmail.com	No charge

<p>Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews)</p> <p>Current and previous year as a minimum</p>		
Plans for the development and provision of NHS services	The details of our NHS dental services are available in our patient information leaflet, which can be obtained from reception	No charge
Practice Inspection	The date and conclusions of our last practice inspection are available from Dr Hardev Seehra (vernedental@gmail.com)	No charge
<p>Class 4 – How we make decisions (Decision making processes and records of decisions)</p> <p>Current and previous year as a minimum</p>		
Records of decisions made in the practice/firm affecting the provision of NHS services	As a small business formal records of management decisions are not normally recorded, however, any changes in the provision of NHS services would be incorporated into an updated patient information leaflet, our current patient information leaflet, which can be obtained from reception. We may also notify patients by notices in our reception area.	No charge

<p>Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities)</p> <p>Current information only (delete any policies not actually held)</p>		
<p>Policies and procedures about customer service</p>	<p>A full list of all our policies and procedure documents are available from Dr Hardev Seehra (Vernedental@gmail.com)</p>	<p>No Charge</p>
<p>Equality and diversity policy</p>	<p>A full list of all our policies and procedure documents are available from Dr Hardev Seehra (Vernedental@gmail.com)</p>	<p>No Charge</p>
<p>Health and safety policy</p>	<p>A full list of all our policies and procedure documents are available from Dr Hardev Seehra (Vernedental@gmail.com)</p>	<p>No Charge</p>
<p>Complaints procedures (including those covering requests for information and operating the publication scheme)</p>	<p>A full list of all our policies and procedure documents are available from Dr Hardev Seehra (Vernedental@gmail.com)</p>	<p>No Charge</p>
<p>Records management policies (records retention, destruction and archive)</p>	<p>A full list of all our policies and procedure documents are available from Dr Hardev Seehra (Vernedental@gmail.com)</p>	<p>No Charge</p>
<p>Confidentiality and data protection policies</p>	<p>A full list of all our policies and procedure documents are available from Dr Hardev Seehra (Vernedental@gmail.com)</p>	<p>No Charge</p>
<p>Policies and procedures for handling requests for information</p>	<p>A full list of all our policies and procedure documents are available from Dr Hardev Seehra (Vernedental@gmail.com)</p>	<p>No Charge</p>
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<p>Class 6 – Lists and Registers</p> <p>Currently maintained lists and registers only</p>		
<p>Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice)</p>	<p>This information is not held</p>	
<p></p>		
<p>Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public and businesses)</p> <p>Current information only</p>		

The services provided under contract to the NHS	These details are available in our patient information leaflet, which can be obtained from reception	No Charge
Charges for services	These details are available in our patient information leaflet, which can be obtained from reception	No Charge
Information leaflets	These details are available in our patient information leaflet, which can be obtained from reception	No Charge