
Freedom Of Information Act 2000

Freedom of Information

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

Introduction

This Publication Scheme is a complete guide to the information routinely made available to be public by the dentists at High Street Smiles. 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. It will be reviewed at regular intervals and we will monitor its effectiveness.

The names of the dental practitioners at this practice are:

Dr Divesh Singh

Dr Deepika Bhana

Dr Ramune Heyes

Dr Daiva Zaronkyte

Dr Lukas Javorskis

Dr Kaphel Ulett-Waul

Dr Rajindrah Premrajh

Dr Shil Shah

Miss Katherine Carey

How much does it cost?

All publications are free unless otherwise stated.

How is the information made available?

All information is available upon request to the practice manager. For further information please contact the Practice Manager who will be pleased to receive your questions, comments and complaints. Emma Bednarczyk will endeavour to

supply all information requested in hard copy within 7 working days.

Your rights to information

As well as our published information, present and former patients of the practice have the right to access their dental records or any other personal information held about them in accordance with the Data Protection Act 1998?GDPR. You can contact the Practice Manager to do this.

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 organisations 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 Emma Bednarczyk at the Practice.

Classes of information

We hold various types of information which we review, retain or dispose of according to NHS guidelines. Our information is classed into seven categories:

- Who we are
- Our services
- Financial information
- Information for patients and the public
- Complaints
- Our policies and procedures
- This guide

Class 1: Who we are

Dr Divesh Singh	Part Time	Male	Qualified 1998	Dentist / Principal	BchD (Med.un.SA)
Dr Deepika Bhana	Part Time	Female	Qualified 1998	Dentist	BchD (Med.un.SA)
Dr Ramune Heyes	Part Time	Female	Qualified 2004	Dentist	D Dent(Kaunas Lithuania)
Dr Daiva Zaronkyte	Part Time	Female	Qualified 2004	Dentist	D Dent (Kaunas Lithuania)
Dr Lukas Javorskis	Occasional	Male	Qualified 2004	Dentist/ Endodontist	D Dent (Kaunas Lithuania)
Dr Rajindrah Premrajh	Part time	Male	Qualified	Dentist	Manchester
Kaphel Ulett-Waul	Full Time	male	Qualified 2015	Dentist	University of Birmingham
Dr Shil Shah	Full Time	Male	Qualified 2016	Dentist	Manchester Dental University 2016
Katherine Carey	Part time	Female	Qualified 2012	Dental therapist	Manchester

Class 2: Our services

Our opening times are Mon – Thurs 09.00 - 17.30, Fri 08.15 – 14.00

Our arrangements for out of hours emergency care are to be found by dialling our telephone number and listening to the message.

Access to the premises for people with disabilities is via a portable ramp (upon request) to the front of the building. Two surgeries are available for use on the ground floor.

The languages spoken in the practice are English/Lithuanian/Spanish/African

We do not provide NHS orthodontic treatment on site but refer to outside orthodontic practices. We are now providing Invisalign and Six Month Smiles orthodontic treatment referrals on a private basis only.

Standards

Our standards are assured by NHS regulations relating to our participation in clinical governance, clinical audit and peer review: and by the General Dental Council requirements for continuing professional development. We also Possess the recognition of the British Dental Associations “Good Practice Award”

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 our PDS contract. Monthly fees are paid for the number of patients we have on our list and for individual items of treatment. There are also some allowances for such things as continuing professional development and the level of our commitment to the NHS.

This income is utilised to pay for the running of the dental practice such as staff salaries, rent/rates, practice development funding, the purchase of equipment its maintenance and servicing, dental materials, dental laboratory fees, staff and training improvements and all other business expenses.

Class 4: Information for patients and the public

The following publications are available from our reception;

- Healthy teeth
- Healthy diet
- Reducing anxiety about dental care

- Treatment Information Leaflets
- Implants
- NHS information leaflets
- Alcohol, smoking and drug leaflets

Class 5: Complaints

We take every complaint seriously and make every effort never to have an unhappy patient. You may complain in person, by telephone, email or in writing to the Practice Manager Mrs Emma Bednarczyk. We will reply within 3 working days and, following investigation, we will be able to respond fully within 10 working days. Any complaints about this publication scheme or about any aspect of the services provided by our dentists and dental staff should be made under this complaints procedure.

Class 6: Practice Policies

We have policies and procedures which ensure that the practice operates in a safe and efficient manner. These include but are not restricted to:

- Data protection
- Health and Safety
- Infection Control
- Child Protection
- Radiography

Class 7: This guide

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

From January 2005 we will be 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.

Cost of information

For the most part we will only charge you for copying onto media eg CD ROM

USB. We will let you know the cost and charges in advance.

Requests for information

Any request for information to be released should;

- Be in writing
- State clearly the full name, address, date of birth, date requested and a brief statement of the information requested, along with a signature.

Further information

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

- **www.ico.org.uk**

Implemented July 2010

Implemented by Emma Bednarczyk

Reviewed January 2019

To review July 2019

Reviewed by Katey Blakemore