

Information to be published	How the information can be obtained (e.g. hard copy, website)	Cost
<p>Class 1 - Who we are and what we do (Organisational information, structures, locations and contacts)</p> <p>This will be current information only</p>	<p>Hard copy in practice or through the post</p> <p>Information on website</p> <p>Email</p>	FREE
Who's who in the practice	<p>Team member information is available on the practice website at www.rotherholmedentalpractice.co.uk</p> <p>Patients can also find information on the GDC website- GDC certificates for clinicians in reception area</p>	No charge
Contact details for the practice (named contacts where possible with telephone number and email address (if used))	<p>Contact details are available on the practice website at www.rotherholmedentalpractice.co.uk and in the practice leaflets.</p> <p>any communication including appointment slips and treatment plans include contact details</p>	No charge
Opening hours	<p>Our current opening hours are available on the practice website at www.rotherholmedentalpractice.co.uk</p> <p>opening hours are also available through practice leaflets and are visible in the reception area.</p>	No charge
<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>Current and previous financial year as a minimum</p>	Request information from Mr or Mrs Clark- HARD COPY	POA

Details on NHS funding received by the practice and the cost of operating the NHS contract. We would expect dentists to consider publishing as much information as possible, including as much detail as possible.	The value of our GDS/PDS contract with the NHS and targets are available from Mr and Mrs Clark. Hard copy	POA
Total annual expenditure on the provision of our contracted services (since most practices also provide care to patients on a private basis, the costs have been apportioned)	The practice provides both NHS and private treatment to patients. Information regarding the annual costs to the practice to deliver our NHS services is available from Mr and Mrs Clark	POA
Audit of NHS income, if held	The practice is not audited and no information is held.	
Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews) Current and previous year as a minimum	Through Mr and Mrs Clark	POA
Plans for the development and provision of NHS services	The practice currently has no plans regarding the development and provision of NHS services	POA

<p>Performance data including performance against targets</p>	<p>information regarding targets and our performance against them is available from Mr and Mrs Clark</p>	<p>POA</p>
	<p>[Our latest CQC inspection report is available on the CQC website at: http://www.cqc.org.uk/location/1-201063006</p>	<p>No Charge</p>



<p>Practice inspection. Inspection reports by regulators for England: the Care Quality Commission (CQC)</p>		
<p>Class 4 – How we make decisions (Decision making processes and records of decisions)</p> <p>Current and previous year as a minimum</p>	<p>Through Mr and Mrs Clark- Hard copy or verbal</p>	<p>POA</p>
<p>Records of decisions made in the practice/firm affecting the provision of NHS services.</p>	<p>The practice carries out an annual management review each year (G 170-TM2). Information regarding decisions made as a result of the review, which affect the provision of NHS services, is available from Mr or Mrs Clark.</p> <p>[As a small company management decisions are not always recorded. Information may be available from Mr or Mrs Clark.</p>	<p>POA</p>
<p>Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities)</p> <p>Current information only.</p> <p>Here we have listed the policies we would expect practices to have. Any additional policies should also be listed.</p> <p>Mark “not held” against any policies that are not actually held.</p>	<p>Policies are stored in the appropriate folder in the back office or on the practices dental compliance system. All staff are responsible for keeping these up to date</p>	<p>POA</p>

Policies and procedures about customer service	Our Patient experience policy (M 233-PEX) is available to view in appropriate folder upon request.	POA
Policies and procedures about employment of staff	<p>Information available from reception includes, but is not limited to:</p> <ul style="list-style-type: none"> ▪ Recruitment and selection policy and procedure (M 222H) ▪ Employment and induction policy (M 233-EIN) ▪ Disciplinary (M 227A), Grievance (M 227B) and Capability (M 227D) procedures ▪ <p>available to view in appropriate folder upon request.</p>	POA
Equality and diversity policy	Our Equality, dignity and human right policy (M 233-EQD) is available to view in appropriate folder upon request.	POA
Health and safety policy	Our Health and safety policy (M 250C) is available to view in appropriate folder upon request.	POA
Infection control policy	Our Infection control policy (M 257A) and procedures (M 257B) are available to view in appropriate folder upon request.	POA
Radiation protection checklist	Information from our Radiation protection folder is available from Mr Greg Clark, Mrs Judith Clark or Laura Wadsworth.	POA

Complaints procedures (including those covering requests for information and operating the publication scheme)	Our complaints procedure is displayed in patient information book in the waiting room and copies are available upon request	No charge
Records management policies (records retention, destruction and archive)	Our Record management policy (M 233-REM) is available to view in appropriate folder upon request..	No charge
Confidentiality and data protection policies	Our Confidentiality (M 233-CON) and Data protection (M 233-DPT) policies are available to view in appropriate folder upon request. Both policies are available to view in patient information book in waiting room. Hard copies available	POA
Policies and procedures for handling requests for information	see above	POA
Practice information leaflet	Our practice information leaflet is available at reception or can be requested through the post/email	No charge
Class 6 – Lists and Registers Currently maintained lists and registers only We recognise that it is unlikely that dentists are going to have registers available for public inspection and while this remains the case “none held” can be entered in this section.	None Held	
Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice).	None held	

<p>Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public)</p> <p>Current information only</p>		
<p>The services provided under contract to the NHS</p>	<p>Information about the services we offer is outlined in on the practice website and in the practice information leaflet</p> <p>verbal information can be given through reception</p>	<p>No charge</p>
<p>Charges for any of these services</p>	<p>we only see exempt patients- mainly paediatric patients but a small number of exempt adults also</p>	<p>No charge</p>
<p>Information leaflets</p>	<p>We have a range of leaflets, free of charge and available at reception, including:</p> <ul style="list-style-type: none"> ▪ Patient information leaflet on gum disease ▪ Patient information leaflet on crowns ▪ Take home instructions for after surgery ▪ Take home instructions for antibiotics ▪ Take home instructions for new dentures ▪ implants ▪ whitening ▪ orthodontics ▪ tmj disorders ▪ snoring and nightly grind ▪ oral cancer 	<p>No charge</p>
<p>Out of hours arrangements</p>	<p>Information about out-of-hours emergency care is available in the practice information leaflet, which is available from the practice reception and published on the practice website.</p> <p>verbal information given on answer phone message</p> <p>information on front door during evening/weekends</p>	<p>No charge</p>

