

GUIDE TO THE INFORMATION PUBLISHED BY TARBERT DENTAL SURGERY

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This is a guide to the information published by each of the NHS dentists at the Tarbert Dental Surgery. This guide is the dentists' Publication Scheme as required by the Freedom of Information (Scotland) Act 2002. The Scheme applies to each dentist individually.

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As providers of NHS services under the General Dental Services Regulations (as well as private care), the dentists are public authorities under the Freedom of Information (Scotland) Act 2002 and are required to adopt and maintain a scheme of the information we publish. The purpose of the Act is to ensure that organisations working for the public are more open about the information they have. The Guide has been prepared in consultation with the Scottish Information Commissioner and the Scottish General Dental Practice Committee of the British Dental Association.

The dentists at the practice have regard to the public interest in the information that it makes available. We are committed to openness and transparency.

From 1st January 2005 we will be required by the Freedom of Information (Scotland) Act 2002 to respond to requests from the public to access recorded information that we hold about our NHS services. 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 under the Data Protection Act 1998 (see below).

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

Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by each of the dentists at the Tarbert Dental Surgery. 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.tarbertdentalsurgery.co.uk or by contacting the Practice Manager, Hilary Farrar, who is responsible for the day to day running of the scheme. Hilary Farrar can be contacted in person at the practice or by telephoning 01880 820387 or by e-mail to hilary@tarbertdentalsurgery.co.uk. Linda Garwood is the senior manager who is responsible for the overall running of the scheme.

This guide will be reviewed at regular intervals and we will monitor its effectiveness.

How much do they cost?

We may charge for some of our publications, where we need to photocopy them. The fee for photocopying is 10p per page and we shall tell you in advance how much the document will cost.

How are they published?

All of the information is downloadable from the practice website at www.tarbertdentalsurgery.co.uk. They are also available in hard copy from reception at Tarbert Dental Surgery. Your right to personal 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 are contained in the Practice Data Protection Policy which is available from reception.

Feedback

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 Hilary Farrar, Practice Manager, at Tarbert Dental Surgery.

Exemptions

We aim to be as open as possible. However information may be withheld where disclosure may seriously prejudice law enforcement, legal proceedings or regulatory or enforcement activity, or where law prohibits the disclosure. We may also withhold information which may seriously prejudice the commercial interests of any person or organisation; and information which is personal information under the Data Protection Act 1998. It may be that an otherwise accessible document contains exempt information, in which case it will not be possible to grant access to the entire document.

Even if the information is exempt, a request for it can still be made from January 2005.

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 six categories:

1. Who we are
2. Our services
3. Financial information
4. Complaints
5. Our policies and procedures
6. 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 or orthodontic treatment is available
- Whether we provide intravenous sedation for anxious patients
- Information about the care and treatment provided by the practice
- Oral health information leaflets

Our current policy is to continue offering NHS treatment to those patients presently on our NHS registration list. Private treatment is available during our Private Care sessions. This policy is reviewed regularly.

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. Our care and treatment are also inspected by the Dental Reference Service of the Scottish Dental Practice Board and our practices are inspected by the local Health Board.

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 patients we have on our list and fees for individual items of treatment. There are also some allowances for such things as continuing professional development and the overall amount of NHS care we provide. These fees and allowances are set by Government and we claim separate fees for each treatment we provide by sending a form to the Scottish Dental Practice Board. In addition, for each individual patient, we receive a small continuing care (adult) or capitation (children) fee.

Out of this income the practice pays the full cost of providing care, including the provision of the building, equipment, materials and staff.

Class 4: Complaints

We have a practice complaints procedure, a copy of which is available from the Practice Manager and 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.

If we are unable to resolve any complaint about the Scheme, you can complain to the Scottish Information Commissioner who oversees the Act and whose contact details are below. From 1 January 2005, when the general right of access comes into force, there will be a formal appeal mechanism when information is withheld. Further details on this will be available on the Commissioner's website at www.itspublicknowledge.info before this date.

The Scottish Information Commissioner can be contacted at Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS, telephone 01334 464610.

Class 5: Practice policies

We have policies and procedures which ensure that the practice operates in a safe and efficient manner. The leaflets cover various topics, such as what we do with the information we hold about patients, our payment policy and health and safety issues. Copies of the policies are available from Reception.

Copyright

Information obtained from this publication scheme can be copied only with the permission of the Practice Owner or the Practice Manager.

Further information

Further information on the Freedom of Information (Scotland) Act is available from the following websites:

Office of the Scottish Information Commissioner
www.itspublicknowledge.info

Freedom of Information at the Scottish Executive
www.scotland.gov.uk/Topics/?pageID=198

www.informationcommissioner.gov.uk