



## Freedom of Information Publication Scheme (NHS) for Fourways Dental Surgery

The Freedom of Information (Scotland) Act 2002 aims to promote a culture of openness and accountability amongst Scottish public authorities. It requires them to produce and maintain a publication scheme. They are under a legal obligation to publish certain classes of information they hold and make it routinely available to the public; to tell the public how to access information; and, whether that information is available free of charge, or for a fee. It also creates a right of access to members of the public to information held by Public Authorities relating to their public function.

Public Authorities includes dentists who provide NHS treatment, or otherwise provide services to the NHS under a contract.

- Every dental practice providing NHS services must make certain information available through a publication scheme to anyone who asks for it
- The Scottish Information Commissioner's Office (SCO) approved a model publication scheme in March 2016
- The draft template quoted in this document is based on the latest model scheme. The user remains responsible to ensure that their final version complies with the legislation. Note that the new model scheme should not be altered or amended. The Scottish Information Commissioner's Model Scheme can be downloaded from the site listed below
- The information contained in the publication scheme must be published, or made public. The manner or format in which that information will be made available should be specified within each class (e.g. by hard copy, via a website or via CD Rom)
- Much of the information covered by the scheme will be available at no charge. However, where charges are to be levied in respect of the provision of information, this needs to be indicated
- Dentists should also consider appropriate ways of publishing their schemes other than on the Internet and take into account the needs of disabled people. If you have a website, the model scheme should be available online and easy to find. Otherwise, make sure it is publicised in another way, for example by announcing the new scheme in a newsletter or on a public notice board
- Published information should be available for applicants who do not wish, or are unable to, view it online, or in one of the formats mentioned above, to view it on the practice premises (it would be reasonable for them to make an appointment to do so)
- A practice must publish information in accordance with its publication scheme
- A practice must perform periodic reviews of its publication scheme

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### **Guidelines**

The practice information governance lead is the point of contact for enquiries and is responsible for keeping the scheme up to date.

Once the information governance lead has modified and completed the template to suit the practice situation, s/he should produce several copies of the document and keep them at reception for easy access by members of the public. A few copies in a large print should be made available for visually impaired people.

You can also upload the completed version to your website for download.

### **Further information**

Scottish Model Public Information Scheme 2016 may be found at <http://www.itspublicknowledge.info/ScottishPublicAuthorities/ScottishPublicAuthorities.aspx>

or from:

**The Scottish Information Commissioner**  
**Kinburn Castle**  
**Doubledykes Road**  
**St Andrews**  
**Fife**  
**KY16 9DS**

t 01334 464610

f 01334 464611

[enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

[www.itspublicknowledge.info](http://www.itspublicknowledge.info)

The Scottish Ministers' Code of Practice may be found at:

<http://www.gov.scot/resource/doc/933/0109425.pdf>



## Publication Scheme

Produced as required by the Freedom of Information (Scotland) Act 2002

You can see our scheme on our website at <https://www.fourwaysdentalsurgery.com> or by contacting us at the address below:

4 Sevenoaks Road, Borough Green, Sevenoaks, Kent, TN15 8BB

This practice is owned and operated by Aviva Riley and the premises are owned by Aviva Riley.

The dentists working at the practice are:

Available on the website

The practice staff are:

Available on the website

The practice is a general dental practice/a specialist dental practice. We provide dental treatment as independent contractors under the NHS Terms of Service. We also provide private dental treatments for adults/children/both adults and children.

We offer the following services:

Available on the website

Where we are unable to provide particular treatments within the practice we offer a referral service.

We claim fees for NHS patients according to the current NHS contractual arrangements and Statement of Remuneration. These are set by government.

Under some circumstances you may be able to claim exemption from charges, please enquire at reception. This too is determined by government.

The fee we are paid is a combination of a monthly fee per patient registered, and a fee for individual items of treatment.

We also receive some allowances, related to the percentage of NHS treatment we provide, to enable us to cover costs of:

- Continual professional development
- Auditing
- Rent
- Rates
- Practice improvements

From this income, along with the private income generated, we pay for:

- The full costs of providing dental care
- Building costs
- Equipment
- Materials
- Staff wages

Our standards are set by NHS Regulations, the General Dental Council Standards for Dental Professionals and relate to:



- Clinical governance
- Clinical audit
- Peer review
- Continuing professional development

The purpose of this Guide to Information is to:

- Allow you to see what information is available (and what is not available) in relation to each class of information
- State what charges may be applied for supplying information
- Explain how you can find the information easily
- Provide contact details for enquiries and how to get help with accessing the information
- Explain how to request information we hold that has not been published

You can view the information we hold on our website at: <https://www.fourwaysdentalsurgery.com>], by e-mail at: [info@fourwaysdentalsurgery.com](mailto:info@fourwaysdentalsurgery.com) or by asking for a printed version in the practice. We are able to provide the information in alternative formats for people who are unable to, or who don't wish to, access it in these ways. For example, we might send you a printed copy, although we may make a charge for this. Information can be requested by:

- Telephoning the practice on 01732 882413; or,
- By writing to us at the above address. Please remember to include your name and address, telephone number, and as full a description as possible of the information you are requesting. We may contact you if we are unclear as to what exactly you are requesting

We will try to offer as much advice and assistance as possible, to help you to identify and receive the information you are seeking. Please contact us if you would like assistance in any matter relating to this scheme.

Please note that some information is exempt under the Freedom of Information (Scotland) Act 2002. We may remove or edit all or part of the information accordingly, but we will explain why. Exempt information includes such things as:

- Patient sensitive information
- Information held in dental records of another person
- Information relating to the private income of practice partners and staff
- Financial information which may substantially prejudice any person's commercial interest

Please note however, that you can request information, from your own dental records under a separate procedure covered by the Data Protection Act 1998. This is known as a "Subject Access" request which must be made in writing and is subject to certain rules. We may charge up to a maximum of £50 for requests for an individual's own personal information.

### **Charges**

All information within our Guide to Information is free of charge unless clearly stated where it is

- Downloaded from our website
- Sent as an e-mail
- Inspected at the practice

There will be no charge if the information requested costs us £100 or less to process. Where the cost is £100 to £600 you may be asked to pay 10% of the cost over £100. We are not obliged to respond to requests that would cost over £600.



Staff time will be charged at actual cost to a maximum of £15 per person per hour, when calculating the charge payable.

The practice may charge for printed paper copies or copies on other media such as CD. Our charges are calculated to cover the actual cost to us in locating, retrieving, reproducing, printing and posting (by 1st class mail) the information. You will always be informed if you are to be charged and will be told the cost in advance and shown how the charge has been calculated. Information will only be provided once we have received payment.

You have 3 months from the date that we inform you of any charge, to decide whether to pay the charge and proceed with the information request. If you decide not to proceed you will not have to pay any charge.

Photocopying will be charged at [a standard rate of 10p per A4 sheet/or [insert cost] (delete as appropriate)] for black and white copy; and at [30p/insert cost (delete as appropriate)] for colour copies.

CDs/DVDs will be charged at the rate of [£1/insert cost (delete as appropriate)] per disc.

We do not charge for the time spent in determining whether, or not, the information is held by us and may be released.

### **Complaints**

If you are not satisfied with any aspect of this scheme please contact us and we will advise you how you may make a complaint.

### **Information we publish**

We publish information that we hold falling within the classes listed. We do so according to the Model Publication Scheme of [enter year]. Once published information remains available for the current and previous two financial years.

Where information is updated or superseded only the current version will be available.

If you require previous versions you may request it from us.

Information relating to the environment and the impact of our activities may be requested under the Environmental Information (Scotland) Regulations 2004 (EIR). This information is subject to certain exceptions and exemptions. We will ask you for the full cost of providing the information with no waiver for any portion. Charges are calculated on the actual cost of providing the information under this arrangement.

### **Charges information:**

- Black and white – 10 p per A4 sheet
- Colour – 30p per A4 sheet
- Postage is charged at the actual 1st class rate.
- Staff costs are charged at the hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time taken to determine whether we hold the information or if it can be released.
- We will notify you of the charge and the how it has been calculated.
- The information will be released on payment of the charge.
- If you decide not to proceed there will be no charge.

If you wish to request access to information that is not available under this scheme please write to us.



### Information Classes and Access

<b>Class 1: About Fourways Dental Surgery</b>	
<b>Class Description:</b> Information about Fourways Dental Surgery, who we are, where to find us, how to contact us, how we are managed and our external relations	
<b>The information we publish under this class</b>	<b>How to access it</b>
1. Name, address, contact details	See contact details above  <a href="https://www.fourwaysdentalsurgery.com">https://www.fourwaysdentalsurgery.com</a>  Patient Information Leaflet
2. Practice opening hours	<a href="https://www.fourwaysdentalsurgery.com">https://www.fourwaysdentalsurgery.com</a>  Patient Information Leaflet
3. Organisational Structure owner(s), partner(s), owner of premises	"About Fourways Dental Surgery section above At the practice
4. Legal/contractual framework for the practice:	NHS Terms of Service "About Fourways Dental Surgery" section above The National Health Service (General Dental Services)
5. Standards	"About Fourways Dental Practice section above GDC Standards on display at the practice NHS Quality Improvement Scotland (2006) Dental Services Standards
6. Reports to regulators and internal and external audits:  Continuing Professional Development declaration of hours to General Dental Council, audit records; practice inspection completion letter etc.	At the practice
7. Strategic planning processes  Continuity planning, risk management etc.	Policies available at the practice
8. Contact details for customer care and complaints	See 1. In this class
9. Model Publication Scheme and Guide to Information	<a href="https://www.fourwaysdentalsurgery.com">https://www.fourwaysdentalsurgery.com</a> At practice [The Scottish Information Commissioner's website]
10. Charging schedule for published information	"Charges" section above
11. Charging schedule for environmental information not available through this publication scheme	See Below
12. Advice about how to request information	"Accessing information under this scheme" section above



<b>Class 2: How we deliver our functions and services</b>	
<b>Class Description:</b> Information about our work, our strategy and policies for delivering functions and services and information for our patients	
<b>The information we publish under this class</b>	<b>How to access it</b>
1. Description of practice functions and services, including statutory basis for them	“About Fourways Dental Surgery” section above  Patient Information Leaflet  At the practice
2. Strategies, policies and internal staff procedure for performing statutory functions:  Record keeping, infection control policy etc.	At the practice
3. How to report a concern to the practice	Practice complaints procedure at the practice
4. Information for patients, including how to access services	“Contact Us” section above <a href="https://www.fourwaysdentalsurgery.com">https://www.fourwaysdentalsurgery.com</a> Patient Information Leaflet
5. Treatment fees and charges  cost of NHS treatment set by government  Entitlement to exemption and remission from NHS dental charges Private fees etc.	Practitioner Services Division website Current Statement of Dental Remuneration <a href="https://www.fourwaysdentalsurgery.com">https://www.fourwaysdentalsurgery.com</a> At the practice

<b>Class 3: How we take decisions and what we have decided</b>	
<b>Class Description:</b> Information about the decisions we make, how we make them and how we involve others	
<b>The information we publish under this class</b>	<b>How to access it</b>
1. Decisions taken by the practice:  agendas, reports, papers, minutes of meetings (that do not contain confidential patient information) Etc.	At the practice
2. Decisions are informed by referring to national guidance and current Scottish government guidelines	General Dental Council
3. Patient consultation and feedback:  patient experience surveys and feedback	At practice



<b>Class 4: What we spend and how we spend it</b>	
<b>Class description:</b> Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).	
<b>The information we publish in this class</b>	<b>How to access it</b>
1. Details of NHS funding	“About Fourways Dental Surgery” section above
2. Purchase of equipment and supplies:  Names of suppliers, laboratory services etc.	At the practice

<b>Class 5: How we manage our human, physical and information resources</b>	
<b>Class Description:</b> Information about how we manage the human, physical and information resources of Fourways Dental Surgery	
<b>The information we publish under this class</b>	<b>How to access it</b>
1. Human resource policies, procedures and guidelines:  Recruitment, performance management, pensions, discipline, grievance, staff development etc.	Available at the practice
2. Management of the practice premises:  owner, planning permission	“About Fourways Dental Surgery” section above At the practice
3. Premises maintenance arrangements:  premise maintenance contracts	At the practice
4. Equipment maintenance arrangements:  equipment service contracts	At the practice
5. Records management policy:  Data protection, confidentiality and information security policy	At the practice





<b>Class 6: How we procure goods and services from external providers</b>	
<b>Class Description:</b> Information about how we procure goods and services, and our contracts with external providers.	
<b>Information we publish under this class</b>	<b>How to access it</b>
1. List of suppliers:  Utilities, dental supplies, laboratory work etc.	At the practice
2. Procurement policies and procedures	At the practice

<b>Class 7: How we are performing</b>	
<b>Class description:</b> Information about how we perform as an organisation, and how well we deliver our functions and services.	
<b>The information we publish under this class</b>	<b>How to access it</b>
1. External reports, reports for NHS Boards, annual reports, and performance statements:  Health Board practice inspection completion letter	At the practice
2. Patient feedback:  patient experience surveys and other feedback	At the practice

<b>Class 8: Our commercial publications</b>	
<b>Class description:</b> Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal.	
<b>The information we publish under this class</b>	<b>How to access it</b>
We do not hold this information	Not applicable