

Rivenhall Dental Practice Information

Welcome to the Publication Scheme for Rivenhall Dental Practice.

The Publication Scheme is required by the Freedom of Information Act 2000.

This Publication Scheme is a complete guide to the information routinely made available to the public by Rivenhall Dental Practice. It is a description of the information about our Dental Practice which we make publicly available. Some information is not made publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

How much does it cost?

The publications are all free unless otherwise indicated. Where information is provided at a cost the charges will be calculated as set out in Class 7.

How is the information made available?

The information within each Class is either displayed on the practice website (www.rivenhalldentalpractice.co.uk) or available in hard copy from Rivenhall Dental Practice, High Pit Road, Cramlington, NE23 6RA

Your rights to information

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Rivenhall Dental Practice under the Code of Practice on Openness in the HPSS (1996).
- The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.
- From January 1st 2005 it will oblige Rivenhall Dental Practice to respond to requests about information that it holds, and is recorded in any format and it will create a right of access to that information. These rights are subject to some exemptions which have to be taken into consideration before deciding what information it can release.
- Revised environmental information regulations may be introduced in the future. These will enable similar access to environmental information as under the Freedom of Information Act 2000.
- Under the provisions of the General Data Protection Regulations and the Data Protection Act 1998, you are also entitled to access your dental records or any other personal information held about you, and you can Rivenhall Dental Practice for access.

Feedback

If you have any comments about the operation of the Publication Scheme, or how we have dealt with your request for information from the Scheme, please write to:

Mrs J Rynn, Rivenhall Dental Practice, High Pit Road, Cramlington, NE23 6RA

Classes of information

All information at Rivenhall Dental Practice is held, retained and destroyed in accordance with guidance. Our commitment to publish information excludes any information which can be legitimately withheld under the exemptions set out in the Code of Practice on Openness in the HPSS or Freedom of Information Act 2000. Where individual Classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all Classes within the Publication Scheme. The information on this Scheme is grouped into the following broad categories:

Class 1. Who we are

Details of the practice, organisational structures and key personnel.

Class 2. Our Services

The range of services we provide.

Class 3. Financial and funding information

Funding details and charging policies

Class 4. Regular publications and information for the public

Guidance and information leaflets

Class 5. Complaints

Policies, procedures and contacts for complaints

Class 6. Our policies and procedures

General policies and procedures in use within the Dental Practice. These include, but are not restricted to, data protection, prescribing and prescription, health and safety

Class 7. This Publication Scheme

In this class we will publish any changes we make to this Publication Scheme, the criteria on which our information management policies are made and a referral point for all enquiries regarding information management generally at Rivenhall Dental Practice. We will also publish any proposed changes or additions to publications already available.

Class 1. Who we are:

Mr Tim Secker, GDC Registration No: 71924, Dentist, Male Full time

Mr David Rynn, GDC Registration No: 81529, Dentist, Male Full time

Ms Kate Siddle, GDC Registration No:231764 Dentist Female Part time

Miss Mhari Fraser, GDC Registration No: 264894, Dentist, Female Part time

Mr Andrew Whitham, GDC Registration No: 114309, Dentist, Male Part time

Miss Reeva Rajansansir, GDC Registration No: 264730, Dentist Female Part time

Ms Alex Norman, GDC Registration No: 265666 Dentist Female Part time

Mr Robert Farrimond, GDC Registration No: 264684, Dentist Male Part Time

Mrs Felicity Whitham, GDC Registration No: 152676, Hygienist Female Part Time

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
- Dental hygienist treatment is available
- Information about the care and treatment provided by the practice

We offer NHS care, private and Denplan Care

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
- Denplan

Our income from the NHS derives from the contract that we have been given by the PCT and in return we are to provide a number of UDA (units of dental activity).

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.

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

Class 7: Cost of Information

Single copies of any of the documents listed above will be free of charge unless stated otherwise.

- Other than your usual Internet Service Provider charges, there is no charge for accessing information on our website. If taking hard-copies of website content, any personal printing costs would have to be met by the individual.
- For those without Internet access, a single hardcopy of any web page is available by post from Rivenhall Dental Practice or by personal application at the practice.
- Requests which involve copying onto media (e.g. CD ROM), multiple print-outs or copies of archived copies which are no longer accessible or available on the web, may attract a charge for the retrieval, photocopy, postage etc. We will let you know the cost and charges that will have to be paid in advance. We will not provide printouts of other organisation's websites.
- Patient information leaflets and brochures are free of charge
- E-mail will be free of charge unless it says otherwise

The charges will be reviewed regularly.

Useful Resources Web sites: (offsite links open in a new window)

- www.informationcommissioner.gov.uk This is the Information Commissioner's web site.
- www.nhs.foi.uk This is the NHS Freedom of Information web site