

Lewis Grove Dental Practice

Information available from Lewis Grove Dental Practice under the Freedom of Information Act model publication scheme

Information covered by this scheme is only about the dental services we provide under contract to the National Health Service

Information to be published	How the information can be obtained	Cost
Class 1 - Who we are and what we do		
Who's who in the practice	Information about those who work at the practice is available in the practice information leaflet, which is available from the practice reception. The information is also published on our practice website	No charge
Contact details for the practice (named contacts where possible with telephone number and email address (if used))	These details are available in our practice information leaflet, which is available from the practice reception. The information is also published on our practice website a	No charge
Opening hours	This information is available in our practice information leaflet, which is available from the practice reception. The information is also published on our practice website	No charge
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) Current and previous financial year as a minimum		

Details on NHS funding received by the practice and the cost of operating the NHS contract	Information on NHS funding and contract targets is available from Dr George Tsolakides	No charge
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		
Plans for the development and provision of NHS services	This information is available from Dr George Tsolakides	No charge
Practice inspection.	BDA Suggestion The date and conclusions of our last practice inspection are available from Dr George Tsolakides	Reasonable copying costs will be charged
Class 4 – How we make decisions (Decision making processes and records of decisions) Current and previous year as a minimum		
Records of decisions made in the practice/firm affecting the provision of NHS services.	: As a small business, we do not normally maintain formal records of management decisions. However, any changes in the provision of NHS services are incorporated into the practice information leaflet. Our current practice information leaflet is available from the practice reception. We may also notify patients via notices in our reception area.	No charge

<p>Class 5 – Our policies and procedures</p> <p>(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 and procedures about customer service</p>	<p>Information about our customer service is included in our patient information leaflet, which is available from the practice reception</p>	<p>No charge</p>
<p>Policies and procedures about employment of staff</p>	<p>Copies of the practice disciplinary policy and grievance policy are available from the practice reception.</p>	<p>No charge</p>
<p>Equality and diversity policy</p>	<p>A copy of the practice policy on equality and diversity is available from the practice reception</p>	<p>No charge</p>
<p>Health and safety policy</p>	<p>A copy of the practice health and safety policy is available from the practice reception</p>	<p>No charge</p>
<p>Infection control policy</p>	<p>A copy of the practice infection control policy is available from the practice reception.</p>	<p>No charge</p>
<p>Complaints procedures (including those covering requests for information and operating the publication scheme)</p>	<p>A copy of the practice complaints procedure is available from the practice reception. Information about how to make a complaint is also published on the practice website</p>	<p>No charge</p>

Records management policies (records retention, destruction and archive)	A copy of the practice records management policy is available from the practice reception.	No charge
Confidentiality and data protection policies	: Copies of the practice confidentiality policy and data protection code of practice are available from the practice reception.	No charge
Policies and procedures for handling requests for information	A copy of the practice procedure for handling requests for information is available from the practice reception.	No charge
Practice information leaflet	Our practice information leaflet can be obtained from the practice reception. The information is also published on our practice website	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.		
Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice).	This information is not held	
Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public) Current information only		

<p>The services provided under contract to the NHS</p>	<p>This information is included in our practice information leaflet, which is available from the practice reception. The information is also published on our practice website</p>	<p>No charge</p>
<p>Charges for any of these services</p>	<p>Information about NHS patient charges is included in our practice information leaflet, which is available from reception. The information is also published on our practice website</p>	<p>No charge</p>
<p>Information leaflets</p>	<p>Oral health information is available in various patient information leaflets, which can be obtained from the practice reception. Information is also published on our practice website</p>	<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>No charge</p>