



## **Freedom of Information Publication Scheme for The Causeway & Blackhorse Way Dental Practices**

Welcome to the Causeway & Blackhorse Way Dental Practices Publication Scheme as required by the Freedom of Information Act 2000.

### **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 the table on the following pages.

### **How is the information made available?**

Information is made available in hard copy such as leaflets and in some cases downloadable from the practice website which is [www.causeway-dental.co.uk](http://www.causeway-dental.co.uk), each section has further details. For information regarding this publication scheme please contact the Business Manager who will also be pleased to receive your questions, comments and complaints. The Business Manager will make best endeavours to supply all information requested in hard copy or CD within 7 working days.

### **Your rights to information**

- 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
- The Dental Practice is obliged to respond to requests about information that it holds, and is recorded in any format and it will create a right of access to such information. These rights are subject to some exemptions which have to be taken into consideration before deciding what information it can release
- Under 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 contact the Administration Manager to do this.

### **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 the Business Manager.

### **Cost of information**

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD ROM)]. Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available. Charges are as follows:

- Via the Dental Practice Web Site – free of charge, although any charges for Internet Service provider and personal printing costs would have to be met by the individual.
- For those without Internet access, a single printout as on the website would be available by post from the administration manager or by personal application at the practice. However, requests for multiple printouts, or for archived copies of documents, 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.
- Leaflets and brochures - free of charge for leaflets or booklets on, for example, services we offer to the public. A list is available in class 7 .
- "Glossy" or other bound paper copies, or in some cases a CD Rom, video or other mediums, are for charge as in our publication lists available from the administration manager.
- Email will be free of charge unless it says otherwise.



- A copy of your dental records in paper will cost £35.

These charges will be reviewed regularly.

**Useful resources**

This Information Commissioner's Office web site [www.ico.gov.uk](http://www.ico.gov.uk)

The Primary Care Trust web site – <http://www.horshamandmidsussexccg.nhs.uk/>

The Practice web site – [www.causeway-dental.co.uk](http://www.causeway-dental.co.uk)

**Copyright**

Material available through this Publication Scheme is subject to the Dental Practice's copyright unless otherwise indicated. Unless expressly indicated to the contrary, it may be reproduced free of charge in any format or medium provided it is done so accurately in a manner which will not mislead. Where items are re-published or copied to others, you must identify the source and acknowledge copyright status. This permit does not extend to third party material, accessed through the scheme. For HMSO Guidance Notes see [www.hmso.gov.uk/guides.htm](http://www.hmso.gov.uk/guides.htm)





<p>equipment is tested every three years. Our portable electrical equipment is inspected and tested regularly (M 271).</p>		
<p><b>Class 4 – How we make decisions</b> (Decision making processes and records of decisions)</p> <p>The decisions are made following discussions during practice meeting, which are recorded and copy of relevant decisions are available from the Business Manager / Managing Partner, who has the authority to make day to day decisions regarding the running of the practice.</p>	<p>Hard copy CD ROM</p>	<p>10p per sheet £4 per CD</p>
<p><b>Class 5 – Our policies and procedures</b></p> <p>Our practice policies are listed in Practice Policies (M 233) and are stored in the iCOMPLY Folder 7.</p> <p>Our team members follow written practice procedures filed in the relevant iCOMPLY Folders.</p> <p>We take every complaint very seriously and make every effort never to have an unhappy patient. All complaints are handled in accordance with the procedure described in module G 110 and the Patient Complaint Policy (M 233-COM).</p>	<p>Hard copy CD ROM</p>	<p>10p per sheet £4 per CD</p>
<p><b>Class 6 – Lists and registers</b></p> <p>NONE HELD</p>		
<p><b>Class 7 – The services we offer</b></p> <p>We provide these services under contract to the NHS:</p> <p>The current NHS charges are: Band 1 (£18.80), Band 2 (£51.30) &amp; Band 3 (£222.50) these are reviewed every April by the Department of Health. The languages we speak and the availability of interpreters: English. Interpreters can be contacted using a telephone service. Our arrangements for out of hours emergency care: is available via the NHS emergency dental service. Please see the relevant section of our website, posters in reception or our voicemail for details.</p> <p>The details of access to the premises for people with disabilities: Ground floor accessible access is available from our BHW practice or the community dental services where this is not practical or possibly to deliver safe care.</p> <p>The following information leaflets are available: Practice leaflet Patient information leaflet on gum disease Patient information leaflet on oral hygiene Take home instructions for after surgery Take home instructions for antibiotics Take home instructions for new dentures</p>	<p>Hard copy</p>	<p>Free</p>