

# Freedom Of Information Act

Information available from HEATH DENTAL under the Freedom of Information Act.

Information covered by this scheme is only about the general dental services we provide under the National Health Service Act 2006.

Information to be published	How the information can be obtained	Cost
<b>Class 1 – Who we are and what we do</b> (Organisational information, structures, Locations and Contacts) This will be current information only.	Patient Leaflet Website	
Who's who in the practice	Dentists providing NHS services are listed our patient information leaflet, which can be obtained from reception or on our 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 patient information leaflet, which can be obtained from reception or on our website	No charge
Opening hours	These details are available in our patient information leaflet, which can be obtained from reception or on our website	No charge
Staffing structure	A copy of our organisation/structure chart is available from reception.	No charge
<b>Class 2 – What we spend and how we spend it</b> (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit) Current and previous financial year as a minimum		
Total final cost to the PCT/LHB/HPSS of our contracted services	Information on NHS funding and contract targets is available from Dr. Sat Kelley	No charge
<b>Class 3 – What our priorities are and how we are doing</b> (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	These details are available in our patient information leaflet, which can be obtained from reception or on our website	No charge
Practice Inspection	The date and conclusions of our last practice inspection are available by asking Dr Sat Kelley	No charge
<b>Class 4 – How we make decisions</b> (Decision making processes and records of decisions) Current and previous year as a minimum		No charge
Records of decisions made in the practice/firm affecting the provision of NHS services	As a small business formal records of management decisions are not normally recorded other than minuted if discussed at a staff meeting, however, any changes in the provision of NHS services would be incorporated into an updated patient information leaflet, our current patient information leaflet, which can be obtained from reception. We may also notify patients by notices in our reception area.	No charge
<b>Class 5 – Our policies and procedures</b> (Current written protocols, policies and procedures for delivering our services and responsibilities) Current information only (delete any policies not actually held)		
Equality and diversity policy	A copy of this policy can be obtained from reception.	No charge
Health and safety policy	A copy of this policy can be obtained from reception.	No charge
Complaints procedures (including those covering requests for information and operating the publication scheme)	A copy of this policy can be obtained from reception or on our website	No charge
Complaints procedures (including those covering requests for information and operating the publication scheme)	A copy of this policy can be obtained from reception or on our website	No charge
Records management policies (records retention, destruction and archive)	A copy of this policy can be obtained from reception.	No charge
Confidentiality and data protection policies	A copy of this policy can be obtained from reception.	
Policies and procedures for handling requests for information	This information is contained within this Document.	No charge
<b>Class 6 – Lists and Registers</b> Currently maintained lists and registers only		
<b>Class 7 – The services we offer</b> (Information about the services we offer, including leaflets, guidance and newsletters produced for the public and businesses) Current Information only		
The services provided under contract to the NHS	These details are available in our patient information leaflet, which can be obtained from reception or on our website.	No charge
Charges for services	These details are available in our patient information leaflet, which can be obtained from reception or on our website NHS and private fees are also displayed in reception. Individual quotes can be obtained from your dentist.	No charge
Information leaflets	These details are available in our patient information leaflet, which can be obtained from reception. Our practice leaflet can be downloaded from our website or on our website. NHS and other information leaflets can be found on display in reception	No charge