

Freedom of Information Act Freedom of Information Publication Scheme for Comberton Dental Surgery & Implant Centre

Welcome to the Freedom of Information Publication Scheme for Comberton Dental Surgery & Implant Centre.

Responsible Person – Emma Carter

Registered Manager – Penelope Wilkes

The Publication Scheme is in three parts:

Part One: Introduction

Part Two: Classes of Information we hold

Part Three: Index to the Publication Scheme and useful resources

This Publication Scheme and protocol was reviewed and implemented on **18.011.2020**.

This Publication Scheme, protocol and relevant procedures will be reviewed annually and are due for review on **18.11.2021** or prior to this date in accordance with new guidance or legislative changes.

Part One: Introduction

Our Publication Scheme

This Publication Scheme is a guide to the information routinely published by Comberton Dental Surgery & Implant Centre. It is a description of the classes and types of information about our Practice and our team that we make publicly available. By having such a Scheme, we are undertaking to make available to members of the public the information in the classes listed in Part Two of the Scheme. We review the Scheme at regular intervals and monitor how it is operating.

It is important to us that this Scheme meets your needs and we have designed it to be a route map so that you can find information about Comberton Dental Surgery & Implant Centre easily.

Your rights in relation to Freedom of Information, the Data Protection Act and Access to Patient Records legislation.

At the present time, in addition to accessing the information identified in this Publication Scheme, you are entitled to request other information about Comberton Dental Surgery & Implant Centre from Emma Carter, Practice Manager, Comberton Dental Surgery Ltd, 29 Comberton Road, Kidderminster, DY10 3DL.

We may not always be able to provide some or all of the information you request. If we are unable to provide the information you have requested, we will explain the reasons why.

Under the Data Protection Act 2018, you are also entitled to access your clinical records, or any other personal or sensitive information held about you by our practice.

Please contact Emma Carter if you would like access to or a copy of your clinical records.

Comberton Dental Surgery & Implant Centre complies with the Data Protection Act 2018, including the requirements of the General Data Protection Regulations (GDPR).

Feedback

We welcome suggestions about how our service might be improved.

Any suggestions or comments about how we could improve our service can be given verbally to the Practice Manager Emma Carter or to any member of our team or by telephone 01572 751240.

If you prefer to write to us, please send your comments and suggestions to Emma Carter at Comberton Dental Surgery Ltd, 29 Comberton Road, Kidderminster, Worcestershire, DY10 3DL or please email us at emma.carter@combertonsurgery.co.uk.

If you have a complaint about how we have handled your request for information, please speak to Emma Carter Practice Manager in person, by telephone 01562 751240 or should you prefer to write to us, please do so by post to Comberton Dental Surgery Ltd, 29 Comberton Road, Kidderminster, Worcestershire, DY10 3DL or by email at emma.carter@combertonsurgery.co.uk.

If, having contacted us as described above you are not satisfied with the result of our procedure then a complaint may be made to:

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The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body)
Phone: 0207 167 6000. Email: standards@gdc-uk.org

NHS England for complaints about NHS treatment. PO Box 16738 Redditch B97 9PT
Phone: 0300 311 2233. Email: england.contactus@nhs.net

The Care Quality Commission at Citygate, Gallowgate, Newcastle upon Tyne NE14PA Phone Email 03000 616161. Email: enquires@cqc.org.uk

Part 2: Classes of Information

The information that we hold is reviewed regularly, retained or disposed of in accordance with the Data Protection Act 2018 and Section 46 of the Code of Practice for Record Management.

The classes are grouped into broad categories as follows:

1. Who we are.
2. Our services.
3. Complaints.
4. Regular Publications and Information for the Public.
5. This Publication Scheme.

Who we are

The following people are part of the dental team at Comberton Dental Surgery & Implant Centre.

Dentist(s):

| | | |
|---------------------------|-----------------------|---------------|
| Penny Wilkes BDS | GDC no: 69579 | Female |
| Pavandeep Gill BDS | GDC no: 271431 | Female |
| Kamini Patel BDS | GDC no: 103435 | Female |
| Helen Light | GDC no: 70525 | Female |

Practice Manager(s):

| | | |
|---------------------------|-----------------------|---------------|
| Emma Carter | | Female |
| Sophie Billingsley | GDC no: 129565 | Female |

Hygienist(s):

| | | |
|----------------------------|-----------------------|---------------|
| Kellie Darby | GDC no: 67230 | Female |
| Michaela Shorthouse | GDC no: 258015 | Female |

Dental nurses:

| | | |
|--------------------------|------------------------------|---------------|
| Aniksha Patel | GDC no: 222196 | Female |
| Philippa Westwood | GDC no: 209225 | Female |
| Claire L'Huillier | GDC no: 129959 | Female |
| Angel Young | GDC no: 120973 | Female |
| Hannah Roberson | GDC no: 119208 | Female |
| Niamh Giles | GDC no: 297634 | Female |
| Karen Davenport | Decontamination Nurse | |

Dental receptionist(s):

Julie Baker

GDC no: 129964

Female

The Practice

Comberton Dental Surgery & Implant Centre

29 Comberton Road

Kidderminster

DY10 3DL

01562 751240

comberton.surgery@nhs.net

www.combertonsurgery.co.uk

The practice is situated in Kidderminster

Comberton Dental Surgery complies with the Data Protection Act 2018, including the requirements of the General Data Protection Regulations (GDPR).

All personal and sensitive information about individuals is protected by the Data Protection Act and GDPR. Such information is never shared with third parties unless the individual has given their explicit consent for it to be shared.

Our Services

The range of services we provide at Comberton Dental Surgery is outlined below, together with any services provided by other agencies if relevant.

Practice Premises

Comberton Dental Surgery & Implant Centre

29 Comberton Road

Kidderminster

DY10 3DL

01562 751240

comberton.surgery@nhs.net

www.combertonsurgery.co.uk

Hours of opening

Monday: 8.30am – 6.00pm
Tuesday: 8.30am – 6.00pm
Wednesday: 8.30am – 5.00pm
Thursday: 8.30am – 5.30pm
Friday: 8.00am – 1.00pm

Out of hours cover/emergency arrangements

Emergency Care: The out of hours emergency rota enables emergency care to our patients with a genuine dental emergency.

In the event of an emergency – the patient will get all the details needed by calling reception 01562 751240.

Access to our premises

The practice is situated over two floors; there is easy access parking available for all patients. Ground floor access to surgery available as well as wheelchair access.

The languages we speak and the availability of interpreters

English and French & Punjabi is spoken.

Interpreter services can be made available with Cintra.

Clinical interests of dentists

Comberton Dental Surgery provides diagnostic, preventive, restorative and surgical dental procedures for (adults and children) and has access for the disabled.

We also provide implants, facial aesthetics, sedation, Invisalign, tooth whitening and cosmetic dentistry.

Information about infection control procedures

Comberton Dental Surgery & Implant Centre complies with current infection control standards and practices. Our Infection Control policy and protocols ensure that we adopt current good practice requirements in all aspects of infection control. Instruments are autoclaved or are disposable. Personal Protective Equipment is routinely worn and is single use. All team members undertake regular update training in infection control procedures.

Complaints

Comberton Dental Surgery & Implant Centre aims to ensure we provide high standards of patient care and service. If you have any concerns about any aspect of our care or service, please tell us and we will do all we can to resolve your issues to your satisfaction.

We have a comprehensive Complaints Policy, including a Code of Practice that lays out how we deal with concerns and complaints. Our team members receive regular update training in complaints handling and we have processes in place to learn from complaints.

If you require further details, please ask at reception for our Code of Practice for dealing with complaints.

Any concerns or issues should be raised with Emma Carter the practice. Alternatively, please speak to any team member, either in person or by telephone 01562 751240. If you prefer to write to us, please address it to Emma Carter at Comberton Dental Surgery Ltd, 29 Comberton Road, Kidderminster, Worcestershire, DY10 3DL or email comberton.surgery@nhs.net.

Regular Publications and Information for the Public

Our Privacy Policy and Privacy Notice contain details about how we protect personal and sensitive information. Details are published on our website www.combertonsurgery.co.uk.

We also publish information relating to the clinical services we provide for our patients on our website.

We do not publish information that is of a personal and/or confidential nature, as this is excluded, as is any other confidential material. Material relating to the health and safety of specific individuals, law enforcement or criminal or regulatory enforcement or audit issues may also be excluded from publication. There may be circumstances where material cannot be released because the appropriate officer designated for these purposes under the Act has taken the view that it may be prejudicial to the conduct of public affairs.

This Publication Scheme

All dental practices that have an NHS contract are considered to be public authorities.

Under Section 19 of the Freedom of Information Act 2000 (see link to the Act in Part Three below), all public authorities, including dental practices have a legal duty to adopt and maintain a Publication Scheme for the publication of the information they hold. The purpose of the Act is to promote greater openness by public authorities.

The Act requires all dental practices to respond to requests about the information they hold. This includes information that is recorded in any form and the rights of access to that information. These rights are subject to some exemptions that dental practices must take into account before deciding what information can be released.

The Freedom of Information Act does not change the rights of patients to protection of their personal and sensitive information in accordance with Article 8 of the Human Rights Convention, the Data Protection Act and at common law. Maintaining the right to patient confidentiality continues to be an extremely important commitment on our part.

This Publication Scheme aims to make as much information about Comberton Dental Surgery & Implant Centre available as possible, on a continuous basis. We will continue to add to the information when appropriate.

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 in our practice. We will also publish any proposed changes or additions to publications already available.

Part Three: Useful Resources

<https://www.ico.org.uk>

<https://www.england.nhs.uk/contactus/complaint>

<http://www.legislation.gov.uk/ukpga/2000/36/contents>