



Freedom of Information Act 2000

Guide to the Information Published by DCO Dental Group

Your right to information

As well as our published information, present and former patients of the practice have the right to access the personal information that we hold about them in accordance with the Data Protection Act 1998. Details of how to do this is contained in the Practice Data Protection Policy which is available upon request.

Feedback

We have produced this guide in order to comply with the Freedom of Information Act 2000. The purpose of the Act is to encourage organizations working for the public to be more open about the information they hold. We welcome your views on additional classes of information which might be included and on the publications themselves. If you have any comments or suggestions about the scheme, please send them in writing to DCO Dental Group, 1 Hope Road, Sale, M33 3AB.

Classes of Information

We hold various types of information which we review, retain or dispose of according to NHS rules. Our information is classed into seven categories:

- 1) Who we are
- 2) Our services
- 3) Financial information
- 4) Information for patients and the public
- 5) Complaints
- 6) Our policies and procedures
- 7) This guide



1) Who we are

Details of all the dentists, dental therapists and dental hygienists are available by contacting the practice. Details include name, gender and date of first registration with the General Dental Council, specialist status and whether they are full or part time. The name of the practice manager is also available.

2) Our services

Information about our services is contained in the practice's patient information leaflet, or by request, which is available at reception or by contacting the practice. The information includes:

- Opening times
- Arrangements for emergency care
- Details of access to the premises for people with disabilities
- The languages we speak and the availability of interpreters
- Whether we have a dental hygienist or orthodontic treatment is available
- Whether we provide intravenous sedation for anxious patients
- Information about the care and treatment provided by the practice We offer all

patients NHS or private care.

3) Financial Information

We have information about:

- The cost of NHS treatment
- Entitlement to exemption and remission from NHS dental charges
- Our private charges

Our income from the NHS derives primarily from the monthly fees for the number of patients we have on our list and for individual items of treatment. There are also some allowances for such things as continuing professional development and the level of our commitment to the NHS.

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.



5) Complaints

We have a practice complaints procedure, a copy of which is available upon request. The practice Complaints Manager is Mrs. Berni Wilkinson

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

7) This guide

This guide will be reviewed regularly and we will also keep the list of publications up to date.

From January 2005, practices have been required by the Freedom of Information Act to respond to requests from the public to access recorded information that we hold. There are some exemptions to this right and it does not change the rights of our patients to have all of their personal information kept strictly confidential and available to them on request.

DECLARATION

DCO Dental Group
1 Hope Road, Sale, M33 3AB
The Lakes Medical Centre, Mainwood Road, Timperley, WA15 7JW
203 Marsland Road, Sale, M33 3ND

DCO Dental Group have adopted the British Dental Association's Model Publication Scheme for dental practices produced in accordance with section 20 of the Freedom of Information Act 2000 and will publish information in accordance with that scheme.

The contact details for the person who will be responsible for maintaining the publication scheme and who should be contacted if any issues arise concerning the organisation's compliance with the Freedom of Information Act are:

Berni Wilkinson (Practice Manager)
DCO Dental Group, 1 Hope Road,
Sale, M33 3AB.

