

Information available from Lewisham Dental Practice, Providing dental services under contract to the NHS, under the Freedom of Information Act model publication scheme

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
Class1 - Who we are and what we do		
Who is who in the practice	Dentists providing NHS services are listed in our patient information leaflet, which can be obtained from reception, in our business plan, 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 the practice manager	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		
Total final cost to the PCT of our contracted services	Information on NHS funding and contract targets is available from Sarah Fries, practice	No charge

	manager	
<p>Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews)</p> <p>Current and previous year as a minimum</p>		
Plans for the development and provision of NHS services	These details are available in our business plan, which can be obtained from the practice manager, or from our website	No charge
Practice Inspection	BDA suggestion: The date and conclusions of our last practice inspection are available by asking the practice manager	No charge
<p>Class 4 – How we make decisions (Decision making processes and records of decisions)</p> <p>Current and previous year as a minimum</p>		
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, however, previous business plans can be obtained from the practice manager.	No charge
<p>Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities)</p> <p>Current information only (delete any policies not actually held)</p>		
Policies and procedures about customer service	These details are available in our patient welcome pack, which can be obtained from reception	No charge
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	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	No charge
Policies and procedures for handling requests for information	A copy of this policy can be obtained from reception	No charge
Class 6 – Lists and Registers		
Currently maintained lists and registers only		
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 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	No charge
Information leaflets	Our patient information leaflet, and welcome pack can be obtained from reception	No charge