

Freedom of Information Act

Freedom of Information Publication Scheme

For Specialist Endodontic Centre

Welcome to Specialist Endodontic Centre Publication Scheme.

Responsible Person – Dani Mancuso

Registered Manager – Dani Mancuso

Dental Surgeons – Dani Mancuso Chris Emery

The Publication Scheme is in three parts, as follows:

PART ONE: Introduction

PART TWO: Classes of Information that we hold

PART THREE: Index to the Publication Scheme and useful resources

PART ONE: Introduction

Welcome

- What a Publication Scheme is

This Publication Scheme is a complete guide to the information routinely published by Specialist Endodontic Centre. It is a description of the classes or types of information about our Dental Practitioner and our Practice 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 in Part

Two of the Scheme. We shall 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 Specialist Endodontic Centre easily.

- **Your rights in relation to Freedom of Information, the Data Protection Act, Access to Patients Records legislation.**

At the present time, in addition to accessing the information identified in this Publication Scheme, you are entitled to request information about Specialist Endodontic Centre from Sarah McCloud, Practice Manager, Specialist Endodontic Centre at 20, Goldsmith Avenue Portsmouth Hampshire PO4 8QT.

Sometimes, some or all of the information cannot be provided and we will explain the reasons why not when this happens.

Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you and you can contact Sarah McCloud Practice Manager, Specialist Endodontic Centre at 20, Goldsmith Avenue Portsmouth Hampshire PO4 8QT to do this. Individual rights of access become available under Section 1 of the Freedom of Information Act 2000 from January 2005.

- **Feedback**

We welcome suggestions about how our service might be improved.

Any questions, comments or complaints about this can be given verbally to Sarah McCloud the practice manager or any team member, by telephone on 02392 754333 or should you prefer to send in writing to Sarah McCloud the Practice Manager at Specialist Endodontic Centre or email info@specialistendocentre.co.uk.

If you have a complaint about how Specialist Endodontic Centre has dealt with your request for information, please call, email or write to:

Dani Mancuso at 20, Goldsmith Avenue Portsmouth Hampshire PO4 8QT

Email info@specialistendocentre.co.uk telephone 023 9275 4333

Or if you are not satisfied with the result of our procedure then a complaint may be made to:

- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body)
Phone: 02071676000 Email: standards@gdc-uk.org
- NHS England for complaints about NHS treatment. PO Box 6738, 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 enquires@cqc.org.uk

PART 2: The Classes of Information

The information that we hold is regularly reviewed, retained or disposed of in accordance with circular HSC099/53 and Public Records Guidance.

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

1. Who we are

Dental Surgeons: Mrs Dani Mancuso BDS MSc PhD GDC No: 111482

Dental Surgeon: Mr Chris Emery DBS MSc MRD MGDS FDS GDC No 42934

Practice Manager: Mrs Sarah McCloud

Dental Nurses: Mrs Karen Snell GDC No 132828

Dental Nurses: Christina Jane McCarthy GDC No

Dental Receptionist/s: Mrs Sarah McCloud

The Practice

Specialist Endodontic Centre

Specialist Endodontic Centre, 20 Goldsmith Avenue Portsmouth Hampshire PO4 8QT phone:
02392 754333 email info@specialistendocentre.co.uk

Website address www.specialistendocentre.co.uk.

The practice is situated in **Portsmouth**

Some information will be withheld, including personal, confidential information about individuals which is protected by the Data Protection Act.

2. Our Services

Our services will be outlined here in terms of explaining the range of services that we provide ourselves or together with other agencies which we will specify.

Practice Premises

Specialist Endodontic Centre
20 Goldsmith Avenue, Portsmouth Hampshire PO4 8QT
phone: 023 9275 4333
email: info@specialistendocentre.co.uk
www.specialistendocentre.co.uk.

Hours of opening

Monday 8:30a.m. – 5p.m.

Tuesday 8:30a.m – 5p.m.

Wednesday 8.30am – 5pm

Thursday 8:30a.m – 5p.m

Friday 8:30a.m – 1p.m

Out of hours cover/emergency arrangements

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

In the event that we may not be able to see a patient with an out of hour' s emergency, we have arrangements to signpost back to the patient' s General Dental Practitioner.

Details of access to the premises

The practice is situated over three floors, there is easy access parking available for all patients. Ground floor access and 1st floor surgery suitable for most users.

The languages we speak and the availability of interpreters

English is spoken. Interpreter services can be made available.

Clinical interests of dentists

Specialist Endodontic Centre provides diagnostic, endodontic and surgical dental procedures for adults and children.

Information about infection control procedures

It is the policy of the practice to adopt standards of good practice in all aspects of infection control. Instruments are autoclaved or are disposable. Personal Protective Equipment is routinely worn and single use. Staff receive regular update training in procedures.**3. Complaints**

Caring For You

It is the aim of this practice to give you the best possible care and service. With this in mind there is an informal, confidential, in-house procedure to deal with any problems or concerns that you might have. If you require further details, please ask at reception for our code of practice for dealing with complaints.

Any problem should be raised with Sarah McCloud the practice manager or any team member, by telephone 023 92754333 or should you prefer to send in writing to the Practice Manager at Specialist Endodontic Centre or email info@specialistendocentre.co.uk

4. Regular Publications and Information for the Public

Here will be published information (including policies such as confidentiality, consent and data protection and information leaflets etc) relating to the clinical services that we provide for patients and the public, and our regular publications.

Some of this information is of a personal and confidential nature and will be excluded as will any other confidential material. Material relating to the health and safety of specific individuals, as to 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.

5. This Publication Scheme

In this class 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 the Dental Practice. We will also publish any proposed changes or additions to publications already available.

Under Section 19 of the Freedom of Information Act 2000 (there is a link to the Act in Part Three below), each Dental Practice has a legal duty to adopt and maintain a Publication Scheme for the publication of the information held. The purpose of the Act is to promote greater openness by public authorities which includes Dental Practitioners. From 2005 it will also oblige the Dental Practice to respond to requests about the information which it holds and is recorded in any form and it will create a right of access to that information. These rights are subject to some exemptions that the Dental Practice has to take into account before deciding what information can be released.

The Freedom of Information Act does not change the right of patients to protection of their patient confidentiality 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 important commitment on our part. This Publication Scheme aims to make as much information about Specialist Endodontic Centre available as possible, on a continuous basis. We will continue to add to the information here proactively and regularly.

PART THREE Useful Resources

- www.informationcommissioner.gov.uk
- www.lcd.gov.uk
- www.foi-uk.org
- www.dentalcomplaints.org.uk
- www.hmsso.gov.uk/guides.htm