

Information available from **Watford Dental Practice** under the Freedom of Information Act model publication scheme

Information to be published	How the information can be obtained (eg hard copy, website)	Cost
<p>Class 1 - Who we are and what we do (Organisational information, structures, locations and contacts)</p> <p>This will be current information only</p>		
Who's who in the practice	Information is available on the practice website at https://www.watford-dental.com/home-page/ and in the practice information leaflet.	No charge
Contact details for the practice (named contacts where possible with telephone number and email address (if used))	Information is available on the practice website at https://www.watford-dental.com/home-page/ and in the practice information leaflet.	No charge
Opening hours	Information is available on the practice website at https://www.watford-dental.com/home-page/ and in the practice information leaflet.	No charge
<p>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)</p> <p>Current and previous financial year as a minimum</p>		
Details on NHS funding received by the practice and the cost of operating the NHS contract. We would expect dentists to consider publishing as much information as possible, including as much detail as possible.	The value of our GDS/PDS contract with the NHS and targets are available from the practice owner.	10p per photocopy £4 per CD £4 per memory stick



Watford dental practice

Total annual expenditure on the provision of our contracted services (since most practices also provide care to patients on a private basis, the costs have been apportioned)	The practice provides both NHS and private treatment to patients. Information regarding the annual costs to the practice to deliver our NHS services is available from the practice owner.	10p per photocopy £4 per CD £4 per memory stick
Audit of NHS income, if held	The practice is not audited and no information is held.	
Class 3 – What our priorities are and how we are doing (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	The practice currently has no plans regarding the development and provision of NHS services.	10p per photocopy £4 per CD £4 per memory stick
Performance data including performance against targets	Information regarding targets and our performance against them is available from the practice owner.	10p per photocopy £4 per CD £4 per memory stick
Practice inspection. Inspection reports by regulators [for England: the Care Quality Commission (CQC); Wales: Healthcare Inspectorate Wales; or Northern Ireland: the Regulation and Quality Improvement Authority (RQIA)]	Our latest CQC/RQIA/HIW inspection report is available on the CQC/RQIA/HIW website at: https://www.watford-dental.com/quality-care-commission/ .	No Charge
Class 4 – How we make decisions (Decision making processes and records of decisions)		



Current and previous year as a minimum		
Records of decisions made in the practice/firm affecting the provision of NHS services.	<p>The practice carries out an staff meetings each month. Information regarding decisions is available from the practice manager.</p> <p>As a small company management decisions are not always recorded. Information may be available</p>	<p>10p per photocopy £4 per CD £4 per memory stick</p>
<p>Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities)</p> <p>Current information only.</p>		
Policies and procedures about customer service	Our Patient experience policy (M 233-PEX) is available from reception.	<p>10p per photocopy £4 per CD £4 per memory stick</p>
Policies and procedures about employment of staff	<p>Information available from reception includes, but is not limited to:</p> <ul style="list-style-type: none"> ▪ Recruitment and selection policy and procedure (M 222H) ▪ Employment and induction policy (M 233-EIN) ▪ Disciplinary (M 227A), Grievance (M 227B) and Capability (M 227D) procedures 	<p>10p per photocopy £4 per CD £4 per memory stick</p>
Equality and diversity policy	Our Equality, dignity and human right policy (M 233-EQD) is available from reception.	<p>10p per photocopy £4 per CD £4 per memory stick</p>
Health and safety policy	Our Health and safety policy (M 250C) is available from reception.	<p>10p per photocopy £4 per CD £4 per memory stick</p>
Infection control policy	Our Infection control policy (M 257A) and procedures (M 257B) are available from reception.	<p>10p per photocopy £4 per CD £4 per memory stick</p>



Watford dental practice

Radiation protection checklist	Information from our Radiation protection folder is available from the practice manager.	10p per photocopy £4 per CD £4 per memory stick
Complaints procedures (including those covering requests for information and operating the publication scheme)	Our complaints procedure is displayed in reception and on the practice website https://www.watford-dental.com/home-page/ Copies are available from reception.	No charge
Records management policies (records retention, destruction and archive)	Our Record management policy (M 233-REM) is available from reception.	10p per photocopy £4 per CD £4 per memory stick
Confidentiality and data protection policies	Our Confidentiality (M 233-CON) and Data protection (M 233-DPT) policies are available from reception.	10p per photocopy £4 per CD £4 per memory stick
Policies and procedures for handling requests for information	Requests for information are covered in our Data protection policy (M 233-DPT), which is available from reception.	10p per photocopy £4 per CD £4 per memory stick
Practice information leaflet	Our practice information leaflet is available at reception.	No charge
Class 6 – Lists and Registers Currently maintained lists and registers only We recognise that it is unlikely that dentists are going to have registers available for public inspection and while this remains the case “none held” can be entered in this section.		
Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice).	None held	
Class 7 – The services we offer		



Watford dental practice

Current information only		
The services provided under contract to the NHS	Information is available on the practice website at https://www.watford-dental.com/home-page/ and in the practice information leaflet.	No charge
Charges for any of these services	Information regarding charges for NHS services is displayed on posters in reception, in our practice information leaflet, which is available from reception [and on our website at <i>website address</i>].	No charge
Information leaflets	We have a range of leaflets, free of charge and available at reception, including: <ul style="list-style-type: none">• Practice leaflet• Patient information leaflet on gum disease• Patient information leaflet on oral hygiene• Patient information leaflet on crowns• Take home instructions for after surgery• Take home instructions for new dentures• Implant treatment• Denplan leaflets• Dental finance leaflets	No charge
Out of hours arrangements	Information is available on the practice website at https://www.watford-dental.com/home-page/ and in the practice information leaflet.	No charge