



Freedom of Information Publication Scheme for Thorpe Lea Dental

The Freedom of Information Act 2000 (FOIA) requires all public authorities to adopt and maintain a publication scheme.

The Freedom of Information Act 2000 aims to promote a culture of openness and accountability amongst public authorities by providing people with rights of access to information held by them.

Fees and charging

Information available through the publication scheme is available at a low cost or at no cost to the public.

Charges may be made for activities such as printing, photocopying and postage as well as information that we are legally authorised to charge for.

Anyone requesting information will be informed of any charge before the information is provided. We may ask for payment before providing the information.



Information available from Thorpe Lea dental practice under the Freedom of Information Act 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) This will be current information only Principal/s: Mr Colin Houston 68287 F/T Initial Registration- 21st Dec 1992</p> <p>Dentists: James Gartshore 039850 F/T Initial Registration- 18th July 2016</p> <p>Hygienist/s: Suzanne Verity 243298 P/T Initial Registration- 30th May 2018</p> <p>Practice Manager: Sarah Spendloff sspendloff@thorpeleadental.com Business Development Manager: Sarah Card scard@thorpeleadental.com Dental nurses: Nicole Slark, Sarah Card, Pasang Tamang, Sarah Spendloff, Elise Grammer Receptionist/s: Elise Grammer</p> <p>Others: Health and Safety Manager: Colin Houston chouston@thorpeleadental.com Complaints Manager: Colin Houston cshouston@thorpeleadental.com</p>	<p>Website, upon request via telephone or email or in person</p>	<p>No charge</p>



<p>Clinical Governance Leader: Colin Houston cshouston@thorpeleadental.com Data Protection Officer: Sarah Spendloff sspendloff@thorpeleadental.com Infection Control Manager: Sarah Spendloff sspendloff@thorpeleadental.com Business Development Manager: Sarah Card scard@thorpeleadental.com Practice address: Thorpe Lea Dental, Thorpe Road, Staines, TW18 3EQ Phone: 01784 454 899 Email: reception@thorpeleadental.com Web: www.thorpeleadental.com Main contact name: Sarah Spendloff Opening hours: Mon-Thu 8am-5pm, Fri 7am-4pm, Sat by appointment</p>		
<p>Who's who in the practice</p>	<p>Team member information is available on the practice website at www.thorpeleadental.com and in the practice information leaflet.</p>	<p>No charge</p>
<p>Contact details for the practice (named contacts where possible with telephone number and email address (if used))</p>	<p>Contact details are available on the practice website at www.thorpeleadental.com and in the practice information leaflet.</p>	<p>No charge</p>
<p>Opening hours</p>	<p>Our current opening hours are available on the practice website at www.thorpeleadental.com and in the practice information leaflet as well as external signage</p>	<p>No charge</p>
<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) Current and previous financial year as a minimum Information about the previous and current financial years and the final cost to the PCT/LHB/HPSS is available from Colin Houston</p>	<p>Hard copy CD ROM Memory Stick</p>	<p>10p per photocopy £4 per CD £4 per memory stick</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
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.	
<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 Information about our plans, performance indicators, audit inspections and reviews is available from Sarah Spendloff</p> <p>We carry out these audits and reviews: We run an iCOMPLY Manual System Application which has 9 practice meetings, two audits of x-ray safety per year, four audits of infection control, and at least 3 other planned internal practice audits per year. If there is a problem (non-conformance) we will carry out an ad-hoc audit and implement corrective and preventive measures. We perform an annual management review for a year-on-year improvement in standards. At this meeting we review all of the meetings and audits that have occurred throughout the year as well as any problems or non-conformances.</p> <p>All equipment is inspected daily for function and safety. Every piece of equipment also has regular equipment</p>	<p>Hard copy CD ROM Memory Stick</p>	<p>10p per photocopy £4 per CD £4 per memory stick</p>



inspection and testing as recommended by the manufacturers. Our pressure vessels are insured, inspected and tested according to the pressure vessels regulations. Our cross infection procedures are verified and recorded. Our x-ray equipment is tested every three years. Our portable electrical equipment is inspected and tested regularly (M 271).		
Plans for the development and provision of NHS services	The practice has a strategic action plan in place (G 151A) with objectives to develop our NHS service.	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)	Our latest CQC inspection report is available on the CQC website at CQC Report	No Charge
Class 4 – How we make decisions (Decision making processes and records of decisions) Current and previous year as a minimum The decisions are made following discussions during practice meetings, which are recorded and copy of relevant decisions are available from Sarah Spendloff.	Hard copy CD ROM Memory Stick	10p per photocopy £4 per CD £4 per memory stick
Records of decisions made in the practice/firm affecting the provision of NHS services.	The practice carries out an annual management review each year (G 170-TM2). Information regarding decisions made as a result of the review, which affect the provision of NHS services, is available from the practice owner.	10p per photocopy £4 per CD £4 per memory stick
Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities) Current information only. Our practice policies are listed in Practice Policies (M 233) and are stored in the iCOMPLY Folder 7.	Hard copy CD ROM Memory Stick	10p per photocopy £4 per CD £4 per memory stick



<p>Our team members follow written practice procedures filed in the relevant iCOMPLY Folders.</p> <p>We take every complaint very seriously and make every effort never to have an unhappy patient. All complaints are handled in accordance with the procedure described in module G 110 and the Patient Complaint Policy (M 233-COM).</p>		
Policies and procedures about customer service	Our Patient experience policy (M 233-PEX) is available from reception.	10p per photocopy £4 per CD £4 per memory stick
Policies and procedures about employment of staff	Information available from Sarah Card includes, but is not limited to: <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 	10p per photocopy £4 per CD £4 per memory stick
Equality and diversity policy	Our Equality, dignity and human right policy (M 233-EQD) is available from Sarah Card.	10p per photocopy £4 per CD £4 per memory stick
Health and safety policy	Our Health and safety policy (M 250C) is available from Sarah Spendloff.	10p per photocopy £4 per CD £4 per memory stick
Infection control policy	Our Infection control policy (M 257A) and procedures (M 257B) are available from Sarah Spendloff.	10p per photocopy £4 per CD £4 per memory stick
Radiation protection checklist	Information from our Radiation protection folder is available from Sarah Spendloff.	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 our website. 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 Sarah Spendloff.	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 Sarah Spendloff.	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 Sarah Spendloff.	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		
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 (Information about the services we offer, including leaflets, guidance and newsletters produced for the public) Current information only We provide these services under contract to the NHS: The current NHS charges are: Band 1 £21.60, Band 2 £59.10, Band 3 £256.50 The languages we speak and the availability of interpreters: English. Interpreters can be arranged with prior notice. The details of access to the premises for people with disabilities: A disabled lift, disabled toilet, wide doors. We have a dental hygienist		



The services provided under contract to the NHS	Information about the services we offer is outlined in our practice information leaflet, which is available from reception	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.	No charge
Information leaflets	<p>We have a range of leaflets, free of charge and available at reception, including:</p> <ul style="list-style-type: none"> ▪ 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 	No charge
<p>Out of hours arrangements</p> <p>Our arrangements for out of hours emergency care: Contact information available on our out of hours answer machine- 01784 454 899</p>	Information about out-of-hours emergency care is available in the practice information leaflet, which is available from the practice reception and published on the practice website as well as on our external signage and on our answer machine.	No charge