

Freedom of Information Publication Scheme

Information to be published	How the information can be obtained	Cost
Class 1 – Who we are and what we do		
Principle Dentist: Mr Colin Houston, GDC 68287 F/T Initial Registration 21 st December 1992 Associate Dentist: Mr James Gartshore, GDC 039850 F/T Initial Registration 18 th July 2016 Hygienist: Miss Suzanne Verity, GDC 243298 P/T Initial Registration 30 th May 2018 Practice Manager: Sarah Spendloff, GDC 208206 F/T Initial registration 24 th May 2011 Business Development Manager: Sarah Card, GDC 263851 P/T Initial registration 2 nd June 2016 Receptionist: Laura Jayne Dental Nurses: Ellie Grammer, GDC TBCPasang Tamang, GDC 278173 Initial Registration 9 th July 2018, Winverly Sol, GDC TBC Others: Health and Safety Manger: Colin Houston Complaints Manager: Colin Houston Clinical Governance Lead: Colin Houston Data Protection Officer: Sarah Spendloff Infection Control Lead: Pasang Tamang	Website, upon request via telephone or email or in person	No charge

<p>Practice Address: Thorpe Lea Dental, Thorpe Road, Staines, TW18 3EQ Phone: 01784 454 899 Email: enquiries@thorpeleadental.com Web: www.thorpeleadental.com Main contact name: Sarah Spendloff Opening Hours: Mon-Thu 8am-5pm, Fri 7am-4pm, Sat by appointment</p>		
Class 2 – What we spend and how we spend it		
<p>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 USB</p>
<p>Details of NHS funding received by the practice and the cost of operating the NHS contract</p>	<p>The value of our GDS contract with the NHS and targets are available from the practice owner</p>	<p>10p per photocopy £4 per CD £4 per USB</p>
<p>Total annual expenditure on the provision of our contracted services</p>	<p>The practice provides both NHS and private treatment to patients. Information regarding the annual costs to the practice to deliver our services is available from Colin Houston</p>	<p>10p per photocopy £4 per CD £4 per USB</p>
Class 3 – What our priorities are and how we are doing		
<p>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>Hard copy CD ROM Memory Stick</p>	<p>10p per photocopy £4 per CD £4 per USB</p>

<p>All equipment is inspected daily for function and safety. Every piece of equipment also has regular equipment 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).</p>		
<p>Plans for the development and provision of NHS services</p>	<p>The practice currently has no plans regarding the development and provision of NHS services</p>	<p>10p per photocopy £4 per CD £4 per USB</p>
<p>Performance data including performance against targets</p>	<p>Information regarding targets and our performance against them is available from the practice owner</p>	<p>10p per photocopy £4 per CD £4 per USB</p>
<p>Practice inspection. Inspection reports by regulators - the Care Quality Commission (CQC)</p>	<p>Our latest CQC inspection report is available on the CQC website at: Report</p>	<p>No charge</p>
<p>Class 4 – How we make decisions</p>		
<p>The decisions are made following discussions during practice meetings, which are recorded and copy of relevant decisions are available from Sarah Spendloff.</p>	<p>Hard copy CD ROM Memory Stick</p>	<p>10p per photocopy £4 per CD £4 per USB</p>
<p>Records of decisions made in the practice affecting the provision of NHS services.</p>	<p>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 Colin Houston</p>	<p>10p per photocopy £4 per CD £4 per USB</p>
<p>Class 5 – Our policies and procedures</p>		
<p>Our practice policies are listed in Practice Policies (M 233) and are stored in the iCOMPLY Folder 7. Our team members follow written practice procedures filed in the relevant iCOMPLY Folders. 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>	<p>Hard copy CD ROM Memory Stick</p>	<p>10p per photocopy £4 per CD £4 per USB</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 USB
Policies and procedures about employment of staff	Information available from reception 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 USB
Equality and diversity policy	Our Equality, dignity and human right policy (M 233-EQD) is available from reception.	10p per photocopy £4 per CD £4 per USB
Health and safety policy	Our Health and safety policy (M 250C) is available from reception.	10p per photocopy £4 per CD £4 per USB
Infection control policy	Our Infection control policy (M 257A) and procedures (M 257B) are available from reception.	10p per photocopy £4 per CD £4 per USB
Radiation protection checklist	Information from our Radiation protection folder is available from Sarah Spendloff.	10p per photocopy £4 per CD £4 per USB
Complaints procedures (including those covering requests for information and operating the publication scheme)	Our complaints procedure (G 110C) is displayed in reception and [http://www.thorpeleadental.com]. Copies are available from reception.	10p per photocopy £4 per CD £4 per USB
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 USB
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 USB

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 USB
Practice information leaflet	Our practice information leaflet is available at reception.	No charge
Class 6 – Lists and Registers		
None held		
Class 7 – The services we offer		
We provide these services under contract to the NHS:		No charge
The services provided under contract to the NHS	Information about the services we offer is outlined in the practice information leaflet which can be found from reception	No charge
Charges for any of these services	Information regarding charges for NHS services is displayed on posters in reception and 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
Out of hours arrangements	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.	No charge
Our arrangements for out of hours emergency care: Contact information available on our out of hours answer machine- 01784 454 899		
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		