

Chartwell Dental Care

Guide to information available through the Scottish Information Commissioner's Model Publication Scheme 2014

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Section 1: Introduction

The Freedom of Information (Scotland) Act 2002 requires Scottish public bodies to produce and maintain a publication scheme. Bodies are under a legal obligation to:

- Publish the classes of information they make routinely available
- Tell the public how to access the information and what it might cost

Chartwell Dental Care has adopted the Model Publication Scheme 2014 produced by the Scottish Information Commissioner. The scheme has the Commissioner's approval until 31 May 2018.

You can see the model publication scheme on the Commissioner's website at www.itspublicknowledge.info/mps or by contacting us at the address provided below.

The purpose of this Guide to Information is to:

- allow you to see what information is available (and what is not available) in relation to each class
- state what charges may be applied
- explain how you can find the information easily.
- provide contact details for enquiries and to get help with accessing the information
- explain how to request information we hold that has not been published.

Section 2: About Chartwell Dental Care

General information

Chartwell Dental Care, 148 Drymen Road, Bearsden, Glasgow, G61 3RE, Tel No: 0141 942 6523. Chartwell Dental Care is an independent dental practice which is owned by five equal partners all of whom are dentists in the practice. The practice has five (5) dentists and two (2) hygienists who provide dental care to Chartwell Dental Care patients. Dental nursing care is provided by nine (9) dental nurses. Additionally, there is one (1) receptionist and one (1) Business Practice Manager.

The practice opening hours are Mon – Thurs 08:00 hrs to 17:15 hrs and Fri 08:00 hrs to 16:45 hrs. Out of hours cover is provided by the NHS 0845 24 24 24

Concerns or complaints about the services we provide can be made directly to the practice to Paul Prescott, Business Practice Manager or to the NHS Board Greater Glasgow & Clyde 0141 451 4500

How the practice is run

The practice is owned and run by the five (5) partners of the practice, Stephen Foster (GDC No: 54555), Ian McDonnell (GDC No: 72948), Rasha McDonnell (GDC no: 73542), Gillian Lee (GDC No: 71892) and Lucinda Swigciski (GDC NO: 7163).

All partners play an active role in strategic and operational decision making within the practice with each partner taking areas of responsibility,

- Stephen Foster (Clinical Governance, Radiation Protection)
- Ian McDonnell (Human Resources)
- Rasha McDonnell (Customer Services)
- Gillian Lee (Finance and Administration)
- Lucinda Swigciski (Marketing and Building Maintenance)

Back-up business support to the partners is given by the Business Practice Manager, Paul Prescott. The Partners and Business Practice Manager meet each Monday to discuss ongoing operational matters. Once a month this meeting will discuss overall strategic items e.g. how the practice is performing against the practice plan in service provision, finance control, staff development etc.

Dentists have a duty of care to their patients and are registered with the General Dental Council and follow the standards and good medical practice guidelines laid down by the GDC, including the requirements set out in the GDC guidance *Standards for the Dental Team*, <http://www.gdc.uk.org/Newsandpublications/Publications/Publications/Standards%20for%20the%20Dental%20Team.pdf> Chartwell Dental Care is also a member of the British Dental Association's (BDA) Good Practice Scheme, a scheme which requires members to provide best clinical and business practice for dental businesses.

Section 3: Our functions and services

NHS Boards contract with Chartwell Dental Care to provide primary care services to NHS patients. Chartwell Dental Care holds a General Dental Services contract with Glasgow and Clyde Health Board. Under this contract we provide primary dental services to the children of our adult independent patients.

Stephen Foster, Ian McDonnell, Rasha McDonnell, Gillian Lee And Lucinda Swigciski hold the contract for services with the NHS board and are responsible for fulfilling the obligations of the contract.

This practice aims to take account of NHS Quality and Improvement Scotland standards and guidance, Scottish Dental Clinical Effectiveness Programme (SDCEP) Scottish Intercollegiate Guidelines Network (SIGN) guidelines relevant to general practice, and Scottish Government Health Directorates service strategies and frameworks.

Section 4: How we take decisions and what we have decided

The practice is owned and run by the five (5) partners of the practice, Stephen Foster (GDC No: 54555), Ian McDonnell (GDC No: 72948), Rasha McDonnell (GDC no: 73542), Gillian Lee (GDC No: 71892) and Lucinda Swigciski (GDC NO: 7163).

All partners play an active role in strategic and operational decision making within the practice with each partner taking an area of responsibility,

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- Ian McDonnell (Human Resources)
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- Lucinda Swigiski (Marketing and Building Maintenance)

Back support to the partners is given by the Business Practice Manager, Paul Prescott.

The Partners and Business Practice Manager meet each Monday to discuss ongoing operational matters. Once a month this meeting will discuss overall strategic items e.g. how the practice is performing against the practice plan in service provision, finance control, staff development etc.

Please see *Section 13 – Classes of information* for further details.

Section 5: Accessing information under this scheme

Information available under our guide to information will normally be available through the routes described below. *Section 13 – Classes of Information* provides more details on the information available under the scheme, along with additional guidance on how the information falling with each “class” may be accessed.

Online

Most information listed in our guide to information is available to download from our practice website www.chartwelldental.com. If you have any difficulty accessing information online please contact us by an alternative route.

By email

You can request the information you seek by email at info@chartwelldental.com wherever possible. When requesting information from us, please provide a telephone number so we can telephone you to clarify details, if necessary.

By phone

Information can also be requested from us over the telephone. Please call 0141 942 6523 to request information available under this scheme.

By post

All information under the guide will normally be available in paper copy form, but please consider the impact on the environment. Please address your request to:

Chartwell Dental Care, 148 Drymen Road, Bearsden, Glasgow, G61 3RE

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee payable (see *Section 6: Our charging policy* for further information on fees). Please also include a telephone number so we can telephone you to clarify any details, if necessary.

Advice and assistance

If you have any difficulty identifying the information you want to access, then please contact the practice by one of the methods listed above.

Section 6: Information that we may withhold

Our aim in maintaining this guide is to be as open as possible. You should note, however, that there may be circumstances where information will be withheld from one of the classes of information listed in *Section 13 – Classes of Information*. Information will only be withheld where permitted by The Freedom of Information (Scotland) Act 2002 (FOISA).

Information may be withheld, for example, where its disclosure would breach the law of confidentiality or harm an organisation's commercial interests. Information may also be withheld if it is another person's personal information, and its release would breach data protection legislation.

Information would not be disclosed in the following examples:

- Requests for information that is contained in patient medical records. However, you do have the right to request your own medical records, see *Section 12 - How to access information which is not available under this scheme*.
- Requests for information relating to private income of practice partners or practice staff
- Requests for financial information that would likely prejudice substantially the commercial interests of any person

Additionally, section 25 of FOISA provides an absolute exemption which allows our practice to refuse to deal with a request where the requested information is already reasonably obtainable elsewhere, even where a fee may be charged. Information provided in the publication scheme is considered reasonably obtainable.

Whenever information is withheld we will inform you of this, and will set out why it was not appropriate for that information to be disclosed. Even where information is withheld it may, in many cases, be possible to provide copies with the withheld information edited out.

If you wish to complain about any information which has been withheld from you, please refer to *Section 9 – Complaints*.

Section 7: Our charging policy

Unless otherwise stated in *Section 13 – Classes of Information*, all information contained within our guide is available from us free of charge where it can be sent to you electronically by email.

We reserve the right to impose charges for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage to the practice, as set out below.

In the event that a charge is to be levied, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

Reproduction costs:

Where charges are applied, photocopied information will be charged at a standard rate of 10p per A4 paper (black and white copy) and 30p per A4 paper (colour copy).

Postage cost:

We will pass on postage charges to the requester at the cost to the practice of sending the information by first class post.

Section 8: Our copyright policy

Chartwell Dental Care holds the copyright for the vast majority of information in this guide to information. All of this information can be copied or reproduced without our formal permission, provided it is copied or reproduced accurately, is not used in a misleading context, and provided that the source of the material is identified.

The guide may, however, contain information where the copyright holder is not Chartwell Dental Care. In most cases the copyright holder will be obvious from the documents. In cases where the copyright is unclear, however, it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder. Wherever possible, this scheme will indicate where we do not own the copyright on documents within *Section 13 – Classes of Information*.

Information about Crown copyright material is available on the website of the Queens Printer for Scotland at www.oqps.gov.uk. We can provide you with a copy of this information if you do not have internet access.

Section 9: Our records management and disposal policy

All information at Chartwell Dental Care is held, retained and destroyed in accordance with *Scottish Government – Records Management: NHS Code of Practice (Scotland)*. Confidentiality of patient information is maintained in accordance with the *NHS (Scotland) Act 1978 Directions on the Confidentiality and Disclosure of Information: General Medical Services, Primary Medical Services Section 17C Agreements and Health Boards Primary Medical Services Contracts*. These documents are available on the NHS Scotland website (<http://www.show.scot.nhs.uk>).

Section 10: Feedback

Chartwell Dental Care is required to review our guide to information from time to time. As a result, we welcome feedback on how we can develop our guide further. If you would like to comment on any aspect of this guide to information, then please contact us. You may, for example wish to tell us about:

- other information that you would like to see included in the guide
- whether you found the guide easy to use
- whether you found the guide to information useful
- whether our staff were helpful
- other ways in which our guide to information can be improved

Please send any comments or suggestions to Chartwell Dental Care, 148 Drymen Road, Bearsden, Glasgow, G61 3RE

Section 11: Complaints

Our aim is to make our guide to information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the guide, however, then please contact us, and we will try and resolve your complaint as quickly as possible. You can contact:

Chartwell Dental Care, 148 Drymen Road, Bearsden, Glasgow, G61 3RE

Any complaint will be acknowledged within two working days of receipt and we will respond in full within twenty working days.

You have legal rights to access information under this guide and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response. These rights apply only to information requests made in writing* or another recordable format. If you are

unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

The Commissioner's website has a guide to this three step process, and she operates an enquiry service on Monday to Friday from 9:00am to 5:00pm. The Commissioner's office can be contacted as follows:

Scottish Information Commissioner

Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Telephone 01334 464610
Email enquiries@itspublicknowledge.info
Website www.itspublicknowledge.info

*verbal requests for environmental information carry similar rights.

Section 12: How to access information which is not available under this scheme

If the information you are seeking is not available under this guide to information, then you may wish to request it from us. The Freedom of Information (Scotland) Act 2002 (FOISA) provides you with a right of access to the information we hold, subject to certain exemptions. The Environmental Information (Scotland) Regulations 2004 (EIRs) separately provide a right of access to the environmental information we hold, while the Data Protection Act 1998 (DPA) provides a right of access to any personal information about you that we hold. Again, these rights are subject to certain exceptions or exemptions.

Should you wish to request a copy of any information that we hold that is not available under this scheme, please write to Chartwell Dental Care, 148 Drymen Road, Bearsden, Glasgow, G61 3RE

Charges for information which is not available under the guide

The charges for information which is available under this guide are set out under Section 8 – Our Charging Policy. Fees for information that is not available under this guide are outlined in The Freedom of Information (Fees for Required Disclosure) (Scotland) Regulations 2004. If you submit a request to us for information which is not available under the Model Publication Scheme 2014 the charges will be based on the actual costs incurred on providing that information.

Requests for your own personal data

While you cannot request personal data under the FOISA you are entitled to request your own personal data under the DPA. Under the DPA you can request your personal information from Chartwell Dental Care, 148 Drymen Road, Bearsden, Glasgow, G61 3RE We reserve the right to charge a maximum of £50 for requests for an individual's own personal information.

Section 13 – Classes of information

The Freedom of Information (Scotland) Act, 2002 requires a publication scheme to specify the classes of information the Public Authority already publishes or intends to publish. Our intention is to publish as much information as possible through our guide to information, where there is known to be public interest. However, exemptions under the Freedom of Information (Scotland) Act, 2002 may allow us to withhold some information, as indicated in *Section 7: Information that we may withhold*.

We publish information that we hold within the following classes:

- Class 1: About Chartwell Dental Care
- Class 2: How we deliver our function and services
- Class 3: How we take decisions and what we have decided
- Class 4: What we spend and how we spend it
- Class 5: How we manage our human, physical and information resources
- Class 6: How we procure goods and services from external providers
- Class 7: How we are performing
- Class 8: Our commercial publications

Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

| Class 1: About Chartwell Dental Care | |
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| Class description: Information about Chartwell Dental Care who we are, where to find us, how to contact us, how we are managed and our external relations. | |
| The information we publish under this class | How to access it |
| Practice name, address and contact details | Information contained in section 2 of this document and our practice leaflet. This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our dental practice. |
| Organisational structure, roles and responsibilities of partners | Information contained in section 2 of this document and our practice leaflet. This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our dental practice. |
| Practice opening hours | Information contained in section 2 of this document and our practice leaflet. This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address. |
| Contact details for patients and complaints functions | Information contained in section 2 of this document and our practice leaflet. This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address |
| Publication scheme and guide to information | This information is available by email and post. The Model Publication Scheme 2014 is available on the Information |

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| | <p>Commissioner's website. This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address</p> |
| Charging schedule for published information | <p>Information contained in section 8 of this document and our practice leaflet.</p> <p>This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address</p> |
| Contact details and advice about how to request information | <p>Information contained in section 6 of this document and our practice leaflet.</p> <p>This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address</p> |
| Charging schedule for environmental information | <p>Information contained in section 13 of this document and our practice leaflet.</p> <p>This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address</p> |
| Legal/contractual framework for the authority | <p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address</p> |
| Description of practice governance/decision making structures | <p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address</p> |
| Names of, responsibilities of and (work-related) biographical details of the people who make strategic and operational decisions about the performance of function and/or delivery of services | <p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address</p> |
| Governance policies | <p>Information contained in section 2 of this document and our practice leaflet.</p> <p>This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address</p> |
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| Strategic planning processes | Information contained in section 4 of this document and our practice leaflet. This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address |
| Accountability relationships, including reports to regulators | Information contained in section 2 of this document and our practice leaflet. This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address |
| Class 2: How we deliver our functions and services | |
| Class description: Information about our work, our strategy and policies for delivering functions and services and information for our services users. | |
| The information we publish under this class | How to access it |
| Description of practice functions, including statutory basis for them | Information contained in sections 2 and 3 of this document and our practice leaflet. This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address |
| Strategies, policies and internal staff procedure for performing statutory functions | Information contained in sections 2 and 3 of this document and our practice leaflet. This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address |
| How to report a concern to the practice | Information contained in section 2 of this document and our practice leaflet. This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address |
| Reports of the practice's exercise of its functions | The practice does not hold this information. |
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| List of services, including statutory basis for them | <p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address</p> |
| Service policies and internal staff policies | <p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address</p> |
| Service schedules and delivery plans | <p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address</p> |
| Information for patients, including how to access services | <p>Information contained in sections 2 and 3 of this document and our practice leaflet.</p> <p>This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address</p> |
| Service fees and charges | <p>Information contained in sections 5 of this document and our practice leaflet.</p> <p>This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address</p> |
| Class 3: How the practice takes decisions and what it has decided | |
| Class description: Information about the decisions we take, how we make decisions and how we involve others | |
| The information we publish under this class | How to access it |
| Public consultation and engagement strategies | <p>Information contained in sections 4 of this document and our practice leaflet.</p> <p>This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address</p> |
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Class 4: What the practice spends and how it spends it

Class description: Information about our strategy, and management of, financial resources (in sufficient detail to explain how we spend public money and what has actually been spent.

The information we publish under this class

How to access it

As a private independent practice we will judge any requests for information its merits.

Class 5: How the practice manages its human, physical and information resources

Class description: Information about how we manage the human, physical and information resources of the authority

The information we publish under this class

How to access it

Strategy and management of human resources

This information is available by email and post It is also available from our Dental practice.

Staffing structure

Information contained in section 2 of this document.

This information is available by email and post and from our Dental practice.

Human resources policies, procedures and guidelines (recruitment, performance, management, promotion, pensions, discipline, grievance, staff development)

This information is available by email and post and is also available from our Dental practice.

Management of the practice premises

This information is available by email and post and is also available from our Dental practice.

Premises maintenance arrangements

This information is available by email and post and is also available from our Dental practice.

Records management policy

Information contained in sections 10 of this document.

This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address

Information governance

Information contained in sections 5 of this document.

This information is available by email and post it is also available on our practice website at www.chartweldentalcare.com It is also available from our practice address

