



## Queensway Dental Care

### NHS & Private Dental Practice

## 2B.23

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

- publish the classes of information that they make routinely available
- tell the public how to access the information and what it might cost

Queensway Dental Care has adopted the **Model Publication Scheme** produced by the **Scottish Information Commissioner**

You can see this scheme on our website at [www.queenswaydentalcare.co.uk](http://www.queenswaydentalcare.co.uk) or by contacting us at the address 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 of information
- state what charges may be applied for supplying information
- 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

### Accessing information under this scheme

The information we publish through the model scheme is, wherever possible, available on our website, by email and at the practice. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at the practice. For example, we can usually arrange to send information to you in paper copy, although there may be a charge for this (see Charges section below). Information can be requested from us by telephone or in writing using the contact details provided (see Contact Us section below).

When writing to us to request information, please include your name and address and full details of the information or documents you would like to receive. Please also include a telephone number so we can call you to clarify any details, if necessary.

Advice on requesting information not detailed in this Guide to Information can be found in Appendix I 'How to access information which is not available under this publication scheme'.

## Exempt information

We will publish the information we hold that falls within the classes of information below. If a document contains information that is exempt under The Freedom of Information (Scotland) Act 2002 (FOISA), we may remove or redact the information before publication but we will explain why. Examples of exempt information include requests for information that is contained in patient dental records (although you do have the right to request your own dental records under the Data Protection Act 1998), requests for information relating to private income of practice partners or practice staff and requests for financial information that would likely prejudice substantially the commercial interests of any person.

## Copyright and re-use

Where Queensway Dental Care holds the copyright in its published information, the information may be copied or reproduced without 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.

Providing access to information does not mean that copyright has been waived, nor does it give the recipient the right to re-use information for commercial purposes. If you intend to re-use information obtained from the Scheme, and you are unsure whether you have the right to do so, please make a request to [name of the practice] using the contact details provided below. Your request will be considered under the Re-use of Public Sector Information Regulations 2015 which may provide the right to impose a charge. In the event that a charge is payable, you will be advised what this is and how it is calculated. If you require more information on the re-use of information, go to <http://www.legislation.gov.uk/ukxi/2015/1415/contents/made>.

The copyright for some of the information referred to in this guide is not held by [insert name of the practice]. This should be apparent from the documents. 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.

## Charges

Unless otherwise stated in the Classes of Information section below, all information contained within our Guide to Information is available from us free of charge, where it can be downloaded from our website, sent to you electronically by email, or accessed at the practice premises.

We reserve the right to impose charges for providing information in paper copy or on digital storage device. 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 20p per A4 paper (black and white copy) and 50p per A4 paper (colour copy). USB flash drives will be charged at the rate of £10 each.

### **Postage costs:**

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

### **Contact Us**

You can contact us for assistance with any aspect of this publication scheme:

Ms. Andrea Cooke  
Practice Manager  
8 Alberta Place  
East Kilbride  
G75 8AA  
[ac@queenswaydentalcare.co.uk](mailto:ac@queenswaydentalcare.co.uk)

We will also be pleased to advise you how to ask for information that we do not publish (also see Appendix I), or how to complain if you are dissatisfied with any aspect of this publication scheme.

### **About Queensway Dental Care**

HC Healthcare Scotland Ltd (T/a Queensway Dental Care) is owned by Christine Clark, Director, and the premises are leased. To find the dentists working at these premises please see Practice Information Leaflet. The practice is also staffed by a practice manager, a receptionists and dental nurses. We operate as general dental practices or as a specialist practices providing dental treatment as independent contractors under NHS terms of service and private treatment for adults and children. We offer the services as listed on our website [www.queenswaydentalcare.co.uk](http://www.queenswaydentalcare.co.uk). We also provide a referral service for other treatments if required.

We claim fees for NHS patients according to the current system (Statement of Dental Remuneration, SDR) set by the government, depending on patient class and exemptions. We are paid monthly fees for the number of patients we have registered and claim fees for individual items of treatment. There are also some allowances available for such things as continuing professional development, audit, rent, rates and practice improvements based on the percentage of NHS care we provide. Out of this income, and income from private treatments, the practice pays the full cost of providing care, including the provision of the building, equipment, materials and staff.

Our standards are assured by NHS regulations relating to our participation in clinical governance, clinical audit and peer review, and by the General Dental Council (GDC) Standards for the Dental Team and requirements for continuing professional development. Our care and treatment are also inspected by the Dental Reference Service of the Scottish Dental Practice Board and our practice is inspected every three years by the Health Boards.

## The Classes of Information that we publish

We publish information that we hold within the classes of information listed below, in accordance with the Model Publication Scheme 2019. 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.

<b>CLASS 1: ABOUT</b>
<b>Class description:</b> Information about 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
1. Name, address, contact details	'Contact Us' section above, practice website <a href="http://www.queenswaydentalcare.co.uk">www.queenswaydentalcare.co.uk</a> and Patient Information Leaflet
2. Practice opening hours	Practice website <a href="http://www.queenswaydentalcare.co.uk">www.queenswaydentalcare.co.uk</a> and Patient Information Leaflet
3. Organisational structure: [practice owner(s), partner(s), owner of premises]	'About ' section above and at practice and Patient Information Leaflet
4. Legal/contractual framework for the practice: [NHS terms of service]	'About section above, <a href="#">The National Health Service (General Dental Services)(Scotland) Regulations 2010</a>
5. Standards	'About ' section above, <a href="#">GDC standards</a> displayed at practice, NHS Quality Improvement Scotland (2006) <a href="#">Dental Services Standards</a>
6. Reports to regulators and internal and external audits:	At practice
7. Strategic planning processes: [continuity planning, risk management etc]	Policies available at practice

8. Contact details for customer care and complaints	See 1. in this class
9. Model Publication Scheme and Guide to Information	Practice website www.queenswaydentalcare.co.uk and available on <a href="#">the Scottish Information Commissioner's website</a>
10. Charging schedule for published information	'Charges' section above
11. Charging schedule for environmental information not available through this publication scheme	Appendix I below
12. Advice about how to request information	'Accessing information under this scheme' section above and also website www.queenswaydentalcare.co.uk

## **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 patients.

<b>The information we publish under this class</b>	<b>How to access it</b>
1. Description of practice functions and services, including statutory basis for them	'About ' section above, Patient Information Leaflet and at practice
2. Strategies, policies and internal staff procedure for performing statutory functions: [record keeping, infection control policy etc]	At practice
3. How to report a concern to the practice	Practice complaints procedure at practice
4. Information for patients, including how to access services	'Contact Us' section above, practice website <a href="http://www.queenswaydentalcare.co.uk">www.queenswaydentalcare.co.uk</a> and Patient Information Leaflet
5. Treatment fees and charges: [cost of NHS treatment set by government, entitlement to exemption and remission from NHS dental charges, private charges etc]	<a href="#">Practitioner Services Division</a> website, <a href="#">current SDR</a> , practice website www.queenswaydentalcare.co.uk and at practice

### **CLASS 3: HOW WE TAKE DECISIONS AND WHAT WE HAVE DECIDED**

**Class description:**

Information about the decisions we take, how we make decisions and how we involve others

<b>The information we publish under this class</b>	<b>How to access it</b>
1. Decisions taken by the practice: [agendas, reports, papers, and minutes of meetings (that do not contain confidential patient information) etc]	not held
2. Decisions are informed by referring to national guidance and current Scottish Government guidelines	<a href="#">General Dental Council</a> (GDC), <a href="#">Scottish Dental Clinical Effectiveness Programme</a> (SDCEP), <a href="#">Scottish Intercollegiate Guideline Network</a> (SIGN) and <a href="#">British Dental Association</a> (BDA) websites
3. Patient consultation and feedback: [patient experience surveys and feedback]	not held

### **CLASS 4: WHAT WE SPEND AND HOW WE SPEND IT**

**Class description:**

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

<b>The information we publish under this class</b>	<b>How to access it</b>
1. Details of NHS funding	Main company website under 'About Us'
2. Purchase of equipment and supplies: [names of suppliers, laboratory services etc]	At practice

### **CLASS 5: HOW WE MANAGE OUR HUMAN, PHYSICAL AND INFORMATION RESOURCES**

**Class description:**

Information about how we manage the human, physical and information resources of Queensway Dental Care

<b>The information we publish under this class</b>	<b>How to access it</b>
1. Human resources policies, procedures and guidelines: [recruitment, performance management,	Policies available at practice

pensions, discipline, grievance, staff development etc]	
2. Management of the practice premises: [owner of premises or factor, planning permission]	'About section above, at practice
3. Premises maintenance arrangements: [premise maintenance contracts]	At practice
4. Equipment maintenance arrangements: [equipment service contracts]	At practice
5. Records management policy: [Data Protection, Confidentiality and Information Security Policy]	At practice

## **CLASS 6: HOW WE PROCURE GOODS AND SERVICES FROM EXTERNAL PROVIDERS**

### **Class description:**

Information about how we procure goods and services, and our contracts with external providers

<b>The information we publish under this class</b>	<b>How to access it</b>
1. List of suppliers: [utilities, dental supplies, laboratory work etc]	At practice
2. Procurement policies and procedures	At practice

## **CLASS 7: HOW WE ARE PERFORMING**

### **Class description:**

Information about how we perform as an organisation, and how well we deliver our functions and services

<b>The information we publish under this class</b>	<b>How to access it</b>
1. External reports, reports for NHS boards, annual reports, and performance statements: [Health Board practice inspection completion letter]	At practice
2. Patient feedback: [patient experience surveys and	At practice

other feedback]	
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## **CLASS 8: OUR COMMERCIAL PUBLICATIONS**

### **Class description:**

Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal.

<b>The information we publish under this class</b>	<b>How to access it</b>
We do not hold this information	Not applicable

## **CLASS 9: OUR OPEN DATA**

### **Class description:**

Open data made available by Queensway Dental Care as described by the Scottish Government's [Open Data Resource Pack](#) and available under an open licence.

<http://www.gov.scot/Publications/2015/08/4093/downloads#res-1>

<b>The information we publish under this class</b>	<b>How to access it</b>
No information held under this class	Not applicable



## **Appendix I**

### **How to access information which is not available under this publication 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 publication scheme, please write to

M.Andrea Cooke  
8 Alberta Place  
East Kilbride  
G75 8AA

### ***Charges for information which is not available under the scheme***

Fees for information that is not available under this scheme 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 current Model Publication Scheme the charges will be based on the following calculations:

#### **General information requests**

These charges are set within The Freedom of Information (Fees for Required Disclosure) (Scotland) Regulations 2004

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay

the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

### **Charges for environmental information**

This could include, for example, details of waste disposal. The charging scheme below can be modified: unlike a FOISA request for general information, there is no upper or lower cost limit for an EIR request and the practice can recover, in full, the cost of supplying the information

- We will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.
- Charges are calculated on the basis of the actual cost to the practice of providing the information. Photocopying is charged at 10p per A4 sheet for black and white copying and 30p per A4 sheet for colour copying. Postage is charged at actual rate for first class mail. Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released.
- In the event of a request we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

These charges are set within The Data Protection (Subject Access) (Fees and Miscellaneous Provisions) Regulations 2000

### **Requests for your own personal data**

While you cannot request personal data under the FOISA you are entitled to request your own personal data from us under the Data Protection Act 1998 (DPA). We reserve the right to charge a maximum of £50 for requests for an individual's own personal information.