

Harrow Lane Dental Practice Publication Scheme

Welcome to the Harrow Lane Dental Practice Publication Scheme. This is a guide to the information published by the Dental Practitioners (who practice together) at our practice as required by the Freedom of Information Act 2000. Information covered by this scheme is mainly about the general dental services we provide under the National Health Service (NHS) Act of 2006.

PART I: INTRODUCTION

This Publication Scheme is a complete guide to the information routinely made available to the public by the dentists at the Harrow Lane Dental Practice. It is not a complete list of publications since this will change as other things are produced, but it is a description of the classes of information that we provide. This guide will be reviewed at regular intervals and we will monitor its effectiveness.

How much do they cost?

All publications are free unless otherwise stated within each class (with £). Where information is provided at a cost the charges will be calculated as set out in [Class 7](#)

How is the information made available?

All of the information within each class is available in hard copy from reception desk or on our website www.harrowlanedental.co.uk

Your right to information

As well as our published information, present and former patients of the practice have the right to access the personal information that we hold about them in accordance with the Data Protection Act 1998. Details of how to do this are contained in the Practice Data Protection Policy, which is available from Mrs. Anne Tolefe.

Feedback

We have produced this guide in order to comply with the Freedom of Information Act 2000. The purpose of the Act is to encourage organizations working for the public to be more open about the information they have. We welcome your views on additional classes of information, which might be included, and on the publications themselves.

If you have any comments or suggestions about the scheme, please send them in writing to

Mr Louis Tolefe

Harrow Lane Dental Practice

204 Harrow Lane, St Leonards –on-Sea

TN37 7JZ, East Sussex

PART II: CLASSES OF INFORMATION

All information at the Dental Practice is held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information, which can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000. Where individual Classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all classes within the Publication Scheme.

The information on this Scheme is grouped into the following 7 broad Classes:

1. Who we are and What We Do
2. Financial Information
3. What Our Priorities Are and How We Are Doing
4. How We Make Decisions
5. Our Policies and Procedures
6. Lists and Registers
7. The Services We Offer

Class 1: Who we are

We are an independent dental practice and are responsible for our running costs, debts and profit.

We have a general dental services contract with the Hastings and Rother Primary Care Trust (PCT), Bexhill Hospital, Holliers Hill, Bexhill-on-Sea, East Sussex, TN40 2DZ.

Telephone 01424 735600.

It is possible to find out information about our practice, the PCT(s) and other NHS services in your area by using www.nhs.uk/Services. A full list of local Dental Practices can be found there too.

Our Location & Contact Details:

Harrow Lane Dental Practice

204 Harrow Lane, St Leonards-on-Sea

TN37 7JZ, East Sussex

Tel: 01424 752063

Website: <https://www.harrowlanedental.co.uk>

General Email: info@harrowlanedental.co.uk

Private Email: harrowlane.stleonards@nhs.net

All other Staff Details Updated regularly

Opening times:

Monday to Thursdays:

Mornings: 8:30am -1:00pm Lunch: 1-2pm Afternoons: 2:00pm - 5:30pm

Fridays:

Mornings 8:30am-12:00pm Lunch 12-12:30pm Afternoon 12:30pm-2:30pm

The practice staff are as listed below:

Dentists

Mr Louis E Tolefe (Male) BDS, Stat Exam(UK), Cert MOS RCS (Eng) GDC No: 84330

Dr James Mulani (Male) BDS, Stat Exam(UK), GDC No: 251584

Dr Nicola Gradwell (Female) BSc, BDS (Liverpool.), GDC No: 283264

Hygienist

Mrs. Anne E Tolefe BSc, MSc. (Lond), Dip DH RCS(Eng) GDC No: 248430

Dental Care Professionals (Dental Nurses)

Ms Mannu Khadka - Registered Dental Nurse GDC No: 246532

Miss Charlotte Hough - Registered Dental Nurse GDC No: 275285

Miss Cassie DeHaverland - Registered Dental Nurse GDC No: 275919

Practice Co-Ordinator

Ms Sarah Nelson

Class 2: Financial information

Our income from the NHS derives from a yearly fixed price contract, paid in monthly installments, for a fixed amount of work called units of dental activity (UDAs). There are some allowances for such things as continuing professional development.

NHS treatment are divided into bands of treatment and cost for each band is set by the Government. Details are available at the reception.

Everyone pays for their NHS dental treatment unless they are entitled to exemptions or remissions. For details of whether you are entitled to free treatment, please contact us.

Our guide for private charges is available at the reception. Your dentist will discuss this with you during your consultation.

There may be circumstances where material cannot be released because it is confidential or commercial information or the appropriate officer designated for these purposes under the Act has taken the view that it may be prejudicial to the conduct of the Practices affairs

Class 3: What Our Priorities Are and How We Are Doing

Information about our services is contained in the practice's patient information leaflet, which is available at Reception and can be found on the website.

The Practice currently has no objectives in place to develop our NHS service in addition to what is in place at present

Practice Inspection by regulators for England: Care Quality Commission (CQC)

This can be found on the CQC website on

https://www.cqc.org.uk/sites/default/files/old_reports/1-191575573_Mr_Louis_Tolefe_1-199025646_Harrow_Lane_Dental_Practice_20130515.pdf

Class 4: How We Make Decisions

As a small practice, management decisions are not recorded. Information may be available from Louis Tolefe

Class 5: Our Policies and Procedures

We have policies and procedures, which ensure that the practice operates in a safe and efficient manner. These include:

- Patient Experience Policy (M233-PEX)
- Policies regarding staff employment -
 - Recruitment and selection policy (M222H)
 - Employment & Induction policy (M233-EIN)
 - Disciplinary (M227A), Grievance (M227B) and Capability (M227D) procedures
- Equality and Diversity policy (M233-EQD)
- Health and Safety (M250C)
- Infection Control policy (M257A) and procedures (M257B)
- Radiation protection checklist - Information from our Radiation Protection folder is available from Louis Tolefe
- Complaints procedures -Our complaints procedure is on our website and in the waiting room
- Records Management policies (M233-REM)
- Confidentiality (M233-CON) and Data Protection Policy (M233-DPT)
- Requests for Information procedures and policies – All requests for information are covered in the Data Protection policy (M233-DPT), which is available from reception
- Practice Information Leaflet – Available from Reception and on the website – No charge

Copies of policies are available from Reception, some may require a small charge to photocopy

Class 6: Lists and Registers

Currently Held Lists & Registers:	NONE HELD
Any publicly available register or list:	NONE HELD

Class 7: The Services We Offer

Information about the services we offer under contract to the NHS and Privately are available at the Reception desk and on our practice website: www.harrowlanedental.co.uk

All charges are also available to view on our website and at the Reception

Our Practice Information Leaflet is available to view at the Reception and on our website www.harrowlanedental.co.uk

Information Leaflets:

We have a range of leaflets available at the Reception at no charge:

- Patient Information Leaflet on Gum Health
- Take home instructions for After surgery
- Patient Information Leaflet on Oral Health
- Patient Information Leaflet on varied NHS information

Out of Hours Arrangement:

Emergency care is provided by the Arthur Blackman Clinic on 01424 851225 when the Practice is closed

Details of access to the premises for people with disabilities:

Disabled parking space, limited wheelchair access, disabled toilet.

The languages we speak and the availability of interpreters:

English only. No interpreters available.

Treatment we provide:

We offer all NHS and private care

Referrals:

Patients are referred for sedation/general anesthesia, orthodontics, difficult extractions, difficult endodontic cases, complex dental implants, specialist periodontal care

This guide will be reviewed regularly and we will also keep the list of publications up to date.

We are required by the Freedom of Information Act to respond to requests from the public to access recorded information that we hold. There are some exemptions to this right and it does not change the rights of our patients to know

Cost of Information

For the most part, we will charge you only for hard copies. Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available. Charges are as follows:

- a) Hard copy via the Dental Practice - A fee of £5 per hard copy of this publication. A single print-out is available from Mrs. Anne Tolefe (or the acting Manager in her absence).
- b) Leaflets and brochures - free of charge for leaflets or booklets on, for example, services we offer to the public. A list is available from Mrs. Anne Tolefe (or the acting Manager in her absence).
- c) Policies and Procedures – A fee of 10p per photocopy

The charges will be reviewed regularly.

Further information

Further information on the Freedom of Information Act is available from **the** following websites:

Information Commissioner's Office (www.ico.org.uk/)

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