

## 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.

### **The dentists are:**

Mr Louis E Tolefe – Principal Dentist

Dr James Mulani - Associate Dentist

We also have a Vocational Dental Practitioner annually

Dental Hygienist(s)

Mrs. Anne Tolefe

## **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](http://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 and What We Do**

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](http://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](mailto:info@harrowlanedental.co.uk)

Private Email: [harrowlane.stleonards@nhs.net](mailto:harrowlane.stleonards@nhs.net)

### **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 permanent 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

#### **Hygienist**

Mrs. Anne E Tolefe Dip DH RCS (Eng) GDC No: 248430

#### **Practice Co-Ordinator**

Ms Sarah Nelson

*All other Staff Details Updated regularly on the website [www.harrowlanedental.co.uk](http://www.harrowlanedental.co.uk)*

## **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 affair

## **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](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 (10p per copy, £4 per CD)
- Policies regarding staff employment -10p per copy, £4 per CD
  - Recruitment and selection policy
  - Employment & Induction policy
  - Disciplinary, Grievance and Capability procedures
- Equality and Diversity policy (10p per copy, £4 per CD)
- Health and Safety (10p per copy, £4 per CD)
- Infection Control policy and procedures 10p per copy, £4 per CD
- Radiation protection checklist - Information from our Radiation Protection folder is available from Louis Tolefe (10p per copy, £4 per CD)
- Complaints procedures -Our complaints procedure is on our website and in the waiting room
- Records Management policies (10p per copy, £4 per CD)
- Confidentiality and Data Protection Policy (10p per copy, £4 per CD)
- Requests for Information procedures and policies – All requests for information are covered in the Data Protection policy which is available from reception. 10p per copy, £4 per CD
- 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](http://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](http://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

### ***Arrangements for emergency care:***

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:***

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 and 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 have all of their personal information kept strictly confidential and available to them on request.

#### 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 Administrator 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 Administrator in her absence).

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.gov.uk/](http://www.ico.gov.uk/))

#### **Copyright**

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