

Information available from our Orthodontic Centres trading as ORTHO-TEK LTD, *providing dental services under contract to the NHS* under the Freedom of Information Act model publication scheme

Information covered by this scheme is only about the general dental services we provide under the National Health Service Act 2006 or the National Health Service (Wales) Act 2006.

Information to be published	How the information can be obtained	Cost
<p>Class 1 - Who we are and what we do (Organisational information, structures, locations and contacts) This will be current information only</p>		
Who's who in the practice	Dentists providing NHS services are listed in our practice information leaflet, which can be obtained from reception	No charge
Contact details for the practice (named contacts where possible with telephone number and email address (if used))	These details are listed on our website, and in our practice information leaflet, which can be obtained from reception	No charge
Opening hours	These details are listed on our website and in our practice information leaflet, which can be obtained from reception	No charge
Staffing structure	This information is not held	
<p>Class 2 – What we spend and how we spend it (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit) Current and previous financial year as a minimum</p>		
Total final cost to the PCT/LHB/HPSS of our contracted services	Information on NHS funding and contract targets are available from Dr. Steve Wagner	No Charge

Class 3 – What our priorities are and how we are doing		
(Strategies and plans, performance indicators, audits, inspections and reviews) Current and previous year as a minimum		
Plans for the development and provision of NHS services	These details are available in our practice information leaflet, which can be obtained from reception	No charge
Practice Inspection	The date and conclusions of our last inspection are available from Dr. Steve Wagner	No charge
Class 4 – How we make decisions		
(Decision making processes and records of decisions) Current and previous year as a minimum		
Records of decisions made in the practice/firm affecting the provision of NHS services	As a small business formal records of management decision are not normally recorded, however, any changes in the provision of NHS services would be incorporated into an updated patient information leaflet, which can be obtained at reception. We may also notify by notices in our reception area	No charge
Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities) Current information only (delete any policies not actually held)		
Policies and procedures about customer service	These details are available in our practice information leaflet, which can be obtained from reception	No charge
Equality and diversity policy	A copy of this policy can be obtained from reception	No charge
Health and safety policy	A copy of this policy can be obtained from reception	No charge
Complaints procedures (including those covering requests for information and operating the publication scheme)	A copy of this policy can be obtained from reception	No charge
Records management policies (records retention, destruction and archive)	A copy of our confidentiality policy can be obtained from reception	No charge
Confidentiality and data protection policies	A copy of our confidentiality policy can be obtained from reception	No charge

Policies and procedures for handling requests for information	This information is obtained within this document	No charge
Class 6 – Lists and Registers Currently maintained lists and registers only		
Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice)	This information is not held	
Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public and businesses) Current information only		
The services provided under contract to the NHS	These details are available in our practice information leaflet, which can be obtained from reception	No charge
Charges for services	These details are available in our practice information leaflet, which can be obtained from reception	No charge
Information leaflets	These details are available in our practice information leaflet, which can be obtained from reception	No charge