

VICTORIA DENTAL PRACTICE

Information available under the Freedom of Information Act model publication scheme

Information covered by this scheme is only about the private dental services we provide.

Information to be published	How the information can be obtained	Cost
VICTORIA DENTAL PRACTICE: Simon and Helen Holguin	Website Patient brochures	-
Who's who in the practice	Information about those who work at the practice is available in the practice information leaflet, which is available from the practice reception. The information is also published on our practice website at www.victoriadental.co.uk	<i>No charge</i>
Contact details for the practice (named contacts where possible with telephone number and email address (if used))	These details are available in our practice information leaflet, which is available from the practice reception. The information is also published on our practice website	<i>No charge</i>
Opening hours	This information is available in our practice information leaflet, which is available from the practice reception. The information is also published on our practice website	<i>No charge</i>

Practice inspection. Inspection reports by regulators [<i>for England: the Care Quality Commission (CQC</i>	The date and conclusions of our last practice inspection are available from practice owner	Reasonable copying costs will be charged
How we make decisions	As a small business, we do not normally maintain formal records of management decisions. However, any changes in the provision of dental services are incorporated into the practice information leaflet. Our current practice information leaflet is available from the practice reception. We may also notify patients via notices in our reception area, or emails.	No charge
Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities)	Available on our website, and in the patient information booklet on reception.	
Policies and procedures about customer service	Information about our customer service is included in our patient information leaflet, which is available from the practice reception	No charge
Policies and procedures about employment of staff	Copies of the practice disciplinary policy and grievance policy are available from the practice reception.	No charge
Equality and diversity policy	A copy of the practice policy on equality and diversity is available from the practice reception	No charge
Health and safety policy	A copy of the practice health and safety policy is available from the practice reception	No charge
<i>Infection control policy</i>	<i>A copy of the practice infection control policy is available from the practice reception.</i>	<i>No charge</i>
<i>Radiation protection checklist</i>	<i>A copy of the practice radiation protection checklist is available from the practice reception.</i>	<i>No charge</i>

<i>Complaints procedures (including those covering requests for information and operating the publication scheme)</i>	<i>A copy of the practice complaints procedure is available from the practice reception. Information about how to make a complaint is also published on the practice website</i>	<i>No charge</i>
<i>Records management policies (records retention, destruction and archive)</i>	<i>A copy of the practice records management policy is available from the practice reception.</i>	<i>No charge</i>
<i>Confidentiality and data protection policies</i>	<i>Copies of the practice confidentiality policy and data protection code of practice are available from the practice reception.</i>	<i>No charge</i>
<i>Policies and procedures for handling requests for information</i>	<i>A copy of the practice procedure for handling requests for information is available from the practice reception.</i>	<i>No charge</i>
<i>Practice information leaflet</i>	<i>Our practice information leaflet can be obtained from the practice reception. The information is also published on our practice website]</i>	<i>No charge</i>
<i>Class 6 – Lists and Registers</i>	<i>Non held</i>	
<i>Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice).</i>	<i>This information is not held</i>	
<i>Class 7 – The services we offer</i> <i>(Information about the services we offer, including leaflets, guidance and newsletters produced for the public)</i> <i>Current information only</i>		
		<i>No charge</i>

<i>No services are provided under contract to the NHS</i>	<i>This information is included in our practice information leaflet, which is available from the practice reception. The information is also published on our practice website at [website address]</i>	
<i>Charges for any of these services</i>	<i>Information about patient charges is included in a practice information leaflet, which is available from reception. The information is also published on our practice website.</i>	<i>No charge</i>
<i>Information leaflets</i>	<i>Oral health information is available in various patient information leaflets, which can be obtained from the practice reception. Information is also published on our practice website.</i>	<i>No charge</i>
<i>Out of hours arrangements</i>	<i>Information about out-of-hours emergency care is available in the practice information leaflet, which is available from the practice reception and published on the practice website.</i>	<i>No charge</i>