

PLEASE NOTE THAT THIS DOCUMENT IS PRESENTLY UNDER REVIEW. THE PARTS PERTAINING TO THE NHS NO LONGER APPLY BECAUSE THE PRACTICE HAS CEASED ITS NHS CONTRACT.

PUBLICATION SCHEME

Under the **Freedom of Information Act 2000**, **Glenhaven** must have a “publication scheme” where we are obliged to supply to any interested party any information we may hold on them or our practice.

The classes of information provided in the publication scheme may include:

- Organisational information, structures, location and contacts
- Financial information.
- Strategies and plans, performance indicators, audits, inspections and reviews
- Decision making processes and records of decisions
- Current written protocols, policies and procedures for delivering our services and responsibilities
- Currently maintained lists and registers, Information about the services we offer, including leaflets, guidance and newsletters produced from the public and businesses

The **Publication Scheme** is a complete guide to the information routinely made available to the public by **Glenhaven**. It is a description of the information about our Dental Practice which we make publicly available. Some information will not be made readily available. This policy will be reviewed at regular intervals and we will monitor its effectiveness.

How much does it cost?

The publications are all free unless otherwise indicated. Where information is provided at a cost, the charges will be calculated, and you will be informed in advance as discussed below.

How this information is made available

The information you require will either be displayed on the Practice Website (www.glenhavendentalcare.com) or available in hard copy (upon request) form **Glenhaven**.

Your Rights to the Information

- The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions at **Glenhaven** are made

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- **Glenhaven** is obliged to respond to requests about information that it holds and recorded in any format and it will create a right of access to such information. These rights are subject to exemptions which must be taken into consideration before deciding what information the business can release. Some of these included exemptions are described below;
 - Some exemptions apply only to a particular category or class of information, such as information held for criminal investigations or relating to correspondence with the royal family. These are called class-based exemptions.
 - Some exemptions require us to judge whether disclosure may cause a specific type of harm, for instance, endangering health and safety, prejudicing law enforcement, or prejudicing someone’s commercial interests. These are called prejudice-based exemptions. This distinction between ‘class-based’ and ‘prejudice-based’ is not in the wording of the Act but many people find it a useful way of thinking about the exemptions.
 - The Freedom of Information Act also often refers to other legislation or common law principles, such as confidentiality, legal professional privilege, or data protection. In many cases, we may need to apply some kind of legal ‘test’ - it is not as straightforward as identifying that information fits a specific description. It is important to read the full wording of any exemption, and if necessary consult our guidance, before trying to rely on it.
 - All the exemptions can be found in Part II of the Act, at sections 21 to 44.
- Under the Data Protection Act, patients are also entitled to access their dental records or any other personal information held about them. Patients should contact the Practice Director Denise Griffiths or the Business Manager Christopher Griffiths to do this.

Feedback

Glenhaven has produced this guide in order to comply with the Freedom of Information Act 2000. The purpose of the Act is to encourage organisations working for the public to be more open about the information they have. If a patient has any views, comments or suggestions that they wish to communicate with the practice then they should contact either the Practice Director Denise Griffiths or the Business Manager Christopher Griffiths at our Practice Address: Glenhaven, 129 Cardiff Road, Taffs Well, CF15 7PP or alternatively by email at enquires@glenhavendentalcare.com.

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Classes of Information

At Glenhaven we hold various types of information which we review, dispose of or retain according to our Governing Bodies Rules and Regulations and the NHS rules. As seen below, our information can be classed into 7 categories:

1. **Who we are:** This will involve details of all the dentists and dental hygienists including their name, sex and date of first registration with the GDC, specialist status and whether they are full time or part time. This information can also be found in our Practice Information Leaflet.
2. **Our Services:** This information includes our opening hours, arrangements for emergency care, details of access to the premises for people with disabilities, the language we speak and the availability of interpreters, information about the care and treatment provided by the practice. This information can also be found in our Practice Information Leaflet
3. **Financial Information:** We have information about the cost of NHS treatment, Entitlement to exemption and remission from NHS dental charges, our private charges and a description of the allocation of our spending. This information can also be found in our Practice Information Leaflet
4. **Information for Patients and the public:** We have information about the types of dental treatment we offer, we make information leaflets for Private, Denplan and NHS treatment, teeth whitening, mouthguards guidance, air-flow, facial aesthetics information, smoking cessation, dietary advice, oral hygiene and caring for a Childs mouth.
5. **Complaints:** This includes a brief summary of our complaint's procedure. Our full procedure can be found on our website or in a leaflet in our waiting room. It is also available upon request at reception.
6. **Our Policies:** We have policies and procedures which ensure that the practice operates in a safe and efficient manner.
7. **This Guide:** This document will be reviewed regularly and will also keep the list of publications updated. This will also include the criteria in which Glenhaven has provided this information.

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Who we are

The practitioners at this practice include:

Dr Lara Denise Vincent (formerly Griffiths) (female) - Company Director and Dental Surgeon

BDS. Hons (Wales)

GDC – 194481 - First Reg with the GDC: **23/07/2010**

Full Time

Specialist Status: n/a

Dr Mark Vincent (male) - Director and Dental Surgeon

BDS. Hons (Wales)

GDC – 211165 - First Reg with the GDC: **11/07/2011**

Full Time

Specialist Status: n/a

Dr Jack Thomas (male) - Associate Dental Surgeon

BDS. Hons (Wales) MFDS RSC (Edinburgh)

GDC – 251141 - First Reg with the GDC: **25/06/2014**

Part Time

Specialist Status: n/a

Dr Craig Mallorie (male) - Dental Surgeon with Practice Limited to Dental Implants and Oral Surgery

BDS (Hons) Wales. MJDF Royal College of Surgeons of England. Grad.Dip.Clin.Dent (Dental Implants) Sydney, Grad.Dip.Clin.Dent. (Dental Sedation) KC London. Pg Cert (Clinical Education) Edinburgh. Grad.Dip.Clin.Dent. (Oral Surgery) London.

GDC – 103488 - First Reg with the GDC: **05/01/2006**

Part Time

Specialist Status: n/a

Lisa Welch (female) - Hygienist

CEB Dip Dent Hygiene (Wales)

GDC – 4501 - First Reg with the GDC: **28/09/2019**

Part Time

Specialist Status: n/a

Gemma Davies(female) – Therapist/Hygienist

Com Dip Dent Therapy & Hygiene (Wales)

GDC – 185826 - First Reg with the GDC: **14/01/2010**

Part Time

Specialist Status: n/a

Our Services

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Glenhaven provides both NHS and private treatment. NHS treatment at this practice is provided under contract with:

Cwm Taf Health Board

Ynysmeurig House
Navigation Park
Abercynon
CF45 4SN

Tel: 01443 744800
Fax: 01443 744888

The practice runs NHS and private clinics between the hours of 9:00-17:30 Monday – Friday

We have a limited NHS contract and are not taking any new NHS patients on. The practice is currently operating an extensive waiting list.

Our dual reception, two waiting rooms and surgeries are located on the ground floor along with our Decontamination Unit and Consultation room.

The language we speak is English. If the need arises, we can have access to interpreters.

Financial and Funding Information

NHS treatment is provided free of charge for qualifying patients under the age of 18 years. All patients aged 18 or under are eligible for an NHS assessment. However, under the terms of the current dental contract, health service funding for treatment is directed at those patients for whom treatment will improve their dental health and not just the appearance of their teeth.

Our NHS income is based on the delivery of an agreed number of Units of Dental Activity each year under our contract with NHS Cwm Taf Health Board. Full details of this may be obtained by making a written request to our **Business Director Mrs Denise Griffiths**.

For information about the cost of NHS treatment you can see the latest fee list on <http://www.healthcosts.wales.nhs.uk/nhs-dental-charges>

For information about your proof of entitlement for NHS dental treatment follow this link: <http://www.healthcosts.wales.nhs.uk/proof-of-entitlement>

If you do not have internet access the practice will be able to provide you with a free hard copy. For a free leaflet about entitlement to exemption and remission of NHS charges please contact the practice.

A guide to our private treatment fees is available on the practice website, presented in our waiting room and can be obtained by request to our **Business Director Mrs Denise Griffiths**.

The income we receive from the NHS and from private patients is used to pay for the running of the practice, staff salaries, training and development, mortgage and loan repayments, council tax, the

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purchase of equipment and its maintenance, servicing and repair, dental laboratory fees, compliance with regulatory requirements and other business expenses. We operate a thorough quality assurance programme, which involves regular audits of all practice activities.

Regular Publications and Information for the public

The following publications are available free from the Practice:

Practice Brochure and Procedures

- **Patient Information Leaflet** – Contains information about the Dental Practitioners who work at the Practice, Our address and how to find us, Opening Times for our NHS and Private clinics, Access Information, The treatment we provide at our practice, Payment Options, Disability Access and protocol for emergencies
- **Compliments, Concerns and Complaints Guidance**

Treatment Information and Guidance

- **Tooth Decay**
- **Gum Shields**
- **New Dentures**
- **Oral Hygiene**
- **Children’s Teeth**
- **Cerec**
- **Dental X-Rays**
- **Gum Health**
- **Smoking**
- **Tooth Whitening**
- **Airflow**
- **Mouth Cancer**
- **Diet**
- **Facial Aesthetics**

Complaints

We take patient feedback and complaints very seriously and make every effort to ensure that our patients are happy with their treatment and experience while at **Glenhaven**.

We have policies and procedures in place for dealing with complaints: A copy of our complaints procedure may be obtained from our website or at Reception.

Our Policies and Procedures

Our Practice policies and procedures are based on the HIW requirements for Best Practice.

These include but are not restricted to:

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- Data Protection Policy (Patients)
- Data Protection Policy (Staff)
- Display Screen Equipment Policy
- Health and Safety Policy
- Manual Handling Operations Policy
- Personal Protective Equipment Policy
- Provision and Use of Work Equipment Policy
- Patients Privacy, Dignity and Confidentiality Policy
- RIDDOR
- Freedom of Information Policy
- Child Protection Policy
- Safeguarding Vulnerable Adults Policy
- Complaints Policy and Procedure
- Whistle blowing Policy
- Decontamination Policies (Numbered)
- Radiation Protection Policy
- Resuscitation Policy
- Waste Storage and Disposal Policy
- Mercury Handling Policy
- Infection Control Policy
- Equal Opportunities Policy

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This Guide

Our Information Management Criteria are based on:

- The requirement to make information available under the Freedom of Information Act 2000
- The information needs for our staff, patients and the public
- The need for commercial confidentiality
- Staff and Patient Confidentiality Issues

All enquires about information management within the Practice should be referred to:

Mr Christopher J Griffiths LLB,
Business Manager,
Glenhaven,
129 Cardiff Road,
Taffs Well,
CF15 7PP

Or alternatively email the Business Manager: Enquires@glenhaventalcare.com

Cost of Information

For the most part, Glenhaven will only charge you for multiple hard copies or for copying onto media (e.g) (CD-ROM). Some Information is available free, but for other information there may be a charge. The charges will vary according to how information is made available. Charges are as follows:

- Via the Practice Website – free of charge, although any charges for Internet Service provider and personal printer costs would have to be met by the individual or company
- For those without internet access, a single printout would be available by post upon request to Reception or the Business Manager Christopher Griffiths, in writing. However, requests for multiple printouts, or archived copies of documents, which are no longer accessible or available at the Practice or on the web, may attract a charge of retrieval, photocopy, postage etc. Glenhaven will let the individual know the charges that will have to be paid in advance. We will not provide printouts of other organisations websites.
- Leaflets and Brochures – these are free of charge at this Practice for single copies and contain varying amounts of information. For example, the services we offer to our patients
- Email will be free of charge unless stated otherwise

These charges will be reviewed annually.

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Useful Resources

The Information Commissioners Office Website: www.ico.org.uk

NHS Cwm Taf Health Board: www.cwmtafuhb.wales.nhs.uk/

Glenhaven Website: www.glenhavendentalcare.com

The GDC Website: www.gdc-uk.org

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For further guidance please visit: www.hms.gov.uk/guides.htm

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