

Freedom of Information Act

This is a guide to the information made available to the public from Bembridge Dental under the Freedom of Information Act publication scheme. Information covered by this scheme is only about the general dental services we provide under the National Health Service Act 2006. There is no charge for obtaining any information from the practice.

Classes of Information

This guide outlines the classes of information that we publish, which is divided into seven categories:

1. Who we are and what we do
2. What we spend and how we spend it
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

Bembridge Dental is a provider of NHS, Oral Surgery, Practiceplan and private dental care.

Details of our practice, dentists, and the specific services that we provide, together with opening hours and staff details are all detailed in the Practice Information Leaflet, Website and NHS Choices. The organisational structure is available from the practice.

Our Data controller is Piotr Pirga, our Data Protection Officer is Vanessa Pirga. She can be contacted by email vanessa@bembridgedental.co.uk or by telephone 01983 872224.

Class 2: What we spend and how we spend it

We invest within the practice so we offer the best overall service we can. We proactively look for ways in which we can evolve and improve the service we provide. We have a rotary endodontic system, digital radiography and are becoming a paperless practice. This facilitates effective patient care and provides the lowest risk of ineffective treatments.

We have updated our appointment booking system to try and offer patients the ability to book routine examination appointments entirely online offering flexibility, transparency and simplicity.

If anyone would like more information regarding NHS funding, please write in a letter requesting the information under Freedom of Information Act guidelines. This information is also freely available from the NHSBSA website.

Class 3: What our priorities are and how we are doing

Our priorities are to help you achieve a healthy mouth with good oral function. There is more information regarding our priorities on the website, with our statement of purpose. The results of regular patient feedback surveys are audited and used to identify any further practice training and improvements we can make. It is always possible to review our clinic by going on the NHS Choices website.

NHS England monitors our performance through the system Compass. NHS England informs us of any flags or issues regarding contract targets to help us keep our care at highest so that remedial measures can be implemented immediately. They check our performance against local and national benchmarks. The results of inspections carried out by the Care Quality Commission are available from the CQC website. They are also displayed in the reception area at the practice.

Class 4: How we make decisions

The dental practice is owned by Dr Piotr Pirga and the future direction of the practice is determined by his vision and past experience with the help of his Vanessa Pirga, the practice manager. Comments or suggestions that patients, staff or colleagues may offer are always heard and evaluated but final decisions are made at his discretion as he is ultimately accountable.

Each meeting that is carried out will have minutes drafted for auditing if any case is brought up regularly.

Decisions that are discussed by management are made in the interest of improving service that we provide.

Discussions of Vital Signs will be carried out at staff meetings.

Class 5: Our policies and procedures

Copies of the following policies and procedures are available on request from Dr Piotr Pirga or Vanessa Pirga. :- Equal Opportunity policy; Health & Safety policy; Confidentiality and Data protection policies; Polices and Procedures for handling requests for information; Patient care policies; Equality and diversity policy, Cross infection procedures; Radiation protection policy; Record management policies.

Our complaints procedures are included within our Patient Information Leaflet and displayed in the reception area of the practice.

Class 6: Lists and registers

There are currently no publicly available lists or registers.


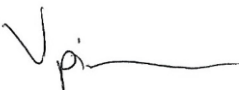
Class 7: The services we offer

The Patient Information Leaflet provides details of the specific services available, opening hours, specific information for NHS patients and complaints procedures.

NHS and private charges are displayed at the practice and on the website.

Information regarding treatments available can be accessed on the website.

For any clarification of the charges please call 01983 872224 and a member of our team will be happy to discuss these with you

Signed	Dated	Position	Date for next review
	8th May 2019	Owner/Data controller	7th May 2020
	8th May 2019	DPO	7th May 2020