

Queen Street Dental Centre

Guide to information available under the Freedom of Information (Scotland) Act

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities (including dental practices offering NHS care) to produce and maintain a publication scheme. As a public authority, we are under a legal obligation to:

- Publish the information that we hold and which falls within the classes of information described below
- Tell the public how to access the information and what it might cost.

The Queen Street Dental Centre has adopted the model publication scheme 2014 produced by the Scottish Information Commissioner (Appendix 1). The scheme has the Commissioner's approval until 31 May 2018.

You can see the model publication scheme 2014 on the Commissioner's website at www.itspublicknowledge.info/MPS or by contacting us at the address below.

The purpose of this Guide to Information is to:

- Allow you to see what information is available (and what is not available)
- State what charges may be applied
- Explain how you can find the information easily
- Provide contact details for enquiries and to get help with accessing the information
- Explain how to request information we hold that has not been published

This guide is also published on our website at www.balmoordental.co.uk. Further copies can be obtained from the Queen Street Dental Centre, 95 Queen Street, Peterhead, AB42 1UA, telephone 01779-473222 or email queenstreet@balmoordental.co.uk.

Availability and formats

The information we publish through the model publication scheme is, wherever possible, available on our practice website. If you do not want to, or cannot, access the information online or by inspection at our premises, we will make alternative arrangements – for example, we can usually arrange to send a printed version of the information (although there may be a charge for this).

Exempt information

We will publish the information we hold that falls within the classes of information described below. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal information or a trade secret), we may remove or redact the information before publication but we will explain why.

Copyright

Where the Queen Street Dental Centre holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

- It is copied or reproduced accurately
- It is not used in a misleading context, and
- The source of the material is identified.

Where we do not hold the copyright in information we publish, we will make this clear

Charges

This section explains when we may make a charge for our publications and how any charge will be calculated.

We do not make a charge for information that we are required to provide under the terms of our NHS contract. Nor do we make a charge for you to view information on our website or at our premises.

We may make a charge for providing information (for example, to cover the costs of photocopying and postage) but we will charge you no more than it actually costs us to do so. We will always tell you what the cost is before providing the information to you.

Our photocopying charges, per A4 sheet of paper, are:

- Black and white: 10p per A4 sheet
- Colour: 30p per A4 sheet

Information provided on CD-Rom or USB memory stick will be charged at up to £ 1-00 per disc and up to £ 10-00 per USB memory stick.

Postage costs will be recharged at the rate we pay to send the information to you.

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run.

Information not available under this guide

Fees for information that is not available under this guide are outlined in The Freedom of Information (Fees for Required Disclosure) (Scotland) Regulations 2004. If you submit a request for information that is not available under the Model Publication Scheme 2014, our charges will be based on the following:

- There is no charge for information requests that costs us £100 or less to process
- Where it costs us between £100 and £600 to process an information request, we may ask you to pay 10 per cent of the cost (after the first £100 has been waived).
- We are not required to respond to requests that will cost us over £600 to process
- In calculating our fee, staff time will be calculated at the actual hourly rate per staff member, up to a maximum of £15 per person, per hour.
- We do not charge for the time taken to determine whether we hold the information, not for the time taken to decide whether the information can be released. We may charge for locating, retrieving and providing the information to you.
- If we decide to apply a charge, we will notify you of the charge and how it has been calculated. You will have three months' from the date of this notification to pay the charge. Information will only be provided on payment. If you decide not to proceed with the request, there will be no charge to you.

Contact us

You can contact us for assistance with any aspect of this publication scheme:

Lorna Bain
Queen Street Dental Centre
95 Queen Street
Peterhead
AB42 1UA
Telephone 01779-473222
Email queenstreet@balmoordental.co.uk

We will also be pleased to advise you on information that we do not publish, or how to complain if you are dissatisfied with any aspect of this publication scheme.

The classes of information

We publish information that we hold within the following classes. Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

Private dentistry is not covered in this guidance and does not fall under the scope of the Act. Please contact Lorna Bain at the practice on 01779-473222 or email queenstreet@balmoordental.co.uk to discuss issues relating to information about private dentistry at the practice.

CLASS 1: About the Queen Street Dental Centre	
Information about the practice, who we are, where to find us, how to contact us, how we are managed and our external relations	
The information we publish under this class	How to access it
Practice name, address and contact details	This information is contained in our patient information leaflet, which is available from reception, by email or by post. The information is also published on our practice website at www.balmoordental.co.uk
Practice opening hours	This information is contained in our patient information leaflet, which is available from reception, by email or by post. The information is also published on our practice website at www.balmoordental.co.uk
Practice structure, including names of dentists working at the practice and roles and responsibilities of other clinical and support staff	This information is contained in our patient information leaflet, which is available from reception, by email or by post. The information is also published on our practice website at www.balmoordental.co.uk
Information for patients about raising a complaint about our service	This information is contained in our patient information leaflet, which is available from reception, by email or by post. The information is also published on our practice website at www.balmoordental.co.uk
Publication scheme and guide to information	This information is available from reception, by email or by post. The information is also published on our practice website at www.balmoordental.co.uk

Requests made under Freedom of Information legislation for information not covered by this publication scheme	This information is available from reception, by email or by post. The information is also published on our practice website at www.balmoordental.co.uk
Information and contact details for requesting information	This information is available from reception, by email or by post. The information is also published on our practice website at www.balmoordental.co.uk
Charges for published information	<p>We do not make a charge for information that we are required to provide under the terms of our NHS contract. Nor do we make a charge for you to view information on our website or at our premises.</p> <p>The introduction to this guide provides information on when we might make a charge for copying and posting information listed here and the charges that apply for information requested under Freedom of Information legislation. This information is available from reception, by email or by post. The information is also published on our practice website at www.balmoordental.co.uk</p>
Legal/contractual framework	In providing NHS dentistry, dentists in Scotland operate under the NHS (General Dental Services) (Scotland) Regulations 2010, as amended.

<p>CLASS 2: How we deliver our functions and services</p> <p>Information about our work, our strategy and policies for delivering functions and services and information for our service users.</p>	
The information we publish under this class	How to access it
<p>Information for patients including</p> <ul style="list-style-type: none"> – Accessing NHS care – Access to the premises for people with disabilities – Services provided – Oral health information 	<p>This information is contained in our patient information leaflet, which is available from reception, by email or by post. The information is also published on our practice website at www.balmoordental.co.uk</p>

Accessing urgent or emergency care	This information is contained in our patient information leaflet, which is available from reception, by email or by post. The information is also published on our practice website at www.balmoordental.co.uk Information about accessing urgent care outside of practice opening hours is available by phoning the practice and listening to the recorded message. This information is always up to date.
The languages we speak and the availability of interpreters	This information is contained in our patient information leaflet, which is available from reception, by email or by post. The information is also published on our practice website at www.balmoordental.co.uk
Treatment fees	Our charges for NHS and private treatment are displayed at reception. This information is available from reception, by email or by post. The information is also published on our practice website at www.balmoordental.co.uk

CLASS 3: How we take decisions and what we have decided Information about the decisions we take, how we make decisions and how we involve others	
The information we publish under this class	How to access it
	We do not hold this information
Plans for the development and provision of NHS services	A copy of relevant documents for developing NHS services at the practice is available from Lorna Bain (<i>practice manager</i>).
Records of changes affecting the provision of NHS services	Any changes in the provision of NHS services would be incorporated into an updated patient information leaflet. We may also notify patients by notices in our reception area or on our website at www.balmoordental.co.uk

CLASS 4: What we spend and how we spend it

Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent.

The information we publish under this class	How to access it
NHS general dental services income	Information on NHS funding received by the practice and/or income is available from Mark Donaldson (<i>practice owner</i>) by email or by post. A charge may be made for providing this information.
Cost of running the practice	Information on NHS funding is available from Mark Donaldson (<i>practice owner</i>) by email or by post. A charge may be made for providing this information.
Prices and costs of drugs and consumables	This information available from Mark Donaldson (<i>practice owner</i>) by email or by post. A charge may be made for providing this information.
	This information is not held
Details of staff costs	Information on total personnel costs for our NHS services is available from Mark Donaldson (<i>practice owner</i>) by email or by post. A charge may be made for providing this information.
Information on funding and grants	Information on NHS funding is available from Mark Donaldson (<i>practice owner</i>) by email or by post. A charge may be made for providing this information.

CLASS 5: How we manage our human, physical and information resources

Information about how we manage our human, physical and information resources

The information we publish under this class	How to access it
Staffing structure	This information is contained in our patient information leaflet, which is available from reception, by email or by post. The information is also published on our practice website at www.balmoordental.co.uk

Recruitment and employment policies and protocols	Our policies and protocols for recruiting, employing and developing staff are available from Lorna Bain (<i>practice manager</i>) by email or by post. A charge may be made for providing this information.
Safety and efficiency of the practice	<p>We have policies and procedures which ensure that the practice operates in a safe and efficient manner. They cover various topics, including health and safety issues and practice procedures for collecting payments.</p> <p>Copies of our policies and procedures are available from reception, by email or by post. The information is also published on our practice website at www.balmoordental.co.uk. A charge may be made for providing this information.</p>
Customer service	Copies of our policies and procedures are available from reception, by email or by post. The information is also published on our practice website at www.balmoordental.co.uk . A charge may be made for providing this information.
Equality and diversity	A copy of the practice equality and diversity policy is available from reception, by email or by post. The information is also published on the practice website at www.balmoordental.co.uk . A charge may be made for providing this information.
Records management	A copy of the practice policy on how we manage our records (retain, archive and destroy them) is available from reception, by email or by post. The information is also published on the practice website at www.balmoordental.co.uk . A charge may be made for providing this information.
Confidentiality and data protection	Copies of the practice policies on confidentiality and data protection available from reception, by email or by post. The information is also published on the practice website at www.balmoordental.co.uk . A charge may be made for providing this information.

CLASS 6: How we procure goods and services from external providers

Information about how we procure goods and services, and our contracts with external providers

The information we publish under this class

How to access it

Details of contracts with suppliers and third parties.

Information on contracts with suppliers and third parties may be available through discussion with Lorna Bain (*practice manager*). A charge may be made for providing this information.

CLASS 7: How we are performing

Information about how we perform as a dental practice, and how well we deliver our functions and services

The information we publish under this class

How to access it

Practice standards

Our practice standards are assured by -

- NHS regulations require our participation in clinical governance, clinical audit and peer review
- The General Dental Council requires continuing professional development.
- Dental Reference Service of the Scottish Dental Practice Board assesses our care and treatment of patients
- Local NHS health board practice inspections

A copy of our NHS practice inspection report is available from Lorna Bain (*practice manager*). A charge may be made for providing this information.

National Care Standards

The Scottish Government's National Care set the standards of care that everyone in Scotland should expect to receive. A copy of the Standards is available from the practice manager (a charge may be made) or can be downloaded at www.nationalcarestandards.org.

Complaints	We provide quarterly anonymised reports to the NHS health board concerning patient complaints. A copy of our reports are available from Lorna Bain (<i>practice manager</i>). A charge may be made for providing this information.
Patient feedback	We provide an annual report of comments, feedback and concerns raised by patients. A copy of our report is available from Lorna Bain (<i>practice manager</i>). A charge may be made for providing this information.

CLASS 8: Our commercial publications	
Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal	
The information we publish under this class	How to access it
Commercial publications	We do not hold this information

Appendix

Scottish Information Commissioner Model Publication Scheme 2014

Introduction

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to adopt and maintain a publication scheme. Authorities are under a legal obligation to:

- publish the classes of information that they make routinely available
- tell the public how to access the information and whether information is available free of charge or on payment.

The Act also allows for the development of model publication schemes which can be adopted by more than one authority.

About this scheme

This single Model Publication Scheme has been produced and approved by the Scottish Information Commissioner. It is approved until 31 May 2018.

It is suitable for adoption by any authority listed in Part 4 of Schedule 1 of the Act (the National Health Service) and any organisation subject to the Act as a result of the Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order 2013 (recreational, sporting, cultural or social bodies established and financed, wholly or in part, by Scottish local authorities).

The scheme may also be suitable for adoption by other Scottish public authorities. Any other authority who wishes to adopt the scheme should apply to the Commissioner for approval to do so. (The Commissioner will usually restrict the approval period for adoptions by other authorities until the date on which they are due to adopt a new scheme e.g., central government bodies are due to adopt a new scheme in 2016.)

Adopting the single Model Publication Scheme 2014

This single Model Publication Scheme can be adopted only in its entirety, **without amendment**. It commits an authority to:

- **publishing the information**, including environmental information, that it holds and which falls within the classes of information below
- **producing a guide** for the public to that information.

The Commissioner has issued Guidance to accompany this model scheme www.itspublicknowledge.info/MPS. This is essential reading for authorities adopting the model scheme: it explains the above requirements in further detail and lists the types of

information the Commissioner expects authorities will publish under each class of information.

Guide to Information

An authority adopting this model scheme must produce a guide to the information it publishes through the scheme. The authority can decide the format of its Guide to Information.

The authority's Guide to Information must:

- allow the public to see what information is available (and what is not available) in relation to each class
- state what charges may be applied
- explain how to find the information easily
- provide contact details for enquiries and to get help with access to the information
- explain how to request information that has not been published.

These requirements are set out in more detail below.

Availability and formats

The information published through this model scheme should, wherever possible, be available on the authority's website. There must be an alternative arrangement for people who do not wish to, or who cannot, access the information either online or by inspection at the authority's premises. An authority may, for example, arrange to send out information in paper copy on request (although there may be a charge for this).

Exempt information

The authority must publish the information it holds that falls within the classes of information below. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal data or a trade secret), the authority should remove or redact the information before publication and explain why it has done so.

Copyright

The authority must publish a copyright statement which explains what can, and what cannot, be done with information accessed through this model publication scheme. The statement must be consistent with the fair dealing provisions of the Copyright, Designs and Patents Act 1988.

The Commissioner recommends the use of the Open Government Licence. A link to the licence and an alternative sample copyright statement are available in the accompanying Guidance.

Where the authority does not hold the copyright in information it publishes, this should be made clear.

Charges

The authority must publish a charging schedule which explains when there is a charge for publications available through the scheme and how any charge will be calculated. There should be no charge to view information on the authority's website or at its premises, except where there is a statutory fee, for example, where this is permitted for access to some registers.

The authority may charge for computer discs, photocopying, postage and packing and other costs associated with supplying the information, but the charge must be no more than these elements actually cost the authority. The authority may not pass on any other costs for information in Classes 1 – 7 below. An exception is made for commercial publications (see Class 8 below) where pricing is on a retail basis.

When deciding the charges, authorities should be mindful of the Re-use of Public Sector Information Regulations 2005.

The authority must give the recipient advance notice of any charges to be applied.

Contact details

The authority must provide contact details for enquiries about any aspect of the adoption of the model scheme, the authority's Guide to Information and for requests for copies of the authority's published information.

The authority is under a duty to provide reasonable advice and assistance to anyone who wants to request information which is not published and the authority's Guide to Information must provide contact details for this purpose.

The Classes of Information

The authority must publish information that it holds which falls within the following classes. Once published, information should be available for the current and previous two financial years. Where information has been updated or superseded, only the current version need be available (previous versions may be requested from the authority).

CLASS 1: ABOUT [NAME OF THE AUTHORITY]

Class description:

Information about [name of the authority], who we are, where to find us, how to contact us, how we are managed and our external relations.

CLASS 2: HOW WE DELIVER OUR FUNCTIONS AND SERVICES

Class description:

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

CLASS 3: HOW WE TAKE DECISIONS AND WHAT WE HAVE DECIDED

Class description:

Information about the decisions we take, how we make decisions and how we involve others.

CLASS 4: WHAT WE SPEND AND HOW WE SPEND IT

Class description:

Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).

CLASS 5: HOW WE MANAGE OUR HUMAN, PHYSICAL AND INFORMATION RESOURCES

Class description:

Information about how we manage the human, physical and information resources of the authority.

CLASS 6: HOW WE PROCURE GOODS AND SERVICES FROM EXTERNAL PROVIDERS

Class description:

Information about how we procure goods and services, and our contracts with external providers.

CLASS 7: HOW WE ARE PERFORMING

Class description:

Information about how we perform as an organisation, and how well we deliver our functions and services.

CLASS 8: OUR COMMERCIAL PUBLICATIONS

Class description:

Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g., bookshop, museum or research journal.