

Information available from Stevenage Orthodontics 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 personal 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 (eg hard copy, website)	Cost
Class1 - Who we are and what we do		
Who's who in the practice	Dentists providing NHS services are listed our patient information leaflet, which can be obtained from reception and on our website.	No charge
Contact details for the practice	These details are available in our patient information leaflet, which can be obtained from reception, and on our website.	No charge
Opening hours	These details are available in our patient information leaflet, which can be obtained from reception and on our website.	No charge
Staffing structure	This information is not held.	No charge

<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)</p> <p>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 is available from the practice owner, Mr J. Alexander-Abt.	No charge
<p>Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews)</p> <p>Current and previous year as a minimum</p>		
Plans for the development and provision of NHS services	These details are available in our patient information leaflet, which can be obtained from reception	No charge
Practice Inspection	The date and conclusions of our last practice inspection are available from the practice owner, Mr J. Alexander-Abt.	No charge
<p>Class 4 – How we make decisions (Decision making processes and records of decisions)</p> <p>Current and previous year as a minimum</p>		
Records of decisions made in the practice/firm affecting the provision of NHS services	As a small business formal records of management decisions are not normally recorded, however, any changes in the provision of NHS services would be incorporated into an updated patient	No charge

	information leaflet, our current patient information leaflet, which can be obtained from reception. We may also notify patients by notices in our reception area.	
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<p>Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities)</p> <p>Current information only (delete any policies not actually held)</p>		
<p>Policies and procedures about customer service</p>	<p>These details are available in our patient information leaflet, which can be obtained from reception.</p>	<p>No charge.</p>
<p>Equality and diversity policy</p>	<p>A copy of this policy can be obtained from reception.</p>	<p>No charge.</p>
<p>Health and safety policy</p>	<p>A copy of this policy can be obtained from reception.</p>	<p>No charge.</p>
<p>Complaints procedures (including those covering requests for information and operating the publication scheme)</p>	<p>A copy of this policy can be obtained from reception and on the website.</p>	<p>No charge.</p>
<p>Records management policies (records retention, destruction and archive)</p>	<p>A copy of our confidentiality policy can be obtained from reception.</p>	<p>No charge.</p>
<p>Confidentiality and data protection policies</p>	<p>A copy of our confidentiality policy can be obtained from reception.</p>	<p>No charge.</p>
<p>Policies and procedures for handling requests for information</p>	<p>This information is contained within this document.</p>	<p>No charge.</p>
<p>Class 6 – Lists and Registers</p> <p>Currently maintained lists and registers only</p>		
<p>Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice)</p>	<p>This information is not held.</p>	

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 patient information leaflet, which can be obtained from reception.	No charge.
Charges for services	These details are available in our patient information leaflet, which can be obtained from reception.	No charge.
Information leaflets	These details are available in our patient information leaflet, which can be obtained from reception.	No charge.