

CIAO PAOLO DENTAL PRACTICE

GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION SCHEME 2013

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to produce 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 what it might cost.

CIAO PAOLO DENTAL PRACTICE has adopted the **Model Publication Scheme 2014** produced by the Scottish Information Commissioner. The scheme has the Commissioner's approval until 31 May 2018.

Option 1

You can see this scheme on our website at www.ciaopolo.co.uk or by contacting us at the address below.

Ciao Paolo Dental Practice
454 Crow Rd
Glasgow G14 9NL
0141 334 2550
info@ciaopolo.co.uk

The purpose of this Guide to Information is to:

- allow you to see what information is available (and what is not available) in relation to each class.
- 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.

Availability and formats

The information we publish through the model scheme is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this).

Exempt information

We will publish the information we hold 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 information or a trade secret), we may remove or redact the information before publication but we will explain why. Information maybe withheld where disclosure may seriously prejudice law enforcement, legal proceedings or regulatory or enforcement activity, or where law prohibits the disclosure. We may also withhold information which may seriously prejudice the commercial interests of any person or organisation; and information which is personal information under the data protection act 1998. It may be that an otherwise accessible document contains exempt information, in which case it will not be possible to grant access to the entire document.

Even if the information is exempt, a request for it can still be made from Jan 2005.

Your right to personal information

As well as our published information, present and former patients of the practice have the right to access personal information that we hold about them in accordance with the data protection act 1998. Details of how to do this are contained in the practice data protection policy which can be requested by writing.

Copyright

Where CIAO PAOLO DENTAL PRACTICE 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 CIAO PAOLO DENTAL PRACTICE does 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.

There is no charge to view information on our website or at our premises .

We may charge for providing information to you e.g., 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 charge per sheet of paper is shown in the tables below:

Black and white photocopying

Size of paper	Pence per sheet of paper
A1	N/A
A2	N/A
A3	N/A
A4	2
A5	N/A

Colour photocopying

Size of paper	Pence per sheet of paper
A1	N/A
A2	N/A
A3	N/A
A4	3
A5	N/A

Information provided on CD-Rom will be charged at £5.00 per computer disc.

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.

We do not pass any other costs on to you in relation to our published information.

This charging schedule does not apply to our commercial publications (see Class 8 below). These items are offered for sale through retail outlets such as book shops, academic journal websites or museum shops and their price reflects a 'market value' which may include the cost of production.

Contact us

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

CIAO PAOLO DENTAL PRACTICE

454 CROW RD

GLASGOW G14 9NL

0141 334 2550

info@ciaopaolo.co.uk

www.ciaopaolo.co.uk

We will also be pleased to advise you how to ask for 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 that we publish

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.

CLASS 1: ABOUT [CIAO PAOLO DENTAL PRACTICE](#)

Class description:

Information about [CIAO PAOLO DENTAL 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
Patient information leaflet and website:about Us;includes details;	
Who we are	http://www.ciaopaolo.co.uk
address	
Contact details	Practice leaflet
Opening hours	
Complaints contact details	
Single model publication	
Ciao Paolo dental practice guide to information	
Request of information details	

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.

The information we publish under this class	How to access it
website	IN ALL CASES EITHER REQUEST BY WRITING OR ACCESS WEBSITE www.ciaopaolo.co.uk
Patient leaflet	
Health and safety policy	
Infection control policy	
Control of the environment policy	
Personal protective equipment (PPE) policy	
Hand hygiene policy	
Decontamination of reuseable items policy	
Waste management policy	
Occupational exposure management policy	
Risk assessments	
Medical emergencies policy	
Fire policy	
Data protection, confidentiality and information security policy	
Public protection policy	

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

The information we publish under this class	How to access it
Guidelines in accordance with SDCEP	www.sdcep.org.uk
Guidelines in accordance with BDA advice	www.bda.org
Guidelines in accordance with NHS combined PRACTICE INSPECTION CRITERIA	Request by writing

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.

The information we publish under this class	How to access it
NHS charges, entitlement to exemption and remission from NHS dental charges	www.ciaopaolo.co.uk or www.scottishdental.org and click on

	treatment charges
Private charges price list	Request by writing or visit website www.ciaopaolo.co.uk
Our income from the NHS derives primarily from monthly fees for the number of patients we have on our list and fees for individual items of treatment. There are also some allowances for such things as continuing professional development and the the overall amount of NHS care we provide. These fees and allowances are set by Government and we claim separate fees for each item of treatment by sending an eform to the Scottish dental practice board. In addition, for each individual patient, we receive a small continuing care (adult) or capitation (children under 18) fee.	
Out of this income the practice pays the full cost of providing care, including the provision of the building, equipment, materials and staff	

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 [Ciao Paolo dental practice](#)

The information we publish under this class	How to access it
Recruitment policy	In all cases by writing
Appraisal policy	
Employee handbook	
Disability/equality policy	
Equal opportunities policy	
RIDDOR policy	
Equality and diversity policy	
Harassment and bullying policy	
FOISA Model Publication 2014	
Responding to information requests policy Refusal to access to information policy Appeal against refusal to access policy	website

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

The information we publish under this class	How to access it
Procurement policy	Request by writing

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

The information we publish under this class	How to access it
Audit and significant event analysis	In all cases by writing
Routine patient experience audits	
Complaints policy	

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.

The information we publish under this class	How to access it
We do not have any commercial publications	

Feedback

We welcome your views on additional classes of information which might be included and on the publication themselves. If you have any comments or suggestions about the scheme please send them in writing to Paul Trevisan at our practice address.

Complaints

We have a practice complaints procedure, a copy of which is available from the practice. Any complaints about this publication scheme or about any aspects of the services provided by our dentists and staff should be made under this complaints procedure.

If you are unable to resolve any complaint about the scheme, you can complain to the Scottish Information Commissioner who oversees the act and whose contact details are below. From Jan 1 2005, when the general right of access came into force, there is a formal appeal mechanism when information is withheld. Further details on this are available on the Commissioner's website at www.itspublicknowledge.info

The Scottish Information Commissioner can be contacted at Kinburn Castle, Doubledykes Rd, St Andrews, KY 16 9DS
01334 464 610

Policy last updated -1/09/14

Date of next review-01/09/15

Paul trevisan-practice owner signature

The following staff have read and understood this policy (all team members)

Name
Position
Signature
date