

## IDH Group Limited t/a mydentist

### Guide to Information available through the Model Publication Scheme

The Freedom of Information (Scotland) Act 2002 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

IDH Group Limited has adopted the **Model Publication Scheme** produced by the Scottish Information Commissioner. The scheme was updated by the Information Commissioner in 2017.

You can see this scheme on our website at [www.mydentist.co.uk/customer-services/legal](http://www.mydentist.co.uk/customer-services/legal) or by contacting us at the address below.

mydentist

Data Protection

Europa House, Europa Trading Estate, Stoneclough Road, Kearsley, Manchester M26 1GG  
01204 799799

[dataprotection@mydentist.co.uk](mailto:dataprotection@mydentist.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 of information
- state what charges may be applied for supplying information
- 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, by email and at the practice. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at the practice. For example, we can usually arrange to send information to you in paper copy, although there may be a charge for this (see Charges section below).

### 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.

## Copyright

Where IDH Group Limited holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided it is copied or reproduced accurately, is not used in a misleading context and provided that the source of the material is identified.

The copyright for some of the information referred to in this guide is not held by IDH Group Limited. This should be apparent from the documents. It is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder.

## 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, or where it can be sent to you electronically by email.

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:

| Size of paper | Pence per single side copy (black and white) | Pence per single sided copy (colour) |
|---------------|--|--------------------------------------|
| A1            | Not available                                | Not available                        |
| A2            | Not available                                | Not available                        |
| A3            | 1p   | 1p                                   |
| A4            | 1p   | 1p                                   |
| A5            | Not available                                | Not available                        |

Information provided on CD-Rom will be charged at 15p per computer disc.

Postage costs will be recharged at the rate we pay to send the information to you by first class post.

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.

## Contact Us

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

mydentist.

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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

##### Class description:

Information about 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   |
|---|--|
| 1. Name, address, contact details   | 'Contact Us' section above, practice website <a href="http://www.mydentist.co.uk">www.mydentist.co.uk</a> and Patient Information Leaflet    |
| 2. Practice opening hours   | Practice website <a href="http://www.mydentist.co.uk">www.mydentist.co.uk</a> and Patient Information Leaflet                                |
| 3. Organisational structure: [practice owner(s), partner(s), owner of premises] | 'About' section above, at practice and Patient Information Leaflet   |
| 4. Legal/contractual framework for the practice: NHS terms of service           | 'About section above, The National Health Service (General Dental Services)(Scotland) Regulations 2010 (as amended from time to time)        |
| 5. Standards  | 'About ' section above, <u>GDC standards</u> displayed at practice, NHS Quality Improvement Scotland (2006) <u>Dental Services Standards</u> |
| 6. Reports to regulators and internal and external audits:                      | At practice  |
| 7. Strategic planning processes: [continuity planning,                          | Policies available at practice   |

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| risk management etc]                                 |  |
| 8. Contact details for customer care and complaints  | See 1. in this class   |
| 9. Model Publication Scheme and Guide to Information | Practice website <a href="http://www.mydentist.co.uk/customer-services/legal">www.mydentist.co.uk/customer-services/legal</a> , at practice and available on the <a href="#">Scottish Information Commissioner's website</a> |
| 10. Charging schedule for published information      | 'Charges' section above  |
| 11. Advice about how to request information          | 'Accessing information under this scheme' section above and also website <a href="http://www.mydentist.co.uk/customer-services/legal">www.mydentist.co.uk/customer-services/legal</a>  |

## 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 patients.

| The information we publish under this class   | How to access it   |
|---|--|
| 1. Description of practice functions and services, including statutory basis for them   | 'About ' section above, Patient Information Leaflet and at practice  |
| 2. Strategies, policies and internal staff procedure for performing statutory functions: [record keeping, infection control policy etc]                       | At practice  |
| 3. How to report a concern to the practice  | Practice complaints procedure at practice  |
| 4. Information for patients, including how to access services   | 'Contact Us' section above, practice website <a href="http://www.mydentist.co.uk">www.mydentist.co.uk</a> and Patient Information Leaflet                            |
| 5. Treatment fees and charges: [cost of NHS treatment set by government, entitlement to exemption and remission from NHS dental charges, private charges etc] | <a href="#">Scottish Dental</a> website, <a href="#">current SDR</a> , practice website <a href="http://www.mydentist.co.uk">www.mydentist.co.uk</a> and at practice |

## 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

| <b>The information we publish under this class</b>   | <b>How to access it</b>   |
|--|---|
| 1. Decisions taken by the practice: (agendas, reports, papers, and minutes of meetings (that do not contain confidential patient information) etc) | At practice   |
| 2. Decisions are informed by referring to national guidance and current Scottish Government guidelines   | <a href="#">General Dental Council (GDC)</a> , <a href="#">Scottish Dental Clinical Effectiveness Programme (SDCEP)</a> , <a href="#">Scottish Intercollegiate Guideline Network (SIGN)</a> and <a href="#">British Dental Association (BDA)</a> websites |
| 3. Patient consultation and feedback: (patient experience surveys and feedback)  | not held  |

#### **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).

| <b>The information we publish under this class</b>                                   | <b>How to access it</b>  |
|--|--|
| 1. Details of NHS funding  | Main company website under 'About Us' – 'Investor Relations' section. You will need to register to access this section. Reports on company performance are held here |
| 2. Purchase of equipment and supplies: (names of suppliers, laboratory services etc) | Main company website under 'About Us' – 'Investor Relations' section. You will need to register to access this section. Reports on company performance are held here |

#### **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

| <b>The information we publish under this class</b>  | <b>How to access it</b>                  |
|---|--|
| 1. Human resources policies, procedures and guidelines: (recruitment, performance management, pensions, discipline, grievance, staff development etc) | Policies, if held, available at practice |
| 2. Management of the practice premises: (owner of   | 'About section above, at practice        |

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|--|----------------------|
| premises or factor, planning permission)                                       |                      |
| 3. Premises maintenance arrangements: (premise maintenance contracts)          | At practice, if held |
| 4. Equipment maintenance arrangements: (equipment service contracts)           | At practice, if held |
| 5. Records management policy: (Data Protection, Policy, Data Retention Policy) | At practice          |

## **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

| <b>The information we publish under this class</b>                      | <b>How to access it</b> |
|---|-------------------------|
| 1. List of suppliers: (utilities, dental supplies, laboratory work etc) | At practice             |
| 2. Procurement policies and procedures                                  | At practice             |

## **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

| <b>The information we publish under this class</b>  | <b>How to access it</b> |
|---|-------------------------|
| 1. External reports, reports for NHS boards, annual reports, and performance statements: (Health Board practice inspection completion letter) | At practice             |
| 2. Patient feedback: [patient experience surveys and other feedback]  | At practice             |

## **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 hold this information             | Not applicable   |

## CLASS 9: OUR OPEN DATA

### Class description:

Open data made available by us as described by the Scottish Government's [Open Data Resource Pack](#) and available under open licence.

| The information we publish under this class | How to access it |
|---|------------------|
| We do not hold this information             | Not applicable   |