William Place Dental Aesthetics
William Place, Bow, London E3 5ED

Information available from Preventdent Ltd under the Freedom of Information Act model publication scheme. Information covered by this scheme is only about the dental services we provide under contract to the National Health Service.

Information to be published	**How the information can be obtained** (e.g. hard copy, website)	**Cost**
Class 1 - Who we are and what we do (Organisational information, structures, locations and contacts). This will be current information only		
Who's who in the practice	Information about those who work at the practice is available in the practice information leaflet, which is available from the practice reception. The information is also published on our practice website at www.williamplacedental.co.uk	No charge
Contact details for the practice (named contacts where possible with telephone number and email address (if used))	These details are available in our practice information leaflet, which is available from the practice reception. The information is also published on our practice website at www.williamplacedental.co.uk	No charge
Opening hours	These details are available in our practice information leaflet, which is available from the practice reception. The information is also published on our practice website at www.williamplacedental.co.uk	No charge

Information to be published	How the information can be obtained (e.g. hard copy, website)	Cost
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) Current and previous financial year as a minimum		
Details on NHS funding received by the practice and the cost of operating the NHS contract. We would expect dentists to consider publishing as much information as possible, including as much detail as possible.	William Place Dental Aesthetics (run by Preventdent Ltd) has NHS funding for 20367 units of dental activity. Further details are available from the practice manager.	No charge
Total annual expenditure on the provision of our contracted services (since most practices also provide care to patients on a private basis, the costs have been apportioned)	Practice costs for providing services relate to the provision of both NHS and private care. We have, therefore, apportioned our expenditure to reflect the % of NHS revenue. The total annual expenditure for the provision of our contracted services is available for: • Staff and personnel costs • Premises and equipment costs • Utilities cost, materials and supplies The information is available from the practice manager.	Photocopying charges
Audit of NHS income, if held	The practice is not subject to formal audits of NHS income, so this information is not held.	No charge

Information to be published	How the information can be obtained (e.g. hard copy, website)	Cost
Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews) Current and previous year as a minimum		
Plans for the development and provision of NHS services	The NHS provides fixed contracts for a fixed number of Units of Dental Activity. Achievement of an equal number of UDAs each month is monitored throughout the year and our NHS appointment availability is increased or decreased accordingly to maintain steady output.	No charge
Performance data including performance against targets	NHS England produce vital signs detailing performance against targets each quarter. The information is available by writing in to the the practice owners.	Photocopying charges
Practice inspection. Inspection reports by regulators (for England: the Care Quality Commission (CQC);	The date and conclusions of our last CQC practice inspection are available from the CQC website.	No charge

Information to be published	How the information can be obtained (e.g. hard copy, website)	Cost
Class 4 – How we make decisions (Decision making processes and records of decisions) Current and previous year as a minimum		
Records of decisions made in the practice/firm affecting the provision of NHS services.	As a small business, we do not normally maintain formal records of management decisions. However, any changes in the provision of NHS services are incorporated into the practice information leaflet which is available from the practice manager.	No charge

Information to be published	How the information can be obtained (e.g. hard copy, website)	Cost
Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities) Current information only. Here we have listed the policies we would expect practices to have. Any additional policies should also be listed. Mark "not held" against any policies that are not actually held.		
Policies and procedures about customer service	Our Patient Care and Welfare policy is available from the practice reception	Photocopying charges.
Policies and procedures about employment of staff	Copies of the practice disciplinary policy and grievance policy are available from the practice reception.	Photocopying charges.
Equality and diversity policy	A copy of the practice policy on equality and diversity is available from the practice reception	Photocopying charges.
Health and safety policy	A copy of the practice health and safety policy is available from the practice reception	Photocopying charges.
Infection control policy	A copy of the practice infection control policy is available from the practice reception.	Photocopying charges.
Radiation protection checklist	A copy of the practice radiation protection checklist is available from the practice reception.	Photocopying charges.
Complaints procedures (including those covering requests for information and operating the publication scheme)	A copy of the practice complaints procedure is available from the practice reception. Information about how to make a complaint is also published on the practice website at www.williamplacedental.co.uk	Photocopying charges.
Records management policies (records retention, destruction and archive)	A copy of the practice polices on Information Governance (which includes records management) is available from the practice reception.	Photocopying charges.

Confidentiality and data protection policies	Copies of the practice confidentiality policy and data protection code of practice are available from the practice reception.	Photocopying charges.
Policies and procedures for handling requests for information	A copy of the practice procedure for handing requests for information is available from the practice reception.	Photocopying charges.
Practice information leaflet	Our practice information leaflet can be obtained from the practice reception. The information is also published on our practice website at www.williamplacedental.co.uk	No charge

Information to be published	**How the information can be obtained** (e.g. hard copy, website)	**Cost**
Class 6 – Lists and Registers Currently maintained lists and registers only		
We recognise that it is unlikely that dentists are going to have registers available for public inspection and while this remains the case "none held" can be entered in this section.	None held	
Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice).	None held	

Information to be published	How the information can be obtained (e.g. hard copy, website)	Cost
Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public) Current information only		
The services provided under contract to the NHS	This information is available in our practice information leaflet, which is available from the practice reception. The information is also published on our practice website at www.williamplacedental.co.uk	No charge
Charges for any of these services	Patient charges are published in our waiting rooms. The information is also published on our practice website at www.williamplacedental.co.uk	No charge
Information leaflets	Oral health information is available in various patient information leaflets, which can be obtained from the practice reception.	No charge
Out of hours arrangements	Information about out-of-hours emergency care is available in the practice information leaflet, which is available from the practice reception. The information is also published on our practice website at www.williamplacedental.co.uk	No charge