



Fountain Dental Group

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 care under NHS regulations) 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.

Fountain Dental Group has adopted the **Model Publication Scheme 2014** produced by the Scottish Information Commissioner. The scheme has the Commissioner's approval until 31 May 2018.

You can see this scheme 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) 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).

The printed version of this guide is available from:

Fountain Dental Group
Fountain Lodge
Station Road
Banchory
Aberdeenshire
AB33 8JR

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 Fountain Dental Group 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 Fountain Dental Group 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 A4 sheet of paper is:

- Black and white: 10p
- Colour: 30p

Information provided on CD-Rom will be charged at £2.00 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.

Information not available under this guide

Fees for information 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 this publication scheme, our charges will be as follows:

- There will be no charges for information requests that cost us £100 or less to process
- Where it costs us between £100 and £600 to process a request, the charge is 10% of the cost between £100 and £600
- We are not required to respond to requests that would cost us more than £600 to process

- In calculating our fee, the actual hourly rate of the staff members involved will be used, up to a maximum of £15 per staff member per hour
- We will not charge for the time taken to determine whether or not we hold the information, or for the time taken to decide whether or not the information can be released. The charges are for locating, retrieving and providing the information to you
- We will notify you of any charges and how they have been calculated. You will have three months from the date of this notification to pay the charge. Information will not be released until after the payment is received. If you decide not to proceed, no payment will be due

Contacting us

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

Fountain Dental Group
Fountain Lodge
Station Road
Banchory
Aberdeenshire
AB33 8JR

Tel: (01330) 822583

E-mail: admin@fountaindentalgroup.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.

Please note that Private Dentistry is not covered in this guidance and does not fall under the scope of the Act

CLASS 1: ABOUT Fountain Dental Group

Class description:

Information about **Fountain Dental Group**, 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 leaflets, which are available from Reception at either practice, or by post. The information is also available on our practice website at www.fountaindentalgroup.co.uk
Practice opening hours	This information is contained in our patient information leaflets, which are available from Reception at either practice, or by post. The information is also available on our practice website at www.fountaindentalgroup.co.uk
Practice structure, including names of dentists working at our practices, and roles and responsibilities of other clinical and support staff	This information is contained in our patient information leaflets, which are available from Reception at either practice, or by post. The information is also available on our practice website at www.fountaindentalgroup.co.uk
Information for patients about raising a complaint about our service	This information is contained in our patient information leaflets, which are available from Reception at either practice, or by post. The information is also available on our practice website at www.fountaindentalgroup.co.uk
Publication scheme and guide to information	This information is available from Reception at either practice, or by post. The information is also available on our practice website at www.fountaindentalgroup.co.uk
Requests made under Freedom of Information legislation for information not covered by this publication scheme	This information is available from Reception at either practice, or by post. The information is also available on our practice website at www.fountaindentalgroup.co.uk
Charges for published information	We do not make a charge for information that we are required to provide under the terms of our NHS contracts. Nor do we make a charge for you to view the information on our website or at our premises The introduction to this guide provides

	information on when we might make a charge for photocopying and posting information listed here and the charges that apply for information requested under Freedom of Information legislation. This information is available from Reception at either practice, or by post. The information is also available on our practice website at www.fountaindentalgroup.co.uk
Legal/Contractual framework	Dentists providing NHS dentistry in Scotland operate under the NHS (General Dental Services) (Scotland) Regulations 2010, as amended

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
Information for patients including <ul style="list-style-type: none"> • For whom we provide NHS care • Access to the premises for people with disabilities • Services provided 	This information is contained in our patient information leaflets, which are available from Reception at either practice, or by post. The information is also available on our practice website at www.fountaindentalgroup.co.uk
Accessing urgent or emergency care	This information is contained in our patient information leaflets, which are available from Reception at either practice, or by post. The information is also available on our practice website at www.fountaindentalgroup.co.uk Information about accessing emergency care outwith normal practice opening hours is also available by telephoning either practice and listening to the recorded message.
Treatment fees	This information is displayed at Reception at both practices Copies are available from Reception, or by post. The information is also available on our practice website at www.fountaindentalgroup.co.uk

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
Business decisions taken by the practice affecting NHS patients	Copies of relevant information are available from the principal dentists by email or by post
Plans for the development and provision of NHS services	Copies of relevant information are available from the principal dentists by email or by post
Records of change affecting the provision of NHS services	Any changes will have been incorporated into the latest version of the practice information leaflet or published on our website at www.fountaindentalgroup.co.uk

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 General Dental Services income	Copies of relevant information are available from the principal dentists by email or by post
Costs of running the practice	Copies of relevant information are available from the principal dentists by email or by post
Expenses policy and procedures	This information is not held
Details of Staff costs	Copies of relevant information are available from the principal dentists by email or by post
Information on funding or grants	Copies of relevant information are available from the principal dentists by email or by post

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 Fountain Dental Group

The information we publish under this class	How to access it
Staffing structure	This information is contained in our patient information leaflets, which are available from Reception at either practice, or by post. The information is also available on our practice website at www.fountaindentalgroup.co.uk
Recruitment and Employment policies	Copies of relevant information are available from the principal dentists by email or by post
Safety and Efficiency of the business	We have policies and procedures to ensure the practice operates in a safe and efficient manner. These include health and safety issues and the collection of payments. Copies of relevant information are available from the principal dentists by email or by post
Customer service	We have policies and procedures about our approach to customer service. Copies of relevant information are available from the principal dentists by email or by post
Equality and Diversity	Copies of relevant information are available from the principal dentists by email or by post
Records Management	Copies of relevant information (how we store and destroy records) are available from the principal dentists by email or by post
Confidentiality and Data Protection	Copies of relevant information are available from the principal dentists by email or by post

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
Details of contacts with suppliers and Third parties	Copies of relevant information are available from the principal dentists by email or by post

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
Practice Standards	<p>Our standards are assured by</p> <ul style="list-style-type: none">• NHS regulations that require our participation in clinical audit, governance and peer review• The General Dental Council that requires Continuing Professional Development (CPD)• Practice Inspections carried out by NHS Grampian• The Dental Reference Service assesses care and treatment of patients on a regular basis <p>A copy of our Practice Inspection Report is available from the principal dentists by email or by post</p>
National Care Standards	<p>The Scottish Government's National Care Standards can be downloaded at www.nationalcarestandards.org. A copy can also be obtained from either of our practices.</p>
Complaints	<p>We provide quarterly anonymous reports to NHS Grampian of any complaints made to Fountain Dental Group. A copy of these reports is available from the principal dentists.</p>

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 produce any commercial publications	N/A