

Patient Information Policies

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New Patient Acceptance Policy

We accept all fee-paying patients on a private basis.

The practice does not refuse to treat anyone on the grounds of:

- Race
- Religion
- Gender
- Sex
- Age
- Sexual orientation
- Appearance
- Disability
- Medical or Dental Condition

You will be advised which dentist you will be seeing when you book your first appointment.

In subsequent appointments, you will be offered the first available dentist unless you request a particular dentist, we will try our best to accommodate you.

If the practice has only one clinician, in any circumstance that we must place a locum dentist in that site (e.g. illness, holidays) you will be advised of this change.

Access & Emergency Treatment Policy

Your Dentist in Thame LTD is open to treat patients during the following hours:

Please amend as required

Monday: 08.00am & 8.00pm

Tuesday: 08.00am & 8.00pm

Wednesday: 08.00am & 8.00pm

Thursday: 08.00am & 8.00pm

Friday: 08.00am & 5.00pm

Saturday: 08.00am & 12.00pm

Patients who feel they have a dental emergency will be assessed at the point of contact (either over the telephone or face-to-face at reception). The practice is under no obligation to see patients with a toothache. Toothache is not classed as an emergency (see below or emergency definitions).

At Your Dentist in Thame LTD we will endeavour to see patients with pain, swelling or trauma within 48 hours of initial contact, where possible. This applies to patients who attend examinations on a regular basis. If we are working at full capacity at any given time, we will manage the patient and refer them to another service if necessary.

Patients who are currently undergoing treatment and who have pain or swelling will be offered an appointment within 24 hours of initial contact.

During out-of-hours, there is an answer phone message advising patients of help available. Details of our out-of-hours arrangements will also be displayed at the entrance to the practice. This information will always be correct and up to date.

If you are a private patient and have a dental emergency out of hours, please call **the practice number**, where you will be given the emergency dentist on call number. Please note we cannot guarantee it will be your usual provider as emergency cover out of hours may be on a rota basis between other registered private practices within the UK.

Definition of emergency

Fractured jaws – affects speech, teeth may not meet properly, swelling inside mouth, limited mobility, pain etc. Most commonly happens after an accident, blow to the chin etc.

Uncontrolled Bleeding – Any bleeding that cannot be controlled by firm continuous pressure from a pack for 10 minutes may need suturing. Most commonly happens after extraction, due to infection or alcohol, aspirin, drugs etc.

Loss of consciousness – No matter how brief, anyone who was unresponsive may have suffered internal brain damage that could worsen if left without investigation. Most commonly happens after a blow to the head or accident.

Cancellations, Failed and Missed Appointments Policy

We aim to provide all of our patients with the best possible service and to achieve this we need your cooperation.

It is inevitable that sometimes you may need to cancel or rearrange your dental appointments.

We would ask patients to give as much notice as possible when cancelling an appointment so we have the opportunity to offer it to someone else although we do understand that during an emergency this is not always possible. Non-attendance and cancellations at short notice without a valid reason deprive other patients of our services.

Appointments are often wasted as people do not attend. Over (insert total) appointments per month are being wasted. These appointments could have been used by other patients.

The first time a patient fails to attend a booked appointment we will send a letter or e-mail reminding them that in future they must cancel appointments if they are unable to attend.

After 2 failed to attend letters or e-mails we will advise you that we will no longer be able to book further appointments without prior payment to secure the appointment.

An appointment is considered to have been broken if any of the following occur:

- the patient fails to show up for the appointment,
- the patient appears more than 20 minutes late for a scheduled appointment, or
- the patient calls to cancel an appointment with too little advance notice to allow that appointment time to be rescheduled with another patient (24 hours will be considered to be the minimum time necessary to avoid a broken appointment).

Patients who wish to cancel dental appointments must do so a minimum of 24 hours in advance of their scheduled appointment. If less notice is given without a valid excuse, the appointment will be considered to have been broken.

Cold Sore Policy

Cold sores are common for many people in the UK. Like all viruses, they are contagious and pose a risk to others. The herpes simplex virus is spread through contact.

Cold sores usually emerge as a small ulcer-like patch on or surrounding the lip line, they can come up in a matter of hours and usually take between seven days and four weeks to heal, depending on the severity. From the time they begin to emerge to the point at which they are fully healed, they pose a contagion risk.

At Your Dentist in Thame LTD we ask patients that if they have had a cold sore for less than 2 weeks, please reschedule any non-emergency dental treatment or hygienist appointments until after this contagious period has passed. This is not only because of the high risk of spreading the virus but also because your lips may feel sore and could crack or bleed during treatment.

If urgent dental treatment is required (you are in pain and need immediate attention), our dentists will request that your cold sore be protected with a cold sore plaster to minimise the risk of cross-infection during emergency dental treatment.

If you do get a cold sore and you have a dental or hygienist appointment arranged, please call the practice with as much notice as possible, to reschedule any non-emergency treatment. You will not be charged a late cancellation fee if you cancel due to a cold sore.

Patient Involvement Policy

We actively involve all our patients in every aspect of their dental care and as a practice, we aim to carry out the following;

- To ensure discussions take place in an environment where conversations are not overheard, and every effort is made to ensure the patient feels comfortable and relaxed.
- To identify whether communication aids are required, including the use of interpreters, to ensure that the patient fully understands explanations and discussions and can make informed choices.
- To identify patient treatment needs and treatment options, identifying also what they can do to manage their care.
- To discuss all care and treatment options, providing enough information on any risks involved and potential consequences of each option and, where possible, identifying relevant evidence, research, or experience.
- To record discussions in the patient's notes identifying the treatment needs, options discussed and patient's choice.
- To record the reason for and outcome of diagnostic tests and assessments are explained to the patient. These include, for example, radiographs, vitality tests, periodontal indices, and pathology tests.
- To ensure all staff at the practice understand the principles of patient confidentiality and routinely follow the practice procedure for ensuring confidentiality of patient information.

Code of Good Practice Policy

At Your Dentist in Thame LTD we listen to patients' views and learn from them. We communicate with patients in a courteous, friendly, professional manner.

Patients are provided with the standard of care that we would expect to receive ourselves and we make sure that patients receive full information about our services, their treatment and its cost.

We may refer patients for further professional advice and treatment where appropriate and we are committed to ensuring that we keep our professional skills and knowledge up to date.

In our practice, we will:

- Respect our patients' confidentiality
- Aim to ensure that patients should have to wait no longer than 20 minutes to be seen.
- Manage our appointment system so that treatment appointments are booked no more than 2 weeks ahead
- Deal with every telephone call promptly – callers will not be asked to 'hold' without first finding out why the call has been made
- Deal with correspondence within 3 days of receipt
- Provide patients with a treatment plan and estimate of costs for each new course of treatment. Full and specific consent will be gained.
- Make patients aware of our policy for collecting fees. Requests for payment will always be made courteously
- Make the practice policy for dealing with complaints known to patients. All complaints will be treated sympathetically and according to the agreed procedures.
- Provide the highest standards of infection control
- Provide any emergency treatment required during practice hours as soon as is reasonably practicable.

Practice Payment & Charges Policy

It is the responsibility of this practice to give patients full information about the cost of their dental care before any treatment is undertaken.

A list of common treatment charges is available at reception for treatments that are provided privately.

We will ensure that all patients:

- Are advised of what they must pay, when they should pay and how they can pay (e.g. cheque, cash, card, direct transfer)
- Know what they will receive for their payment (i.e. what treatment or care)
- Understand their treatment is provided privately
- Are given a written estimate and treatment plan on request or where treatment involves more than routine preventive examination and hygiene care
- Understand their own responsibilities in terms of payment terms and how to avoid any penalty for overdue fees (missed appointment charges, late payment etc)
- Are not pressured into signing agreements or paying fees
- Obtain a receipt for any payments they make and can review their account details
- Can talk to a staff member who can explain clearly what payments are due and what they are for
- Can discuss with staff what treatment options and costs are available
- Are given an estimate where a precise cost cannot be determined in advance (e.g. laboratory work) and will receive timely advice of any additional costs where appropriate

We try to make payment as straightforward as possible.

Payment & Refund Policy

Payment Method

All major debit and credit cards are accepted.

Change of Details

You must inform the practice immediately of any changes to your contact details. Failure to do so will mean that we are not able to provide you with essential information and updates.

Cancellation of Courses of Treatment

If, for any reason, a course of treatment is cancelled, then we will make every reasonable effort to give the patient as much notice as possible. {Practice Name}'s maximum liability will be limited to a refund of the advance payment fee ONLY. Refunds will be made by the method in which the treatment booking was paid. We will not accept liability for any additional costs or losses incurred by a patient or organisations, which are claimed to have arisen through treatment cancellation. We reserve the right to vary arrangements for the delivery of a treatment plan and in such cases will make reasonable efforts to inform patients in advance.

Cancellation by the Patient

You may cancel a course of treatment for which you have booked an appointment and be fully refunded all fees for treatment not yet performed; provided you give the practice a minimum of 24 hours prior notice.

If 24 hours prior notice is not received, we reserve the right to withhold a proportionate amount of money, based upon the length of the appointment, to cover overheads.

We will refund the money to patients who wish to discontinue treatment at any time. A notice period of 14 days is required upon which they will be eligible for a refund of any amount paid for treatment that they did not receive.

If a patient is receiving any treatment that involves laboratory work and initial work has been carried out; i.e. if the patient is having crowns/bridges or a denture made, and the work has already been started or completed by the laboratory, a proportion of the fee taken on the preparation appointment will be kept to cover the cost of the laboratory invoice.

If you have paid for services not yet provided, that do not involve a laboratory fee, we will either credit your account or refund the transaction paid by the method by which the original payment was made. If the method was cash and you are unable to collect the refund in person, it will be posted to you in the form of a cheque.

Bad Debt Policy

This practice maintains a strict payment policy where all payments for dental treatment should be paid in full prior to the completion of treatment.

It is the discretion of the treating dentist as to whether the full payment is required before the start of treatment. Payments can be made by cash or by debit card. Credit card payments will also be accepted.

Card payments can be taken over the phone. If for whatever reason the fees are not paid, the practice will inform the patient via a text message/letter or email that there is money outstanding on their account and to refer to our payment policy.

A second text message, letter or email will then be sent requesting immediate payment if payment is not paid within a seven-day period. If there has been no contact or payment within the next seven-day period then a third text message will be sent warning of losing the right to be seen at the practice with immediate effect.

If payment is not made within a further 24 hours, we will use a debt recovery company to recover the debt outstanding.

Zero Tolerance Policy

Staff treating patients have the right to work free from any threat or fear of abuse, violence or forms of aggression.

Unacceptable behaviour which will not be tolerated within the dental practice includes:

- Actual or threatened physical violence on staff or other patients.
- Psychological abuse of staff
- Verbal abuse which includes shouting or swearing
- Racial abuse
- Sexual harassment or abuse
- Threats against practice personnel which occur in the workplace
- Theft or damage of practice property
- Taking drugs or alcohol on the premises

If any patient is abusive or violent towards any member of staff or any other persons on the practice premises, the practice retains the right to have the patient removed from their list. In extreme cases, the police may also be contacted.

All incidents must be reported to {Practice Manager} and recorded within the Significant Events Log. Any injuries will be recorded in the accident book.

Complaints Policy

If you have a complaint or concern about the service you have received from the dentist or any of the staff working at this practice, please let us know. We operate a practice complaints procedure for dealing with complaints. Our complaints system meets national criteria.

How to complain

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out this way and you wish to make a complaint, we will respond to your complaint within three working days, enabling us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint within 12 months of the incident that caused the problem.

Complaints should be addressed to Yovaan Ilangakoon - Complaints Manager, or Carlos Clark – Deputy Complaints Manager. You may ask for an appointment in order to discuss your concerns. We will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What shall we do:

- We shall acknowledge your complaint within 3 working days and aim to investigate your complaint within
- 10 working days of the date when you raised it with us. We shall then be in a position to offer you an
- explanation, or a meeting with the people involved. When we investigate your complaint, we shall aim to:
- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology where this is appropriate
- Identify what we can do to make sure the problem doesn't happen again
- Should a patient make a complaint or claim, we may need to provide information about the patient, and
- treatment they have received, to insurers, indemnifiers or legal advisers.
- Complaining on behalf of someone else
- Please note that we keep strictly to the rules of clinical confidentiality. If you are complaining on behalf of someone else, we must know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of physical and mental illness) of providing this.

Complaining to Dental Complaints Service

We hope that, if you have a problem, you will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our

practice. However, this does not affect your right to complain to an independent body, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

For further advice, you should contact:

Dental Complaints Service

37 Wimpole Street
London
W1G 8DQ
Telephone: 020 8253 0800
(Monday – Friday 9am – 5pm)

Or

General Dental Council
37 Wimpole Street
London
W1G 8DQ
Email: www.gdc-uk.org
Telephone: 0845 222 4141 or 020 7887 3800
<https://www.gdc-uk.org/>

Complaints and the CQC

The CQC don't get directly involved with complaints made to the practice. They do, however, encourage giving feedback for service providers.

To send feedback to the CQC about please go to:

<https://www.cqc.org.uk/give-feedback-on-care>

or Telephone: 03000 616161 Monday to Friday, 8.30am to 5.30pm Excluding bank holidays

Privacy Notice for Patients including children

This privacy notice sets out how Your Dentist in Thame LTD uses and protects any information that you give when joining the practice.

The practice is committed to complying with the General Data Protection Regulation (GDPR), the Data Protection Act 2018, GDC, NHS and other standards.

The person responsible for Data Protection is Carlos Clark.

What type of information do we hold?

- Personal details such as your address, date of birth, phone number and email address
- This is for the provision of dental health care, providing treatment plans, estimates and recalls
- Details of your NHS number and entitlement to healthcare treatment and exemption status if applicable
- Personal details of family members or emergency contact details
- Medical history including your GP's name and address
- Past and present dental history including x-rays and photographs
- Information about the treatment we have proposed and provided along with its price.
- Notes of conversations or incidents that might occur for which a record needs to be kept
- Records of permission or consent for treatment.
- Correspondence to other healthcare professions such as referrals
- Financial information relating to your treatment
- Details of any complaints made

Why do we need to keep this information?

We need to keep records of personal information regarding our patients in order to provide safe and appropriate dental care and treatment. It is also used to maintain accurate treatment records.

We also need to process personal data about you if we are providing care under NHS arrangements and to ensure the proper management and administration of the NHS.

Our legal basis for processing data is:

Consent

Legitimate interest

- Processing is necessary for the performance of our care for patients and
- for defence of legal claims
- Data relating to your health care records is classed as special category data. Our legal basis
- for processing this is that it falls under Legal claims or judicial acts and Health and Social
- Care (Article 9 UK GDPR (f,h)).

What do we do with your Information?

We will only share your information if it is done securely and it is necessary for us to do so. Your personal information may be securely shared with other healthcare professionals who need to be involved in your care (for example if we refer you to a specialist, need laboratory work undertaken or need to consult with your doctor)

We may also share your personal information securely to third parties where we are required by law or regulation to do so. This may include:

- The General Dental Council
- The CQC/HIW/HIS/RQIA
- Dental payment plans or insurers
- NHS Bodies if NHS dental care and treatment is provided

How do we store your Information?

Your Information is stored securely at the practice [in paper form] [on protected computer systems].

Computer information is backed up regularly and may be securely stored away from our premises.

Retention periods

We are required to retain your dental records, X-rays and study models while you are a patient of this practice and after you cease to be a patient for a minimum of 11 years. There are several other documents that we may collect that have a variety of retention dates, for example the NHS PR form – used to declare payment exemptions – which needs to be kept for 2 years minimum. We have a retention schedule listing all documents and the timeframes for disposal. Retention periods may be changed from time to time based on business or legal and regulatory requirements

Your rights under GDPR

Access

- You have a right to access the information that we hold about you and to receive a copy. You can make a request by contacting your practice or by e-mailing

Rectification

- You have a right to correct any information that you believe is inaccurate or incomplete. Please contact your practice to request a change in information.

Erasure

- You have a right to request that we delete your personal information, although you should be aware that, for legal reasons, we may be unable to erase certain information (for example, information about your dental treatment). Please contact your practice to make this request.

Restriction

- You have the right to request us to restrict the processing of your personal information for example, sending you reminders for appointments or information about our service. Please contact your practice to make this request.

Portability

- You have a right to data portability; this could include supplying your information to another dentist. Please contact your practice to make this request.

Concerns

If you have any concerns about how we use your information and you do not feel able to discuss it with your dentist or anyone at the practice, you can contact our Data Protection Officer via email at You can also seek advice from The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, or start a live chat or call helpline on 0303 123 1113.

Privacy notice for Children

What type of information do we hold?

- Personal details such as your address, date of birth, phone number and email address - This is for the provision of dental health care, providing treatment plans and recalls.
- Personal details of family members or emergency contact details
- Medical history including your GP's name and address
- Information about the treatment we have proposed and provided
- Notes of conversations or incidents that might occur for which a record needs to be kept
- Correspondence to other healthcare professions such as referrals

Why do we need to keep this information?

- We need to keep records of personal information regarding our patients in order to provide safe and appropriate dental care and treatment. It is also used to maintain accurate treatment records.
- We also need to process personal data about you if we are providing care under NHS arrangements and to ensure the proper management and administration of the NHS.

What do we do with your Information?

- We will only share your personal information to another dentist or doctor, such as for an orthodontic referral. We will not share your personal information to anyone else unless needed for legal reasons.

How do we store your Information?

Your Information is stored securely at the practice [in paper form] [on protected computer systems]. Computer information is backed up regularly and may be securely stored away from our premises.

Retention periods

For children

We will retain your dental records for 11 years or until they reach the age of 25 (whichever is longer).

Concerns

If you have any concerns about how we use your information and you do not feel able to discuss it with your dentist or anyone at the practice, you can contact our Data Protection Officer via email at You can also seek advice from The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, or start a live chat or call helpline on 0303 123 1113.

FOI and Publication Scheme

Welcome to the Publication Scheme for YOUR DENTIST IN THAME. The Publication Scheme is required by the Freedom of Information Act 2000. Introduction.

This Publication Scheme is a complete guide to the information routinely made available to the public by YOUR DENTIST IN THAME. It is a description of the information about our Dental Practice which we make publicly available. Some information is not made publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

How much does it cost?

The publications are all free unless otherwise indicated. Where information is provided at a cost the charges will be calculated as set out in Class 7.

How is the information made available?

The information within each Class is either displayed on the practice website (www.yourdentistinthame.co.uk) or available in hard copy from Your Dentist in Thame, 10-11 Upper High Street Thame OX9 3ER

Your rights to information

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about YOUR DENTIST IN THAME under the Code of Practice on Openness in the HPSS (1996).
 1. The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.
 2. From January 1st 2005, it will oblige YOUR DENTIST IN THAME to respond to requests about information that it holds and is recorded in any format and it will create a right of access to that information. These rights are subject to some exemptions which have to be taken into consideration before deciding what information it can release.
 3. Revised environmental information regulations may be introduced in the future. These will enable similar access to environmental information as under the Freedom of Information Act 2000.

4. Under the Data Protection Act 1998, you are also entitled to access your dental records or any other personal information held about you, and you can contact Angelene Burton at Your Dentist in Thame. 10-11 Upper High Street Thame OX9 3ER

Feedback

If you have any comments about the operation of the Publication Scheme, or how we have dealt with your request for information from the Scheme, please write to: The Practice Manager at Your Dentist in Thame 10-11 Upper High Street Thame OX9 3ER

Classes of information

All information at YOUR DENTIST IN THAME is held, retained and destroyed in accordance with guidance. Our commitment to publish information excludes any information which can be legitimately withheld under the exemptions set out in the Code of Practice on Openness in the HPSS or Freedom of Information Act 2000. Where individual Classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all Classes within the Publication Scheme. The information on this Scheme is grouped into the following broad categories:

Class 1. Who we are

Details of the practice, organisational structures, key personnel and how we fit into the Health and Personal Social Services (HPSS).

Class 2. Our Services

The range of services we provide under contract to the HPSS. Class 3. Financial and funding information Funding details and charging policies

Class 4. Regular publications and information for the public

Guidance and information leaflets

Class 5. Complaints

Policies, procedures and contacts for complaints

Class 6. Our policies and procedures

General policies and procedures in use within the Dental Practice. These include, but are not restricted to, data protection, prescribing and prescription, health and safety

Class 7. This Publication Scheme

In this class we will publish any changes we make to this Publication Scheme, the criteria on which our information management policies are made and a referral point for all enquiries regarding information management generally at YOUR DENTIST IN THAME. We will also publish any proposed changes or additions to publications already available.

Class 1. Who we are:

Principal Dentists Carlos Clark GDC 67021 and Yovaan Ilangakoon GDC 227501

Practice Manager: Carlos Clark GDC 67021

Hygienist: Katie Williamson GDC 248412

Dental Nurse: Shara Ware GDC number: 301360

Receptionist: Megan Marshall GDC number: 287655

Class 2: Our services

Information about our services is contained in the practice's patient information folder which is available at Reception. The information includes:

- Opening times
- Arrangements for emergency care
- Details of access to the premises for people with disabilities
- Whether we have a dental hygienist or orthodontic treatment is available
- Information about the care and treatment provided by the practice
- We provide a hygienist service
- We offer disable access.

'We do not have a NHS Contract to offer NHS treatment.

Class 3: Financial information

We have information about:

- The cost of treatment

Class 4: Information for patients and the public

We make available information leaflets about:

- Types of dental treatment
- Healthy diet
- Healthy teeth
- Other health information

Copies of leaflets are available from Reception.

Class 5: Complaints

We have a practice complaints procedure, a copy of which is available from the Practice.

Class 6: Practice policies

We have policies and procedures which ensure that the practice operates in a safe and efficient manner. These include:

- Data protection
- Data security
- Confidentiality
- Health and Safety
- Radiation protection
- Infection control
- Payments policy
- Equal opportunities

Cost of Information

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD ROM). Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available.

Charges are as follows:

Via the Dental Practice Web Site – there will be no charge, although any charges for Internet Service provision and personal printing costs would have to be met by the individual. For those without Internet access, a single print-out as on the website would be available by post from Your Dentist in Thame 10-11 Upper High Street Thame OX9 3ER or by personal application at the practice. However, requests for multiple printouts, or for archived copies of documents which are no longer accessible or available on the web, may attract a charge for the retrieval, photocopy, postage etc. We will let you know the cost and charges that will have to be paid in advance. We will not provide printouts of other organisation's websites.

Leaflets and brochures – there will be no charge for leaflets or booklets on, for example, services we offer to the public.

- E-mail will be free of charge unless otherwise stated.
- There will be a charge for CD Rom £35.
- There will be a charge for paper copy of records £35.
- The charges will be reviewed regularly.
- Useful Resources Web sites: (offsite links open in a new window)
- www.informationcommissioner.gov.uk This is the Information Commissioner's web site.