Information available from LWT Dental Care 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	Team member information is available on the practice website at https://www.lwtdentalcare.co.uk and in the practice information leaflet available from reception.	No charge
Contact details for the practice (named contacts where possible with telephone number and email address (if used)	Contact details are available on the practice website at https://www.lwtdentalcare.co.uk and in the practice information leaflet available from reception.	No charge
Opening hours	Our current opening hours are available on the practice website at https://www.lwtdentalcare.co.uk and in the practice information leaflet available from reception.	No charge
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.	The value of our GDS/PDS contract with the NHS and targets are available from the practice owners, Russell Taylor, Andrew Tootell and Richard Brogden.	10p per photocopy £4 per CD £4 per memory stick
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)	The practice provides both NHS and private treatment to patients. Information regarding the annual costs to the practice to deliver our NHS services is available from Andrew Tootell	10p per photocopy £4 per CD £4 per memory stick
Audit of NHS income, if held	The practice is not audited and no information is held.	
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 practice currently has no plans regarding the development and provision of NHS services. Any plans developed would be published on our practice website https://lwtdentalcare.co.uk.	
Performance data including performance against targets	Information regarding targets and our performance against them is available from the practice owners Russell Taylor, Andrew Tootell and Richard Brogden.	10p per photocopy £4 per CD £4 per memory stick

Practice inspection. Inspection reports by regulators the Care Quality Commission (CQC)	Our latest CQC inspection report is available on the CQC website at: https://www.cqc.org.uk and on our website https://lwtdentalcare.co.uk .	No Charge
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 company management decisions are not always recorded. Information may be available from the practice owners, Russell Taylor, Andrew Tootell and Richard Brogden. Changes in the provision of NHS services are incorporated into the practice information leaflet available free from reception and on the website https://lwtdentalcare.co.uk .	No Charge (If data available other that practice leaflet) 10p per photocopy £4 per CD £4 per memory stick

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 experience policy (M 233-PEX) is available from reception.	10p per photocopy £4 per CD £4 per memory stick
Policies and procedures about employment of staff	Information available from reception includes, but is not limited to: ▪ Recruitment and selection policy and procedure (M 222H) ▪ Employment and induction policy (M 233-EIN) ▪ Disciplinary (M 227B), Grievance (M 227A) and Capability (M 227D) procedures	10p per photocopy £4 per CD £4 per memory stick
Equality and diversity policy	Our Equality, dignity and human right policy (M 233-EQD) is available from reception.	10p per photocopy £4 per CD £4 per memory stick
Health and safety policy	Our Health and safety policy (M 250C) is available from reception.	10p per photocopy £4 per CD £4 per memory stick

Infection control policy	Our Infection control policy (M 257A) and procedures (M 257B) are available from reception.	10p per photocopy £4 per CD £4 per memory stick
Radiation protection checklist	Information from our Radiation protection folder is available from Donna Garnham.	10p per photocopy £4 per CD £4 per memory stick
Complaints procedures (including those covering requests for information and operating the publication scheme)	Our complaints procedure England and Northern Ireland: (G 110C) is displayed in the waiting room and available on the practice website at https://www.lwtdentalcare.co.uk. Copies are available from reception.	No charge
Records management policies (records retention, destruction and archive)	Our Record management policy (M 233-REM) is available from reception.	10p per photocopy £4 per CD £4 per memory stick
Confidentiality and data protection policies	Our Confidentiality (M 233-CON) and Data protection (M 233-DPT) policies are available from reception.	10p per photocopy £4 per CD £4 per memory stick
Policies and procedures for handling requests for information	Requests for information are covered in our Data protection policy (M 233-DPT), which is available from reception.	10p per photocopy £4 per CD £4 per memory stick
Practice information leaflet	Our practice information leaflet is available at reception and on the website https://lwtdentalcare.co.uk	No charge
Class 6 – Lists and Registers Currently maintained lists and registers only		
Any publicly available register or list (if any are held this	None held	

should be publicised; in most circumstances existing access provisions will suffice).		
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	Information about the services we offer is outlined on the practice website at https://www.lwtdentalcare.co.uk and in the practice information leaflet.	No charge
Charges for any of these services	Information regarding charges for NHS services are on the practice website at https://www.lwtdentalcare.co.uk they are also available from the NHS website https://www.nhs.uk.	No charge
Information leaflets	We have a range of leaflets in regard to oral health information, free of charge and available in the waiting room and from individual dentists.	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 and published on the practice website https://www.lwtdentalcare.co.uk and details are also available on our out of hours answerphone message.	No charge

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