

Freedom of Information Act Freedom of Information Publication Scheme For Optimal Dental Health Ltd

Welcome to the Freedom of Information Publication Scheme for Optimal Dental Health Ltd.
Responsible Person – Dr James Goolnik.
Registered Manager – Dr James Goolnik.

The Publication Scheme is in three parts:

Part One: Introduction

Part Two: Classes of Information We Hold

Part Three: Index to the Publication Scheme and useful resources

This Publication Scheme and protocol were reviewed and implemented on 01-09-2024. This Publication Scheme, protocol and relevant procedures will be reviewed annually and are due for review on 01-09-2025 or prior to this date in accordance with new guidance or legislative changes.

Part One: Introduction

Our Publication Scheme

This Publication Scheme is a guide to the information routinely published by Optimal Dental Health Ltd. It is a description of the classes and types of information about our Practice and our team that we make publicly available. By having such a Scheme, we are undertaking to make available to members of the public the information in the classes listed in Part Two of the Scheme. We review the Scheme at regular intervals and monitor how it is operating.

It is important to us that this Scheme meets your needs and we have designed it to be a route map so that you can find information about Optimal Dental Health Ltd easily.

Your rights in relation to Freedom of Information, the Data Protection Act and Access to Patient Records legislation.

At the present time, in addition to accessing the information identified in this Publication Scheme, you are entitled to request other information about Optimal Dental Health Ltd from Practice Manager - Ange Thomson.

We may not always be able to provide some or all of the information you request. If we are unable to provide the information you have requested, we will explain the reasons why.

Under the Data Protection Act 2018, you are also entitled to access your clinical records, or any other personal or sensitive information held about you by our practice.

Please contact Practice Manager - Ange Thomson if you would like access to or a copy of your clinical records.

Optimal Dental Health Ltd complies with the Data Protection Act 2018, including the requirements of the General Data Protection Regulations (GDPR).

Feedback

We welcome suggestions about how our service might be improved.

Any suggestions or comments about how we could improve our service can be given verbally to the Practice Manager Ange Thomson or to any member of our team or by telephone **0203 921 1000**.

If you prefer to write to us, please send your comments and suggestions to Ange Thomson at Optimal Dental Health Ltd 1 Melcombe Street, London, NW1 6AE or please email us at hello@optimaldental.co.uk.

If you have a complaint about how we have handled your request for information, please speak to Dr James Goolnik in person, by telephone 0203 921 1000 or should you prefer to write to us, please do so by post to Optimal Dental Health Ltd 1 Melcombe Street, London, NW1 6AE or by email at hello@optimaldental.co.uk.

If, having contacted us as described above you are not satisfied with the result of our procedure then a complaint may be made to:

The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body)
Phone: 0207 167 6000. Email: standards@gdc-uk.org

Health Service Board for complaints about Health Service dental treatment
HSCB + Name of appropriate Board Area Office (Northern / Southern / Eastern / Western)
12 - 22 Linenhall Street , Belfast BT2 8BS
Phone: 028 9536 3893
Email: complaints.hscb@hscni.net [mailto:](mailto:complaints.hscb@hscni.net)

The Regulation Quality and Improvements Authority (RQIA)
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Email: info@rqia.org.uk
Alternatively, during office hours, call RQIA on (028) 9051 7500

Part 2: Classes of Information

The information that we hold is reviewed regularly, retained or disposed of in accordance with the Data Protection Act 2018 and Section 46 of the Code of Practice for Record Management.

The classes are grouped into broad categories as follows:

1. Who we are.
2. Our services.
3. Complaints.
4. Regular Publications and Information for the Public.
5. This Publication Scheme.

Who we are

The following people are part of the dental team at Optimal Dental Health Ltd.

Clinicians:

Dr James Goolnik, MSc Lond 1999, BDS Lond 1992, GDC 68441
Brooke Shipp
Andreas Jahnigen

Practice Manager:

Ange Thomson, Dip in Dental Nursing Level 3, Cert in Radiography Level 4, Dental Practice Manager Level 4, GDC 255430

Dental nurses: Harriet Goodyear

Dental receptionist(s): Danielle Ward

The Practice

Optimal Dental Health Ltd 1 Melcombe Street, London, NW1 6AE

Phone

0203 9211000 or 07788487113

Email

hello@optimaldental.co.uk

Website

<https://www.optimaldentalhealth.co.uk/>

The practice is situated in 1 Melcombe Street, London NW1 6AE. Optimal Dental Health Ltd complies with the Data Protection Act 2018, including the requirements of the General Data Protection Regulations (GDPR).

All personal and sensitive information about individuals is protected by the Data Protection Act and GDPR. Such information is never shared with third parties unless the individual has given their explicit consent for it to be shared.

Our Services

The range of services we provide at Optimal Dental Health Ltd is outlined below, together with any services provided by other agencies if relevant.

Practice Premises

Practice name: Optimal Dental Health Ltd

The Practice

Optimal Dental Health Ltd 1 Melcombe Street, London, NW1 6AE

Phone

0203 9211000 or 07788487113

Email

hello@optimaldental.co.uk

Website

<https://www.optimaldental.co.uk/>

Hours of opening

Monday - Wednesday 08:30 - 17:30, Thursday 08:30 - 18:30, Friday 0830 - 16:00

Out of hours cover/emergency arrangements

Call 111 or 07788487113

Access to our premises

The practice is situated over 2 floors, with ground floor access and a basement floor by stairs. The ground floor has a surgery and a private office accessible to all patients and users. There is street pay and display parking for patients or local parking buildings. We are located close to tube and bus stations to allow for public transport access.

The languages we speak and the availability of interpreters

English - Interpreter services can be made available.

Clinical interests of dentists

Optimal Dental Health Ltd provides diagnostic, preventive, restorative and surgical dental procedures for Adults and some children and has access for the disabled.

We also provide the following services:

General dental services, surgical treatment such as extractions and implants, hygiene services, counselling, nutritional counselling

Information about infection control procedures

Optimal Dental Health Ltd complies with current infection control standards and practices. Our Infection Control policy and protocols ensure that we adopt current good practice requirements in all aspects of infection control. Instruments are autoclaved or are disposable. Personal Protective Equipment is routinely worn and is single use. All team members undertake regular update training in infection control procedures.

Complaints

Optimal Dental Health Ltd aims to ensure we provide high standards of patient care and service. If you have any concerns about any aspect of our care or service, please tell us and we will do all we can to resolve your issues to your satisfaction.

We have a comprehensive Complaints Policy, including a Code of Practice that lays out how we deal with concerns and complaints. Our team members receive regular update training in complaint handling and we have processes in place to learn from complaints.

If you require further details, please ask at reception for our Code of Practice for dealing with complaints.

Any concerns or issues should be raised with Ange Thomson, Practice Manager. Alternatively, please speak to any team member, either in person or by telephone, 0203 921 1000.

If you prefer to write to us, please address it to:

Ange Thomson, Practice Manager at 1 Melcombe Street, London, NW1 6AE or email hello@optimaldental.co.uk.

Regular Publications and Information for the Public

Our Privacy Policy and Privacy Notice contain details about how we protect personal and sensitive information. Details are published: <https://www.optimaldentalhealth.co.uk/>

We also publish information relating to the clinical services we provide for our patients. Details are published: <https://www.optimaldentalhealth.co.uk/>

We do not publish information that is of a personal and/or confidential nature, as this is excluded, as is any other confidential material. Material relating to the health and safety of specific individuals, law enforcement or criminal or regulatory enforcement or audit issues may also be excluded from publication. There may be circumstances where material cannot be released because the appropriate officer designated for these purposes under the Act has taken the view that it may be prejudicial to the conduct of public affairs.

This Publication Scheme

All dental practices that have an NHS contract are considered to be public authorities. Under Section 19 of the Freedom of Information Act 2000 (see link to the Act in Part Three below), all public authorities, including dental practices have a legal duty to adopt and maintain a Publication Scheme for the publication of the information they hold. The purpose of the Act is to promote greater openness by public authorities.

The Act requires all dental practices to respond to requests about the information they hold. This includes information that is recorded in any form and the rights of access to that information. These rights are subject to some exemptions that dental practices must take into account before deciding what information can be released.

The Freedom of Information Act does not change the rights of patients to protection of their personal and sensitive information in accordance with Article 8 of the Human Rights Convention, the Data Protection Act and at common law. Maintaining the right to patient confidentiality continues to be an extremely important commitment on our part.

This Publication Scheme aims to make as much information about Optimal Dental Health Ltd available as possible, on a continuous basis. We will continue to add to the information when appropriate.

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 in our practice. We will also publish any proposed changes or additions to publications already available.

Part Three: Useful Resources

<https://www.ico.org.uk>

<https://www.england.nhs.uk/contactus/complaint>

<http://www.legislation.gov.uk/ukpga/2000/36/content>