

Freedom of Information Act

Freedom of Information Publication Scheme

For Optimal Dental Health

Welcome to the Freedom of Information Publication Scheme for Optimal Dental Health.

Responsible Person – Dr James Goolnik.

Registered Manager – Dr James Goolnik.

The Publication Scheme is in three parts:

1. Part One: Introduction
2. Part Two: Classes of Information we hold
3. Part Three: Index to the Publication Scheme and useful resources

This Publication Scheme and protocol was reviewed and implemented on 16-03-2026.

This Publication Scheme, protocol and relevant procedures will be reviewed annually and are due for review on 16-03-2026 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. 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 this practice 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 this practice from Dr James Goolnik.

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 the Practice Manager if you would like access to or a copy of your clinical records.

This practice 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 or to any member of our team in person or by telephone.

If you prefer to write or email us, please send your comments and suggestions to the Practice Manager.

If you have a complaint about how we have handled your request for information, please speak to Dr James Goolnik in person, by telephone, email or you may prefer to write to us.

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)
- NHS England for complaints about NHS treatment. PO Box 16738 Redditch B97 9PT
- The Care Quality Commission at Citygate, Gallowgate, Newcastle upon Tyne NE14PA

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:

- Who we are.
- Our services.
- Complaints.
- Regular Publications and Information for the Public.
- This Publication Scheme.

Who we are

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

Dentist(s):

Dr James Goolnik Dr Ilan Preiss Dr Sara Johnstone Dr Andreas Jahnigen Dr Anna Galanoudi Dr Aoife Stack Siobhan Mottley Brooke Shipp Chris Harris Osteopath Dr Sonia Tsukagoshi Holistic GP

Practice Manager(s):

Ange Thomson

Dental nurses:

Harriet Goodyear, Anna Zhigunova, Ludy Molano, Chloe Walker, Briya Sabir

Dental receptionist(s):

Danielle Ward, Kiah Salvador, Christy Hadjipateras

The Practice

Optimal Dental Health

1 Melcombe Street, London, NW1 6AE

Phone

0203 9211000

Email

hello@optimaldental.co.uk

Website (if applicable)

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

This practice 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

Hours of opening

Monday and Thursday 0830 - 1815, Tuesday and Wednesday 0830 - 1715, Friday 0830 - 1615

Out of hours cover/emergency arrangements

Call 111 or Baker Street Dental 102 Baker St 020 7935 5559

Access to our premises

The practice is situated over 2 floors, ground floor access and basement floor by stairs. The ground floor has a surgery and private office accessible for 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

This practice 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

This practice 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

This practice 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 complaints 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. Alternatively, you may wish to write or email the practice.

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.

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>