

Freedom of Information (FOI) Publication Scheme – Cygnet Orthodontics

This publication scheme sets out the information Cygnet Orthodontics makes routinely available to the public, how it can be accessed, and whether any charge applies. If you would like a copy of any information listed below, please contact the practice; where copying or postage is required, reasonable costs may be charged.

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 published on our practice website at https://www.cygnetorthodontics.co.uk/about-us/meet-the-team/ , there is also a noticeboard in the practice downstairs waiting area containing names, GDC numbers and photographs of each team member. Information about the orthodontists can be found in our practice information leaflet which is available from the practice 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.cygnetorthodontics.co.uk/contact-us/ and in the practice information leaflet which is available from the practice reception.	No charge
Opening hours	This information is published on our practice website at https://www.cygnetorthodontics.co.uk/contact-us/ and is in the practice information leaflet which is 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 associated targets, is available from Trevor Wynne-Hughes.	No charge
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. Information on the annual costs to deliver our NHS services is available from Trevor Wynne-Hughes.	Reasonable copying costs will be charged
Audit of NHS income, if held	The practice is not subject to formal audits, so this information is not 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	These details are available in our patient information leaflet, which can be obtained from reception	No charge
Performance data including performance against targets	Information regarding targets and our performance against them is available from Trevor Wynne-Hughes.	No charge

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Practice inspection. Inspection reports by regulators for England : the Care Quality Commission (CQC)	Our latest CQC inspection report is available on the CQC website: https://www.cqc.org.uk/location/1-189081600#accordion-1	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 affecting the provision of NHS services.	As a small business we do not normally maintain formal records of management decisions. Information may be available from Trevor Wynne-Hughes. However, any changes in the provision of NHS services would be incorporated and updated in our patient information leaflet. Our current patient information leaflet can be obtained from reception. We may also notify patients by notices in our reception area.	No charge
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. Information about our customer service is included in our patient information leaflet, which is available from the practice reception	No charge
Policies and procedures about employment of staff	Information available from reception upon request includes, but is not limited to: <ul style="list-style-type: none"> Recruitment and selection policy and procedure (M 222H) Employment and induction policy (M 233-EIN) Disciplinary (M 227A), Grievance (M 227B) and Capability (M 227D) procedures	No charge
Equality and diversity policy	Our Equality, dignity and human rights policy (M 233-EQD) is available from reception upon request.	No charge
Health and safety policy	Our Health and safety policy (M 250C) is available from reception upon request.	No charge
Infection control policy	Our Infection control policy (M 257A) and procedures (M 257B) are available from reception upon request.	No charge
Radiation protection checklist	Information from our Radiation protection folder is available from Corrie Stock upon request.	No charge
Complaints procedures (including those covering requests for information and operating the publication scheme)	A copy of the practice complaints procedure is available from the practice reception. Information about how to make a complaint is also published on the practice website at https://www.cygnetorthodontics.co.uk/patient-complaints-procedure/	No charge
Records management policies (records retention, destruction and archive)	Our Record management policy (M 233-REM) is available upon request from reception.	No charge
Confidentiality and data protection policies	Our Confidentiality (M 233-CON) and Data protection (M 233-DPT) policies are available upon request from reception.	No charge
Policies and procedures for handling requests for information	Requests for information are covered in our Data protection policy (M 233-DPT), which is available upon request at reception.	No charge
Practice information leaflet	Our practice information leaflet is available at reception.	No charge
Class 6 – Lists and Registers		

Information to be published	How the information can be obtained (e.g. hard copy, website)	Cost
<p>Currently maintained lists and registers only We recognise that it is unlikely that dentists are going to have registers available for public inspection and while this remains the case “none held” can be entered in this section.</p>		
<p>Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice).</p>	<p>None held</p>	
<p>Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public) Current information only</p>		
<p>The services provided under contract to the NHS</p>	<p>This information is included in our practice information leaflet, available from reception. It is also published on our practice website at https://www.cygnetorthodontics.co.uk</p>	<p>No charge</p>
<p>Charges for any of these services</p>	<p>Information about NHS patient charges is included in our practice information leaflet, which is available from reception. The information is also displayed on posters in our waiting room and is published on our practice website https://www.cygnetorthodontics.co.uk</p>	<p>No charge</p>
<p>Information leaflets</p>	<p>Oral health information is available in various patient information leaflets, which can be obtained from the practice reception. Information is also published on our practice website at https://www.cygnetorthodontics.co.uk</p>	<p>No charge</p>
<p>Out of hours arrangements</p>	<p>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.</p>	<p>No charge</p>