



## Information available from The Smile Clinic under the publication scheme

Information to be published	How the information is obtained	Cost
<p><b>Class 1: Who we are &amp; what we do</b> (Organisational information, structures, locations &amp; contacts)</p> <p>The Smile Clinic (Colchester) LTD. We offer NHS &amp; private dentistry and facial aesthetics.</p>		
<p><b>Principal:</b> Dr Rajeev Prashar  <b>Practice Manager:</b> Mrs Gemma Poolman  <b>Dentists:</b> Dr Husain Parker  Dr Dhruv Shah  Dr Omair Mirza</p> <p><b>Hygienist:</b> Mrs Johanne Austin  <b>Head Dental Nurse:</b> Miss Lauren Taylor  <b>Dental Nurses:</b> Miss Lauren Bellerby  Miss Gemma Lacey  Miss Imogen Robinson</p> <p><b>Others</b>  <b>Complaints Lead:</b> Mrs Gemma Poolman  <b>Infection control Lead:</b> Miss Lauren Bellerby</p>	<p>Team member information is available on the upstairs waiting room notice board.</p>	<p>No charge</p>
<p><b>Practice Address:</b> 39 St Botolphs Street  Colchester  Essex  CO2 7EA  Email: enquiries@thesmileclinic.uk.com</p>	<p>Contact details are available on the practice website at <a href="http://www.thesmileclinic.uk.com">www.thesmileclinic.uk.com</a></p>	<p>No charge</p>
<p><b>Opening hours:</b> Monday-Wednesday 9am-7pm  Thursday-Friday 9am-5pm</p>	<p>Our current opening hours are available on the practice website <a href="http://www.thesmileclinic.uk.com">www.thesmileclinic.uk.com</a></p>	<p>No charge</p>



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<p><b>Class 2: What we spend and how we spend it</b>  <i>(Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit)</i></p> <p>Information about the previous and current financial years is available from Dr Prashar</p>	Information regarding the annual costs to the practice to deliver NHS services is available from Dr Rajeev Prashar	10p per photocopy £4 per CD £6 per memory stick
<p><b>Class 3: What are our priorities and how we are doing</b>  <i>(Strategies and plans, performance indicators, audit inspections and reviews are available from Dr Rajeev Prashar)</i></p>		
<p><b>Plans for the development and provision of NHS services</b></p>	The practice has no plans regarding the development and provision of NHS services	
<p><b>Performance data including performance against targets</b></p>	Information regarding targets and our performance is available from Dr Rajeev Prashar	10 p per photocopy £4 per CD £6 per memory stick
<p><b>Practice Inspection. Inspection reports by regulators the Care Quality Commission (CQC)</b></p>	Our latest CQC inspection report is available upon request from Mrs Gemma Poolman	No Charge
<p><b>Class 4: How we make decisions</b>  <i>The Decisions are made following discussions during the practice meetings which are recorded and a copy of relevant decisions are available from Mrs Gemma Poolman, the practice manager who has the authority to make day to day decisions regarding the running of the practice.</i></p>	Information regarding our decision making process is available from Mrs Gemma Poolman	Verbal information- no charge
<p><b>Class 5: Our policies and procedures</b>  <i>(Current written protocols, policies and procedures for delivering our services and responsibilities)</i>            Current information only</p>	Available from practice manager, Mrs Gemma Poolman upon request.	No charge
<p><b>Policies and procedures about customer service</b></p>	Our patient journey policy is available from Mrs Gemma Poolman	No charge
<p><b>Policies and procedures about employment of staff</b></p>	Information available from practice manager, Mrs Gemma Poolman	Verbal information- no charge



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<b>Equality and Diversity policy</b>	Our Equality, dignity and respect policy is available from practice manager, Mrs Gemma Poolman	No charge
<b>Health and safety policy</b>	Our Health and safety policy is available from practice manager, Mrs Gemma Poolman	No charge
<b>Infection control policy</b>	Our infection control policy is available from practice manager, Mrs Gemma Poolman	No charge
<b>Radiation protection information</b>	Information available from practice manager, Mrs Gemma Poolman	No charge
<b>Complaints procedures</b> <i>(Including those covering requests for information and operating the publication scheme)</i>	Our complaints procedure is available upon request from the reception team or practice manager, Mrs Gemma Poolman. The procedure is available to view on the website <a href="http://www.thesmileclinic.uk.com">www.thesmileclinic.uk.com</a>	No charge
<b>Confidentiality and data protection policies</b>	Our Confidentiality and data protection policies are available from practice manager, Mrs Gemma Poolman	No charge
<b>Policies and procedures for handling requests for information</b>	Requests for information are covered in our data protection information and GDPR policies, available from practice manager, Mrs Gemma Poolman	No charge
<b>Practice information leaflet</b>	Our practice information leaflet is available at reception and in the waiting rooms	No charge
<b>Class 6: Lists and registers</b>	None held	
<b>Class 7: The services we offer</b> <i>(Information about the services we offer, including leaflets, guidance and newsletters produced for the public)</i>		
<b>The services provided under contract to the NHS</b>	Information about the services we offer is outlined in the NHS leaflet which is available from	No charge



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	reception and in the practice waiting room upstairs. This information is also available on the website	
<b>Information leaflets</b>	<p>We have a range of leaflets, free of charge and available in the waiting rooms, including</p> <ul style="list-style-type: none"> <li>• Sensitivity relief</li> <li>• Looking after children's teeth</li> <li>• Antibiotic prescribing</li> <li>• Electric toothbrushes</li> <li>• Plaque and periodontal disease</li> <li>• NHS dental charges</li> <li>• Preventing tooth decay</li> </ul>	No charge
<b>Out-of-hours emergency care arrangements</b>	Information about out-of-hours emergency care is available in the practice leaflet which is available from reception and in the upstairs patient waiting room. Our phone lines also include the information.	No charge
<b>Languages spoken within the practice</b>	We have English, Punjabi, Hindi, Gujarati, Spanish, Afrikaans & Urdu speakers available at the practice	No charge
<b>Access for people with disabilities</b>	We have a wide entrance door, downstairs surgery and a downstairs bathroom with disabled features. Our reception desk has a lower section available. We have a stair-lift to upper floor surgeries.	No Charge