



**Information available from
Jade Dental Practice under the Freedom of Information Act model publication scheme**

Information to be published	How the information can be obtained	Cost
Class 1 - Who we are and what we do	Jade Dental Practice has a reputation throughout South East England for delivering high quality general and family dentistry while also offering a range of ultra-modern cosmetic and advanced procedures. The highly skilled team at the practice offers dental care for the entire family from the very young to the very old. We give each patient only the finest treatment, whether it's for a check- up and clean or a more complex procedure. Practice Brochure - Hard copy and website for Practice information.	No charge
Who's who in the practice	Dentists: Dr A. Khalil, Dr R. Afridi, Dr A. Mirza, Dr I. Sarbu, Dr L. Gotting and Dr J. Van Rensburg Hygienist: Suzy Thomas Hygienist / Therapists: Bryony Mann and Jessica Smith Dental Nurses: Paige Harrison and Alice Demarcy Trainee Dental Nurses: Mariana Neata and Lauren Davis Receptionist: Gillian Brenchley Practice Manager: Paige Harrison Practice Administrator: Susan Cranfield Health & Safety Manager: Paige Harrison Clinical Governance Leader: Paige Harrison Complaints Managers: Dr. A. Khalil, Dr Rehab Afridi and Paige Harrison Infection Control Manager: Paige Harrison	
Contact details for the practice	Practice Address: 30 Parkfield House, Loudon Way, Ashford, Kent TN23 3JJ Telephone: 01233 632228 / Email: reception@jadedental.co.uk Website: www.jadedental.co.uk Main Contact: Practice Manager Paige Harrison	
Opening hours	Our current opening hours are available on the Practice website at www.jadedental.co.uk and in the Practice Brochure.	



Class 2 – What we spend and how we spend it	Available on request.	
Details on NHS funding received by the practice and the cost of operating the NHS contract.	Available on request.	10p per photocopy
Total annual expenditure on the provision of our contracted services.	Available on request.	10p per photocopy
Audit of NHS income, if held	Jade Dental Practice is not audited, and no information is held.	
Class 3 – What our priorities are and how we are doing	<p>We run an iCOMPLY Manual System which has 9 Practice Meetings, 2 Team Meetings, two audits of x-ray safety per year, two audits of infection control, and other planned internal Practice audits per year. If there is a problem (non-conformance) we will carry out an ad-hoc audit and implement corrective and preventative measures. We perform an annual management review for a year-on-year improvement in standards. At this meeting we review all the meetings and audits that have occurred throughout the year as well as any problems or non-conformances.</p> <p>All equipment is inspected daily for function and safety. Every piece of equipment also has a regular equipment inspection and testing as recommended by the manufacturers. Our pressure vessels are insured, inspected and tested according to the pressure vessels regulations. Our cross-infection procedures are verified and recorded. Our x-ray equipment is tested every three years. Our portable electrical equipment is inspected and tested regularly.</p>	Hard copy
Plans for the development and provision of NHS services	The practice currently has no plans regarding the development and provision of NHS services.	
Performance data including performance against targets	Available on request.	10p per photocopy



Class 4 – How we make decisions	The decisions are made following discussions during Practice Meetings which are recorded and copy of relevant decisions are available from Dr A. Khalil who has the authority to make day to day decisions regarding the running of the Practice.	
Records of decisions made in the practice/firm affecting the provision of NHS services.	Jade Dental Practice carries out an annual management review each year (G 170-TM2). Information regarding decisions made as a result of the review, which affect the provision of NHS services, is available from Dr A. Khalil. As a small company, management decisions are not always recorded. Information may be available from Dr A. Khalil.	10p per photocopy
Policies and procedures about customer service	Our Patient experience policy (M 233-PEX) is available from reception.	10p per photocopy
Policies and procedures about employment of staff	Information available from reception 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 	10p per photocopy
Equality and diversity policy	Our Equality, dignity and human right policy (M 233-EQD) is available from reception.	10p per photocopy
Health and safety policy	Our Health and safety policy (M 250C) is available from reception.	10p per photocopy
Infection control policy	Our Infection control policy (M 257A) and procedures (M 257B) are available from reception.	10p per photocopy
Radiation protection checklist	Information from our Radiation protection folder is available from Paige Harrison.	10p per photocopy
Complaints procedures (including those covering requests for information and operating the publication scheme)	Our complaints procedure: (G 110C) is displayed in reception and on the Practice website. 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
Confidentiality and data protection policies	Our Confidentiality (M 233-CON) and Data protection (M 233-DPT) policies are available from reception.	10p per photocopy
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
Practice Brochure	Our Practice Brochure is available at reception.	No charge
The services provided under contract to the NHS	Information about the services we offer is outlined in our NHS Practice Leaflet, which is available from reception.	No charge
Charges for any of these services	Information regarding charges for NHS services is displayed on posters in reception,	
Patient Information Folder	We have a range of information in our Patient Information Folder. Leaflets, free of charge and available at reception, including: <ul style="list-style-type: none"> ▪ Patient information leaflet on gum disease ▪ Patient information leaflet on crowns ▪ Take home instructions for dentures ▪ Post extraction instructions 	No charge
Out of hours arrangements	Information about out-of-hours emergency care is available in the Practice Brochure and on the phone line message system.	