



**Freedom of Information Act  
Freedom of Information Publication Scheme  
for Rowcroft Dental Centre Ltd**

Welcome to the Freedom of Information Publication Scheme for Rowcroft Dental Centre Ltd.

Responsible Person – Dr Jolyon House

Registered Manager – Dr Jolyon House

**The Publication Scheme is in three parts:**

Part One: Introduction

Part Two: Classes of Information we hold

Part Three: useful resources

This Publication Scheme and protocol was reviewed and implemented on 12/09/2020

This Publication Scheme, protocol and relevant procedures will be reviewed annually and are due for review on 12/09/2021 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 Rowcroft Dental Centre 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 Rowcroft Dental Centre 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 Rowcroft Dental Centre Ltd from Dr Jolyon House.

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 Dr Jolyon House if you would like access to or a copy of your clinical records.

Rowcroft Dental Centre 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 Kirsty Marriott or to any member of our team or by telephone 01453 750778.

If you prefer to write to us, please send your comments and suggestions to Dr Jolyon House at Rowcroft Dental Centre, 11 Rowcroft, Stroud, Glos, GL5 3AZ or please email us at [reception@rowcroftdentalcentre.co.uk](mailto:reception@rowcroftdentalcentre.co.uk)



If you have a complaint about how we have handled your request for information, please speak to Dr Jolyon House in person, by telephone 01453750778 or should you prefer to write to us, please do so by post to Rowcroft Dental Centre, 11 Rowcroft, Stroud, Glos, GL5 3AZ or by email at [reception@rowcroftdentalcentre.co.uk](mailto:reception@rowcroftdentalcentre.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:

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

The Care Quality Commission at Citygate, Gallowgate, Newcastle upon Tyne NE14PA Phone Email 03000 616161. Email: [enquires@cqc.org.uk](mailto:enquires@cqc.org.uk)

## **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 Rowcroft Dental Centre Ltd.

### **Dentist(s):**

Dr Jolyon House BDS, (M), GDC 68448

Dr Robert Oldham BDS, (M), GDC 48881

Dr Amanda Briggs BDS, (F), GDC 62746

Dr Dimitrios Ntanos DDS, (M), GDC 221636



**Hygienists and Therapists:**

Mrs Lisa Rodway, (F), GDC 6481

Miss Rebecca Lonergan, (F), GDC 177190

Miss Natalie Francis, (F), GDC 258407

**Practice Manager(s):**

Miss Kirsty Marriott

**Dental nurses:**

Mrs Julie Penny

Miss Susan Humphreys

Miss Rachel Taylor

Mrs Wendy Parry

Miss Jessica Austin

Miss Lisa Jordan

Mrs Catherine Carter

Miss Saskia Barnes

**Dental receptionist(s):**

Mrs Jean Harmer

**The Practice**

Practice name

Rowcroft Dental Centre Ltd

Address

11 Rowcroft, Stroud, Glos, GL5 3AZ

Phone

01453 764762 / 750558

Email

reception@rowcroftdentalcentre.co.uk

Website:

rowcroftdentalcentre.co.uk

Rowcroft Dental Centre 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 Rowcroft Dental Centre is outlined below, together with any services provided by other agencies if relevant.

## **Practice Premises**

Practice name

Rowcroft Dental Centre Ltd

Address

11 Rowcroft, Stroud, Glos, GL5 3AZ

Phone

01453 764762 / 750558

Email

reception@rowcroftdentalcentre.co.uk

Website:

rowcroftdentalcentre.co.uk

## **Hours of opening**

Monday: 8:30am to 5:00pm

Tuesday: 8:30am to 5:00pm

Wednesday: 8:30am to 5:00pm

Thursday: 8:30am to 7:00pm

Friday: 8:30am to 2:00pm

Saturday: Closed

Sunday: Closed

## **Out of hours cover/emergency arrangements**

The practice offers remote out of hours emergency cover, evenings, weekends and all public holidays

## **Access to our premises**

The practice is situated over three floors, there is easy access for all patients.

Ground floor access and surgery is suitable for most users.

## **The languages we speak and the availability of interpreters**

English is spoken.

Greek is spoken.



Chargeable Interpreter services can be made available.

### **Clinical interests of dentists**

Rowcroft Dental Centre Ltd provides diagnostic, preventive, restorative and surgical dental procedures for both adults and children and has access for the disabled.

We also provide orthodontics, implants, and facial aesthetics.

### **Information about infection control procedures**

Rowcroft Dental Centre 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**

Rowcroft Dental Centre 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 Dr Jolyon House. Alternatively, please speak to any team member, either in person or by telephone 01453 750778. If you prefer to write to us, please address it to Dr Jolyon House at Rowcroft Dental Centre, 11 Rowcroft, Stroud, Glos, GL5 3AZ or email [reception@rowcroftdentalcentre.co.uk](mailto:reception@rowcroftdentalcentre.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 on our website [rowcroftdentalcentre.co.uk](http://rowcroftdentalcentre.co.uk).

We also publish information relating to the clinical services we provide for our patients on our website [rowcroftdentalcentre.co.uk](http://rowcroftdentalcentre.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 Rowcroft Dental Centre 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/contents>