

Information to be published	How the information can be obtained (eg hard copy, website)	Cost
<p><b>Class1 - Who we are and what we do</b> (Organisational information, structures, locations and contacts)</p> <p>This will be current information only We are an NHS practice providing a full range of NHS dental services for Sutton and Merton Primary Care Trust</p>		
<p>Who's who in the practice Dentists Dr P Soin (<b>Principal dentist</b>)           Dr B Schroeder (<b>Associate dentist</b>)           Dr P Bhalla (<b>Associate dentist</b>)</p> <p>Therapist Mrs S Soin</p> <p>Practice Manager Stacey Bates</p> <p>We have 2 receptionists</p>	<p>Website PIC on reception Practice leaflet</p>	
<p>Contact details for the practice (named contacts where possible with telephone number and email address (if used)) Teeth – u – like dental surgery, 21 Abbey Parade, Merton High Street, London, SW19 1DG. 020 8543 1013 <a href="http://www.teethulike.co.uk">www.teethulike.co.uk</a> reception@teethulike.co.uk</p>		
<p>Opening hours Monday – Friday 9.00am – 5.00pm Saturday 9.00am – 2.00pm Emergency Out of hours service Caring around the clock 0845 603 1087</p>		
<p>Staffing structure</p>		

<p><b>Class 2 – What we spend and how we spend it</b>  (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit)</p> <p>Current and previous financial year as a minimum</p>	Not available	
<p>Total final cost to the PCT/LHB/HPSS of our contracted services</p>	Not available	
<p><b>Class 3 – What our priorities are and how we are doing</b>  (Strategies and plans, performance indicators, audits, inspections and reviews)</p> <p>Revised opening hours  An extra telephone line  Upgraded website  Current and previous year as a minimum</p>	Practice development plan available on request at practice	£12.00 per requested item
<p>Plans for the development and provision of NHS services</p>		
<p>Practice Inspection  Daily check list  Cleaning rota  Weekly checks by management</p>	Available on request	
<p><b>Class 4 – How we make decisions</b>  (Decision making processes and records of decisions)</p>		
<p>Meetings with principal and management on a weekly basis  Meetings with nurses every 2-3 weeks  Once a month meeting with whole practice</p>	Meeting minutes available upon request	£12.00 per requested item
<p>Records of decisions made in the practice/firm affecting the provision of NHS services</p>	On sharepoint	

On sharepoint for the whole team to see		
<b>Class 5 – Our policies and procedures</b> (Current written protocols, policies and procedures for delivering our services and responsibilities)  Current information only (delete any policies not actually held)		£12.00 per requested item
Policies and procedures about customer service	Yes	
Equality and diversity policy	Yes	
Health and safety policy	Yes	
Complaints procedures (including those covering requests for information and operating the publication scheme)	Yes	
Records management policies (records retention, destruction and archive)	Yes	
Confidentiality and data protection policies	Yes	
Policies and procedures for handling requests for information	Yes	
<b>Class 6 – Lists and Registers</b>  Currently maintained lists and registers only	Not Applicable	
Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice)		
<b>Class 7 – The services we offer</b> (Information about the services we offer, including leaflets, guidance and newsletters produced for the public and businesses)  Current information only	PIC monitor on reception Leaflets Notice board Website	

<p><b>Band 1 course of treatment - £16.50</b>  This covers an examination, diagnosis (e.g. x-rays), advice on how to prevent future problems, and a scale and polish if needed. If you require urgent care, even if your urgent treatment needs more than one appointment to complete, you will only need to pay one Band 1 charge.</p> <p><b>Band 2 course of treatment - £45.60</b>  This covers everything listed in Band 1 above, plus any further treatment such as fillings, root canal work or if your dentist needs to take out one or more of your teeth.</p> <p><b>Band 3 course of treatment - £198.00</b>  This covers everything listed in Bands 1 and 2 above, plus crowns, dentures or bridges. If you need more treatment within the same or lower charge band (for example an additional filling) within two months of completing a course of treatment, you do not have to pay anything extra.</p>		
The services provided under contract to the NHS		
Charges for services		
Information leaflets		