

Campbell Huber Orthodontics

Freedom of Information Act 2000

Information available from Campbell Orthodontics (UK) limited Dental Practice under the Freedom of Information Act model publication scheme

| Information to be published | How the information can be obtained | Cost |
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| Dental Practice Specialist Orthodontic Practice NHS and Private patients seen. NHS by referral only | Request through Website Hard Copy | No charge |
| Dr Alethia Campbell Specialist Orthodontist Dr Lothar Huber Specialist Orthodontist Dr Nahul Patel Specialist Orthodontist Tracy Langham Orthodontic Therapist | Team member names are available by request All the list of team members are listed along with qualifications in Patient Information File located in the waiting room | No charge |
| Dr Alethia Cambell alethia@chortho.co.uk Dr Linus Huber Jayne Bingham Practice Manager jayne@chortho.co.uk Sarah Woodworth Assistant Practice sarah@chortho.co.uk | Contact details are available on the patient leaflet | No charge |
| Opening Hours Monday to Thursday 8-5.30 Friday 8-2 | Our current opening hours are available on the website and in the practice information leaflet. | No charge |

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| <p>Class 2 – What we spend and how we spend it</p> | <p>A request can be made to the Practice owners Dr Linus Huber or Dr Alethia Campbell Please email the Practice Manager Jayne Bingham jayne@chortho.co.uk Assistant Practice Manager sarah@chortho.co.uk</p> | |
| <p>Details on NHS funding received by the practice and the cost of operating the NHS contract.</p> | <p>The value of our PDS contract with the NHS and targets are available from the practice owner. PDS contract is available from the practice owner.</p> | <p>Accountants hold this information written request</p> |
| <p>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)</p> | <p>The practice provides both NHS and private treatment to patients. Information regarding the annual costs to the practice to deliver our NHS services is available from the Practice Owner Subject to a written request.</p> | <p>10p per photocopy £4 per CD £4 per memory stick</p> |
| <p>Audit of NHS income, if held</p> | <p>The practice is not audited and no information is held.</p> | |
| <p>Class 3 – What our priorities are and how we are doing</p> | <p>Excellent Customer service Practice Policies and Procedures reviewed Working towards Best Practice Patient/Staff Safety at all times Staff Training Feedback from patients surveys Friends and Family Test Continued Professional Development Audits enable us to ensure we are doing things right Compliance CQC ICO and Information governance Clinical meetings Full staff meetings Staff feedback</p> | <p>No charge</p> |

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| Plans for the development and provision of NHS services | The practice has a strategic action plan in place with objectives to develop our NHS service | 10p per photocopy £4 per CD £4 per memory stick |
| Performance data including performance against targets | Information regarding targets and our performance against them is available from the practice owner | 10p per photocopy £4 per CD £4 per memory stick |
| Practice inspection. Inspection reports by regulators the Care Quality Commission (CQC); | Our latest CQC inspection report is available on the CQC website at: www.chortho.co.uk | No Charge |
| Class 4 – How we make decisions | Full Staff meetings taken place each month Clinical Meetings To include minutes | |
| Records of decisions made in the practice affecting the provision of NHS services. | The practice carries out an annual management review each year. Information regarding decisions made as a result of the review, which affect the provision of NHS services, is available from the practice owner | 10p per photocopy £4 per CD £4 per memory stick |
| Class 5 – Our policies and procedures | Health and Safety Policy Data Protection Policy Information Governance Policy Complaints Policy Confidentiality Policy Any policy not listed above can be obtained by request. The above are a small list of all the data, held by the practice which are all reviewed and updated by dates set up from the | |

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| | <p>compliance. All registrations are also held request can be made by emailing jayne@chortho.co.uk or sarah@chortho.co.uk</p> <p>Copies are available on reception or email the practice reception@chortho.co.uk</p> | |
| Policies and procedures about customer service | Our Patient experience policy is available from reception. | 10p per photocopy Hard copy free £4 per CD £4 per memory stick |
| Policies and procedures about employment of staff | <p>Information available from the Practice Manager includes, but is not limited to:</p> <ul style="list-style-type: none"> ▪ Recruitment and selection policy and procedure ▪ Employment and induction policy ▪ Disciplinary , Grievance and Capability procedures | Hard copy free £4 per CD £4 per memory stick |
| Equality and diversity policy | Our Equality, dignity and human right policy is available from reception. | 10p per photocopy £4 per CD £4 per memory stick |
| Health and safety policy | Our Health and safety policy is available from reception. | 10p per photocopy £4 per CD £4 per memory stick |
| Infection control policy | Our Infection control policy and procedures are available from reception. | 10p per photocopy £4 per CD £4 per memory stick |
| Radiation protection checklist | Information from our Radiation protection folder is available from the practice manager. | 10p per photocopy £4 per CD £4 per memory stick |
| Complaints procedures | Our complaints procedure is displayed in reception and also on the practice website: www.chortho.co.uk Copies are available from reception. | No charge |
| Records management policies | Our Record management policy is available from reception. | 10p per photocopy £4 per CD £4 per memory stick |

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| Confidentiality and data protection policies | Our Confidentiality and Data protection policies are available from reception. | 10p per photocopy £4 per CD £4 per memory stick |
| Policies and procedures for handling requests for information | Requests for information are covered in our Data protection policy, which is available from reception. | 10p per photocopy £4 per CD £4 per memory stick |
| Practice information leaflet | Our practice information leaflet is available at reception. | No charge |
| Class 6 – Lists and Registers | None held | |
| The services provided under contract to the NHS | Information regarding charges for NHS services is displayed on posters in reception, | No charge |
| Information leaflets | <p>We have a range of leaflets, free of charge and available at reception, including:</p> <ul style="list-style-type: none"> ▪ Patient information leaflet on oral hygiene ▪ Take home instructions for after surgery ▪ Retention leaflets ▪ Treatment Price guide ▪ Treatment payment plans ▪ Copies of Consent forms | No charge |
| Out of hours arrangements | Information about out-of-hours emergency care please email the Practice Manager jayne@chortho.co.uk sarah@chortho.co.uk | |