



Information available from Langman & Associates under the Freedom of Information Act Publication Scheme

Information covered by this scheme is only about the personal dental services we provide under the National Health Service Act 2006.

Information to be published	How the information can be obtained	Cost
Class1 - Who we are and what we do (Organisational information, structures, locations and contacts) This will be current information only.	Practice Leaflet Website – www.langmansdental.co.uk The NHS Website – www.nhs.uk	No charge
Who's who in the practice	Dentists providing NHS & private services are listed on our website @ https://www.langmansdental.co.uk/the-team/ DCP's and support staff are introduced on our practice website @ https://www.langmansdental.co.uk/the-team/	No charge
Contact details for the practice (named contacts where possible with telephone number and email address (if used))	These details are available in our patient information leaflet, which can be obtained from reception or on our website @ www.langmansdental.co.uk . They are also detailed on The NHS website – www.nhs.uk	No charge
Opening hours	These details are available in our patient information leaflet, which can be obtained from reception or on our website @ www.langmansdental.co.uk . They are also detailed on The NHS Website – www.nhs.uk	No charge
Staffing structure	A copy of our organisation/structure chart is available from our Compliance & HR Manager (Samantha McConnell). sam@langmansdental.co.uk Full team details are also available on our website @ www.langmansdental.co.uk	No charge

Class 2 – What we spend and how we spend it (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit) Current and previous financial year as a minimum		
Total final costs of our contracted services	Information on NHS funding and contract targets is available from Dr. David James Langman. E-mail enquiries@langmansdental.co.uk	No charge
Audit of NHS income	The practice is not subject for formal audits, so this information is not held.	
Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews) Current and previous year as a minimum		
Plans for the development and provision of NHS services	These details are available in our patient information leaflet, which can be obtained from reception or on our website @ www.langmansdental.co.uk Information is also available on The NHS Website – www.nhs.uk	No charge
Practice Inspection	The date and conclusions of our last practice inspection are available by asking Samantha McConnell (Compliance & HR Manager). E-mail sam@langmansdental.co.uk or by locating our CQC Inspection Reports on their website at www.cqc.org.uk	No charge
Performance data including performance against targets	This information is available from the Practice Owner, Dr David James Langman. E-mail enquiries@langmansdental.co.uk	No charge
Class 4 – How we make decisions (Decision making processes and records of decisions) Current and previous year as a minimum		

Records of decisions made in the practice affecting the provision of NHS services	<p>As a small business, formal records of management decisions are not normally recorded other than in minutes of Management Meetings and discussions at staff meetings.</p> <p>Any changes in the provision of NHS services would be incorporated into an updated patient information leaflet, which can be obtained from reception. We may also notify patients by notices in our reception area, inform patients via our practice newsletter which would be published on our website www.langmansdental.co.uk, published on our social media platforms – Facebook, Twitter and Instagram or e-mailed directly to patients</p>	No charge
Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities) Current information only		
Policies and procedures about customer service	Information about our customer service is included in our patient information leaflet, which is available from reception or on our website @ www.langmansdental.co.uk	No charge
Policies and procedures about employment of staff	Copies of the practice disciplinary policy and grievance policy are available from the Compliance & HR Manager Samantha McConnell - sam@langmansdental.co.uk	No charge
Equality and diversity policy	A copy of this policy can be obtained from the Compliance & HR Manager Samantha McConnell – sam@langmansdental.co.uk	No charge
Health and safety policy	A copy of this policy can be obtained from the Compliance & HR Manager Samantha McConnell – sam@langmansdental.co.uk	No charge
Infection Control Policy	A copy of this policy can be obtained from the Compliance & HR Manager Samantha McConnell – sam@langmansdental.co.uk	No charge

Radiation Protection Checklist	A copy of this information can be obtained from the Compliance & HR Manager Samantha McConnell – sam@langmansdental.co.uk	No charge
Complaints procedures (including those covering requests for information and operating the publication scheme)	A copy of this policy can be obtained from reception or on our website @ www.langmansdental.co.uk	No charge
Records management policies (records retention, destruction and archive)	A copy of our records management and data security policies can be obtained from the Compliance & HR Manager Samantha McConnell – sam@langmansdental.co.uk	No charge
Confidentiality, privacy notices and data security policies	A copy of our confidentiality and data security policies can be obtained from the Compliance & HR Manager Samantha McConnell – sam@langmansdental.co.uk The Data Privacy Notice for Patients is accessible on our website www.langmansdental.co.uk	No charge
Policies and procedures for handling requests for information	This information is contained within this Document and within our 'Access to Information Held by the Practice' document which is accessible on our website www.langmansdental.co.uk	No charge (Some conditions may apply)
Practice Information Leaflet	Our practice information leaflet can be obtained from the waiting areas and is also published on our website www.langmansdental.co.uk	No charge
Class 6 – Lists and Registers Currently maintained lists and registers only		
Any publicly available register or list	Dentists and qualified Dental Care Professionals are registered with the General Dental Council and can be found at www.gdc-uk.org . GDC registration numbers of dentists are available in our Practice Information Leaflet and details of all registrants are available on our website www.langmansdental.co.uk	

Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public and businesses) Current information only		
The services provided under contract to the NHS	These details are available in our patient information leaflet, which can be obtained from reception or on our website @ www.langmansdental.co.uk	No charge
Charges for services	These details are available on the private fee list or NHS Fees leaflet, which can be obtained from reception or on our website @ www.langmansdental.co.uk . Individual quotes can be obtained from your dentist. NHS Dental Charges can also be viewed at: https://www.nhs.uk/using-the-nhs/nhs-services/dentists/understanding-nhs-dental-charges/	No charge
Information leaflets	Patient information leaflets can be obtained from the waiting areas, by asking your Dentist, Dental Nurse or a receptionist. Some are also available on our website @ www.langmansdental.co.uk . Further information can be provided on request by telephoning the practice or e-mail enquiries@langmansdental.co.uk	No charge
Out of hours arrangements	Information about out of hours emergency care is available in the practice information leaflet which is available in our waiting areas or on our website www.langmansdental.co.uk or by phoning the practice number and listening to the answerphone message.	No charge

Signed: S.J.McConnell

Samantha McConnell (Compliance & HR Manager)

Reviewed on: 28.06.2023
 (Next) Review Date: 28.06.2024