

### Responding to Freedom of Information requests

All requests for information will be responded to within 30 working days..

Should the request for information exceed the charges set by the Secretary of State, this practice does not have to action the request.

The practice is not obliged to comply with vexatious requests or repeated or substantially similar requests from the same person other than at reasonable intervals.

### Exemptions

There is a range of exemptions covering personal data, security, formulation of government policy, commercial and individual confidentiality. A further absolute exemption is where information is accessible by other means or if the information has been provided in confidence. Other exemptions include information relating to commercial interests and audit functions.

### Policies and procedures

The practice has a number of important policies that detail how we provide care and service to our patients. Please ask the Practice Manager if you would like to see copies of the following policies or procedures:

- Confidentiality policy
- Data protection policy
- Information governance policy
- Health and safety policy
- Complaints policy
- Privacy notice
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You can view our Privacy Notice on our website at [www.newcrossdentalpractice.co.uk](http://www.newcrossdentalpractice.co.uk)

Or telephone or visit to ask reception for a paper copy.

### Complaints

We welcome comments, suggestions and complaints so that we can continually improve our service to you. Please contact the Practice Manager in person or by phone, letter or email if you have a comment, suggestion or complaint.

We take complaints very seriously and have an effective procedure to resolve any problems in the shortest possible time. You can read more about our procedure in our complaints policy. We always want to have satisfied patients.

New Cross Dental Practice  
49 Lewisham Way  
London, SE14 6QD  
Email: [info@newcrossdentalpractice.co.uk](mailto:info@newcrossdentalpractice.co.uk)  
Tel: 0208 692 3472  
Practice Manager: Prisha Hirani

### The Information Commissioner

The Information Commissioner is an independent public body and reports directly to Parliament. Further information is available at: [www.ico.gov.uk](http://www.ico.gov.uk)

### Our dentists

Dr Neel Hirani  
Dr Himal Hirani  
Dr Abdulnasir Salim-Said  
Dr Daniel Murray  
Dr Chloe Hughes  
Dr Sophie Heavey  
Dr Bhavna Jairath  
Dr Hajirah Mir

## Your personal information

**How we look after and safeguard information about you**



Information for patients

### Protecting your information

The data controller is Neel Hirani. We aim to provide you with the highest quality of dental care. To do this we need to keep records about you, your health and the care we have provided or plan to provide to you. We know that you value your privacy and the security of personal information held about you.

### Information recorded

Information recorded about you may include:

- Basic details, such as name, address, date of birth, next of kin
- Details of appointments
- Details and clinical records about your treatment, medical and social health
- Records of medicines you have been prescribed
- Information relevant to your continued care from other people who care for you and know you well, such as other health professionals and relatives



### Sharing information

The information held about you will not be shared for any reason, unless:

- You ask us to do so
- We ask and you give us specific permission
- We are required by law, for example prescribers must be notified where a patient presents a repeat prescription and the pharmacist becomes aware of clinically significant issues arising in connection with that prescription
- We are permitted by law, for example where public interest overrides the need to keep the information confidential

Anyone who receives information from us also has a legal duty to keep this information confidential, subject to recognised exceptions of the types listed above

### Your right to view your clinical records

You have the right to view the original of your clinical records free of charge. To request a copy, please write to the Practice Manager and a copy will be provided within 30 working days.

### Confidentiality

You have the right to confidentiality. We also comply with the NHS Code of Practice on Confidentiality and healthcare personnel have a requirement under their professional code of ethics to keep records about you confidential, secure and accurate.

All of our staff contracts of employment contain a requirement to keep patient information confidential.

### Freedom of Information (FOI) Act 2000

The Freedom of Information Act, gives the general right of access to all types of recorded information held by the practice. The intention of the Act is to encourage a spirit of openness and transparency in the NHS and the whole public sector. Our organisation aims to fully support this.

Any individual or organisation can make a request for information. The applicant does not have to explain why this information is requested.

### Our Publication Scheme

This practice has developed a publication scheme. It is a guide to information, routinely published and gives indication of information intended to be published. The publication scheme describes the form in which the information is published and any fees that will be charged. A request can be made from information listed in this publication scheme.

If you would like a copy of our publication scheme please contact the Data Controller.

