





## Woodlands Orthodontics Information Publication Scheme

Welcome to the Woodlands Orthodontics Publication  
Scheme as required by the Freedom of Information Act 2000.

## How much does it cost?

The publications are all free unless otherwise indicated. Where information is provided at a cost the charges will be calculated as set out in the table on the following pages.

## How is the information made available?

Information is made available in hard copy such as leaflets and in some cases downloadable from our website: **[www.woodlandsorthodontics.com](http://www.woodlandsorthodontics.com)**.

For information regarding this publication scheme please contact the Practice Manager who will also be pleased to receive your questions, comments and complaints.

We will make best endeavours to supply all information requested in hard copy or CD within 7 working days.

## Your rights to information

- The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made
- Dental Practices are obliged to respond to requests about information that they hold, and will create a right of access to such information. These rights are subject to some exemptions which have to be taken into consideration before deciding what information can be released.
- Under the Data Protection Act 1998, you are also entitled to access your dental records or any other personal information held about you and you can contact the Practice Principal to do this.

## Feedback

If you have any comments about the operation of the Publication Scheme, or how we have dealt with your request for information from the Scheme, please write to the Practice Manager.

## Classes of Information

Information at Woodlands Orthodontics is held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information which can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000. Where individual Classes are subject to exemptions, the main reasons are, e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all Classes within the Publication Scheme. The information in this Scheme is grouped into the following broad categories:

1. Who we are
2. Our services
3. Financial information
4. Information for patients and the public
5. Complaints
6. Our policies and procedures
7. This guide

## 1. Who we are

The practitioners at this practice are:

### **Fiona Millen (female)**

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Full-time Orthodontist

First registration with General Dental Council (GDC): 16 December 1988

Specialist status: on the GDC Orthodontic Specialist Register

### **Jack Liu (male)**

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Part-time Orthodontist

First registration with General Dental Council (GDC): 31 December 1981

Specialist status: on the GDC Orthodontic Specialist Register

### **Meera Shah (female)**

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Part-time Orthodontist

First registration with General Dental Council (GDC): 27 June 2000

Specialist status: on the GDC Orthodontic Specialist Register

### **Sonal Dodhia (female)**

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Part-time Dentist with Special Interest in Orthodontics

First registration with General Dental Council (GDC): 12 July 2000

Specialist status: None

Information about our orthodontists is available on the Practice website **[www.woodlandsorthodontics.com](http://www.woodlandsorthodontics.com)** and in our Practice Information Leaflet, which can be obtained free of charge from our Receptionist.

## 2. Our services

Woodlands Orthodontics provides both NHS and private treatment. NHS treatment at this Practice is provided under contract with:

Harrow Primary Care Trust  
Fourth Floor, The Heights  
59-65 Lowlands Road  
Harrow  
Middlesex  
HA1 3AW

The Practice runs NHS clinics on Monday to Friday between the hours of 09:30-13:00 and 14:00-15:30.

Private patients can book appointments between 09:00-17:30 Monday to Friday. Dr Millen also runs private clinics on two evenings each week.

Reception, waiting room and surgeries are all located on the ground floor, with access for wheelchair users.

The languages we speak are English, Gujarati, Hindi and Swahili.

## 3. Financial and funding information

NHS treatment is provided free of charge for qualifying patients under the age of 18 years. All patients aged 18 or under are eligible for an NHS assessment. However, under the terms of the current dental contract, health service funding for treatment is directed at those patients for whom treatment will improve their dental health and not just the appearance of their teeth. Qualification for NHS orthodontic treatment is determined by a system of measurement called the Index of Orthodontic Treatment Need, (IOTN). This index gives higher weighting to cases which need treatment for an improvement in their dental health.

Our NHS income is based on the delivery of an agreed number of Units of Orthodontics Activity each year under our contract with Harrow Primary Care Trust. Details of this may be obtained by making a written request to Dr Fiona Millen. A guide to private treatment fees is available on the practice website, and by request to the practice manager. The income we receive from the NHS and from private patients is used to pay for the running of the practice, staff salaries, training and development, mortgage and loan repayments, council tax, the purchase of equipment and its maintenance, servicing and repair, dental laboratory fees, compliance with regulatory requirements and other business expenses. We operate a thorough quality assurance programme, which involves regular audits of all practice activities.

## 4. Information for patients and the public

The following publications are available free from the practice:

### **Patient Information Leaflet(s) / Practice Brochure**

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Which contains information about:

- The orthodontists who work at the practice
- Our address and how to find us
- Opening times for NHS and private clinics
- Access information
- The treatment we provide as a specialist orthodontic practice

### **Treatment Information Leaflets**

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Which provide information about orthodontic appliances, and how to look after your teeth during a course of orthodontic treatment.

## 5. Complaints

We take patient feedback and complaints very seriously and make every effort to ensure that our patients are happy with their treatment and their experience of Woodlands Orthodontics.

We have policies and procedures in place for dealing with complaints; a copy of our Complaints Procedure may be obtained from the Practice Manager.

## 6. Our policies and procedures

Our practice policies and procedures are based on the CODE (Confederation of Dental Employers) Clinical Governance Management System.

They include (but are not restricted to):

- Child Safety
- Data Protection
- Disability Discrimination
- Equal Opportunities
- Health and Safety
- Infection Prevention and Control
- Patient Experience
- Patient Privacy
- Dignity and Confidentiality
- Safe Use of X-Rays

These policies are subject to regular audit and review.

## 7. This guide

Our information management criteria are based on:

- The requirement to make information available under The Freedom of Information Act 2000
- The information needs of our staff, patients and public
- The need for commercial confidentiality
- Staff and patient confidentiality issues

All enquires about information management within the practice should be referred to the Practice Manager, Woodlands Orthodontics, 108 Woodlands, North Harrow HA2 6EW. Tel 020 8866 5556.

## Cost of information

For the most part, we will charge you only for hard copies or for copying onto media (e.g. CD ROM)]. Some information is available free, but for other information there may be a charge. The charges will vary according to how information is made available. Charges are as follows:

- Via the Practice website – free of charge, although any charges for Internet Service provider and personal printing costs would have to be met by the individual
- For those without Internet access, a single printout as on the website would be available by post from the Practice Manager or by personal application at the practice. However, requests for multiple printouts, or for archived copies of documents, which are no longer accessible or available on the web, may attract a charge for the retrieval, photocopy, postage etc. We will let you know the cost and charges that will have to be paid in advance. We will not provide printouts of other organisation's websites
- Leaflets and brochures - free of charge for single copies of leaflets or booklets on, for example, services we offer to the public.
- Email will be free of charge unless it says otherwise
- A copy of your dental records in paper will cost £10

These charges will be reviewed regularly.

## Useful resources

The Information Commissioner's Office web site:

**[www.ico.gov.uk](http://www.ico.gov.uk)**

Harrow Primary Care Trust website:

**[www.harrowpct.nhs.uk](http://www.harrowpct.nhs.uk)**

Woodlands Orthodontics website:

**[www.woodlandsorthodontics.com](http://www.woodlandsorthodontics.com)**

## Copyright

Material available through this Publication Scheme is subject to the Dental Practice's copyright unless otherwise indicated. Unless expressly indicated to the contrary, it may be reproduced free of charge in any format or medium provided it is done so accurately in a manner which will not mislead. Where items are re-published or copied to others, you must identify the source and acknowledge copyright status. This permit does not extend to third party material, accessed through the scheme.

For HMSO Guidance Notes see **[www.hmso.gov.uk/guides.htm](http://www.hmso.gov.uk/guides.htm)**

# Woodlands Orthodontics

The Smile Specialists



## Specialist Practitioners in Orthodontics

High quality treatment

Lingual orthodontics

Friendly and caring

Invisible braces

Tooth coloured brackets

Private and NHS

Parking facilities

Interest free credit available on private  
treatment plans (APR 0% subject to status)

106 Woodlands  
North Harrow  
Middlesex HA2 6EW  
Tel. 020 8866 5556

[www.woodlandsorthodontics.com](http://www.woodlandsorthodontics.com)  
[info@woodlandsorthodontics.com](mailto:info@woodlandsorthodontics.com)

```
/**  
 * Execute commands  
 * @access public  
 * @return boolean $bResult  
 */
```

```
function deleteRegisterAssistance($number)  
{  
    $oRegisterAssistanceBD = $this->startDataAssistanceBD($number);  
    $bResult = $oRegisterAssistanceBD->delete();  
    if($bResult) {  
        return true;  
    }  
    return false;  
}
```

```
$oStructureTransaction = new StructureTransaction();
```

```
function startDataAssistance($nIdBeneficiary, $nSubstitution, $nUserPercentage, $sObs)  
{  
    $oDataAssistance = new DataAssistance($nIdBeneficiary, $nSubstitution, $nUserPercentage, $sObs);  
    return $oDataAssistance;  
}
```

```
function RecoverDataAssistance($nIdBeneficiary)  
{  
    $oDataAssistanceBD = $this->startDataAssistanceBD($nIdBeneficiary);  
    $oDataAssistance = $oDataAssistanceBD->recover();  
    return $oDataAssistance;  
}
```

```
function RecoverAllDataAssistance($sParam)  
{  
    $oDataAssistanceBD = $this->startDataAssistanceBD($sParam);  
    $vobject = array();  
    $vobject = $oDataAssistanceBD->recoverAll();  
    return $vobject;  
}
```