

39 Barton Road  
 Barlestone  
 Osbaston  
 Nuneaton  
 CV13 0EU  
 T: 01455 291067  
 E: tollgate@yourdentists.co.uk

## Access to Information Held by the Practice



*“Information access is the freedom or ability to identify, obtain and make use of data or information effectively. ... During discussions on free access to information as well as on information policy, information access is understood as concerning the insurance of free and closed access to information”*

We may be asked to disclose information, documents or records held by the practice. Requests for personal information are made under data protection legislation, and under freedom of information legislation, for information about the NHS services provided by the practice.

Requests for personal information, or for information about the practice that is not included in the practice information leaflet, should be passed to the Patient Relations Team.

This policy describes who can request information and how, and the practice procedures for managing these requests.

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### The Information

We will usually provide the information requested in electronic form using secure means, unless the individual asks for the information in paper format or otherwise agreed. The individual may also come to the practice to view the original version under supervision and on practice premises.

We will provide the information in a way that can be understood by the individual making the requests and may need to provide an explanation to accompany dental clinical notes.



### Unfounded or Excessive Requests

Where requests are manifestly unfounded or excessive (particularly if they are repetitive), we can:

- Charge a reasonable fee taking into account the administrative costs of providing the information;
- Refuse to respond.

If we refuse to respond to a request, we will explain the reasons and inform the individual of their right to complain to the Information Commissioner's Office and to a judicial remedy.

### Requests for Information about the Practice

Freedom of information legislation allows anyone to ask for information about the provision of NHS services. The available information is described fully in the practice guide to information available under FOIA and the model publication scheme. If the requested information is part of a larger document, we will disclose only the relevant part.

A freedom of information request cannot include clinical records or financial records.

### The Request

The request must be made in writing and should describe the type of information that they want and with dates, if possible. The individual making the request does not have to give a reason. The charges for information provided under a freedom of information request are included in the practice guide and the model publication scheme

We will provide Information within 20 working days of receiving the request or confirmation of identity or, if applicable, from the receipt of the fee. It may be possible to extend this timescale if we need more information about the request or are taking legal advice on whether an exemption applies. We must inform the person making the request if we need to extend the 20-working-day deadline.

[Click Here to  
Submit a Request](#)



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### The Information

Most of the information covered by a freedom of information request is available in the practice information leaflet or on the practice website. Requests for other information should be referred to Tina Bentley. If we do not hold the information requested, we will inform the individual within the 20-working-day time limit.

We will provide information in a way that is convenient for the person who requested it, which may be in writing, by allowing the applicant to read it on the premises, or, if the information is held electronically, in a useable electronic format.

We are not required to respond to

- Vexatious requests for information, for example, requests that are designed to cause inconvenience, harassment or expense.
- Repeated requests for the same or similar information (unless the information changes regularly, for example performance or activity information)

In either situation, you should seek advice from Tina Bentley.



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Tina Bentley, Clinical Quality and Care Manager

Review: 02/01/2019 V3

BDA Good Practice  
Member



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Next Review: 12/2019

