

Information available from Cambridge Orthodontic Practice under the Freedom of Information Act model publication scheme

Information to be published	How the information can be obtained (eg hard copy, website)	Cost
<p>Class 1 – Who we are and what we do.</p> <p>Specialist orthodontic practice located in Cambridge, providing both NHS and private treatment.</p> <p>The practice has been open since 2003 .</p> <p>There are two specialist orthodontists working within the practice on varying days, who prescribe orthodontic treatment;</p> <p>Principal/s: Dr Wiltus Botha GDC no. 66788 Dr Lorinda Pietersen GDC no. 66844</p>	<p>Hard copy on request</p> <p>Website: www.cambridgeorthodonticpractice.co.uk</p>	<p>Free</p>
<p>Principal/s: Dr Wiltus Botha GDC no. 66788</p> <p>Dr Lorinda Pietersen GDC no. 66844</p> <p>Practice Manager; Jessica Gibson Email; jessica.cambridgeortho@gmail.com Accounts Manager; Anita Wigg</p> <p>Therapists: Felicity Green GDC no. 140707 Sophie Gannon GDC no. 206279 Debbie Hildrow GDC no. 142495</p> <p>Head dental nurse: Magda Sitnik GDC no. 246254 Email; magda.cambridgeortho@gmail.com Dental/Orthodontic nurses: Zoey Parsons GDC no. 274928, Cristina Azoicai GDC no. 253258, Leanne Page GDC no. 276066</p> <p>Receptionist: Aileen Palmer Email; aileen.cambridgeortho@gmail.com</p>	<p>Team member information is available on the practice website at www.cambridgeorthodonticpractice.co.uk</p> <p>Hard copy available on request</p>	<p>No charge</p>

<p>Practice address: Cambridge Orthodontic Practice, 43 Long Road, Cambridge, CB2 8PP Phone:01223 411 922 Email: info@bracesrus.co.uk</p> <p>Web:www.cambridgeorthodonticpractice.co.uk Main contact name: Lorinda Pietersen Opening hours: Monday – Thursday 8.00am – 5.00pm Friday 8.00am – 4.00pm</p> <p>Staff Email addresses; Dr Lorinda Pietersen; Lorinda@bracesrus.co.uk Dr Wiltus Botha; wiltus@bracesrus.co.uk Anita Wigg; anita@bracesrus.co.uk Jessica Gibson; Jessica.cambridgeortho@gmail.com Aileen Palmer; aileen.cambridgeortho@gmail.com Magda Sitnik; magda.cambridgeortho@gmail.com</p>	<p>Contact details are available on the practice website at: www.cambridgeorthodonticpractice.co.uk</p> <p>And in the practice information leaflet</p>	<p>No charge</p>
<p>Opening Hours Monday 8am – 5.00pm Tuesday 8.00am – 5.00pm Wednesday 8.00am – 5.00pm Occasional Late sessions for specific treatments Thursday 8.00am – 5.00pm Friday 8.00am – 5.00pm</p>	<p>Our current opening hours are available on the practice website at www.cambridgeorthodonticpractice.co.uk and in the practice information leaflet.</p>	<p>No charge</p>
<p>Class 2 – What we spend and how we spend it</p> <p>Current and previous financial year as a minimum available on request from the practice owner.</p>	<p>Hard copy available on request from Lorinda Pietersen and Anita Wigg. Request must be made in writing to; Dr Lorinda Pietersen Cambridge Orthodontic Practice 43 Long Road Cambridge, CB2 8PP</p>	<p>10p per sheet of A4 paper used.</p>
<p>Details on NHS funding received by the practice and the cost of operating the NHS contract..</p> <p>Available on request from the practice owner.</p>	<p>The value of our GDS/PDS contract with the NHS and targets are available from Lorinda Pietersen. Request must be made in writing to; Dr Lorinda Pietersen Cambridge Orthodontic Practice 43 Long Road, Cambridge, CB2 8PP</p>	<p>10p per sheet of A4 paper used.</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>Available on request from the practice owner.</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 Lorinda Pietersen. Request must be made in writing to;</p> <p>Dr Lorinda Pietersen Cambridge Orthodontic Practice 43 Long Road Cambridge, CB2 8PP</p>	<p>10p per sheet of A4 paper used.</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 (Strategies and plans, performance indicators, audits, inspections and reviews)</p>	<p>Audits, inspections and performance indicators available on request from Lorinda Pietersen; Request must be made in writing to;</p> <p>Dr Lorinda Pietersen Cambridge Orthodontic Practice 43 Long Road Cambridge, CB2 8PP</p>	<p>10p per A4 sheet paper used</p>
<p>Plans for the development and provision of NHS services</p>	<p>Available on request from practice owner. Request must be made in writing to;</p> <p>Dr Lorinda Pietersen Cambridge Orthodontic Practice 43 Long Road Cambridge, CB2 8PP</p>	<p>10p per A4 sheet paper used</p>
<p>Performance data including performance against targets</p>	<p>Information regarding targets and our performance against them is available from the practice owner. Request must be made in writing to;</p> <p>Dr Lorinda Pietersen Cambridge Orthodontic Practice 43 Long Road Cambridge, CB2 8PP</p>	<p>10p per sheet of A4 paper used.</p>
<p>Practice inspection. Inspection reports by regulators for England: the Care Quality Commission (CQC)</p>	<p>Our latest CQC inspection report is available on the CQC website at: https://www.cqc.org.uk/location/1-187189173</p>	<p>No Charge</p>

<p>Class 4 – How we make decisions (Decision making processes and records of decisions)</p>	<p>Available on request from practice owner. Request must be made in writing to; Dr Lorinda Pietersen Cambridge Orthodontic Practice 43 Long Road Cambridge, CB2 8PP</p>	<p>10p per sheet of A4 paper used.</p>
<p>Records of decisions made in the practice/firm affecting the provision of NHS services.</p>	<p>As a small business formal records of management decisions are not normally recorded, other than minutes if discussed at staff meetings. However, any changes in the provision of NHS services would be incorporated into an updated practice information leaflet. Our current practice leaflet can be obtained from reception. We may also notify patients of changes by way of notices at reception and via our website. Information regarding decisions made as a result of the review, which affect the provision of NHS services, is available from Lorinda Pietersen – practice principle. Request must be made in writing to; Dr Lorinda Pietersen Cambridge Orthodontic Practice 43 Long Road Cambridge, CB2 8PP</p>	<p>10p per photocopy</p>
<p>Class 5 – Our policies and procedures (Current written protocols, policies and procedures for delivering our services and responsibilities)</p> <p>Current information only.</p> <p>Here we have listed the policies we would expect practices to have. Any additional policies should also be listed.</p> <p>Mark “not held” against any policies that are not actually held.</p>	<p>Our practice policies are listed in Practice Policies (M 233) and hardcopies are stored in the practice folders in the manager’s office, on the ground floor. Our team members follow written practice procedures filed in the relevant ICOMPLY folders. We take every complaint very seriously and make every effort to resolve each complaint swiftly. All complaints are handled in accordance with the procedure described in G 110 and the Patient Complaint Policy. (M 233-COM) If you would like to request a copy of a specific policy or procedure, please make the request from the practice manager.</p>	<p>Free</p>

Policies and procedures about customer service	Our Patient experience policy (M 233-PEX) is available from reception on request. We have comment/feedback forms at reception and our Friends and Family Test questionnaires at reception.	No charge
Policies and procedures about employment of staff	Information available on request includes, but is not limited to: <ul style="list-style-type: none"> ▪ Recruitment and selection policy and procedure (M 222H) ▪ Employment and induction policy (M 233-EIN) ▪ Disciplinary (M 227A), Grievance (M 227B) and Capability (M 227D) procedures 	No charge
Equality and diversity policy	Our Equality, dignity and human right policy (M 233-EQD) is available on request.	No charge
Health and safety policy	Our Health and safety policy (M 250C) is available on request.	No charge
Infection control policy	Our Infection control policy (M 257A) and procedures (M 257B) are available on request.	No charge
Radiation protection checklist	Information from our Radiation protection folder is available from Lorinda Pietersen – Practice Principle	No charge
Complaints procedures (including those covering requests for information and operating the publication scheme)	Our complaints procedure: is displayed in reception. Copies are available on request.	No charge
Records management policies (records retention, destruction and archive)	Our Record management policy (M 233-REM) is available on request.	No charge
Confidentiality and data protection policies	Our Confidentiality (M 233-CON) and Data protection (M 233-DPT) policies are available on request.	No charge
Policies and procedures for handling requests for information	Requests for information are covered in our Data protection policy (M 233-DPT), which is available on request.	No charge
Practice information leaflet	Our practice information leaflet is available at reception, and sent out in the welcome packs.	No charge

<p>Class 6 – Lists and Registers Currently maintained lists and registers only</p>	None Held	
Any publicly available register or list	None held	
<p>Class 7 – The services we offer (Information about the services we offer, including leaflets, guidance and newsletters produced for the public)</p>	<p>We provide orthodontic treatment both NHS and Privately, including Invisalign therapy. Private fees are detailed on discussion with the specialist at an initial consultation. The current NHS charges are listed in our practice leaflets and information instruction sheets. The languages we speak and the availability of interpreters we can offer if needed; English, Afrikaans, Polish, Latvian. Advanced notice given we can provide further interpreters. We provide parking for the disabled and have disabled toilet facilities. We provide up to 5 other parking spaces for patients but cannot always accommodate all patients. They are advised to use the multi storey car park located at Addenbrooke’s, and approximate 5 minute walk away. Any leaflet regarding the practice and our services can be obtained from reception.</p>	No Charge
The services provided under contract to the NHS	Information about the services we offer is outlined in our practice information leaflet, which is available from 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 cancer ▪ Patient information leaflet on smoking 	No charge

	<ul style="list-style-type: none"> ▪ Patient information leaflet on functional orthodontic appliances ▪ Patient information leaflet on fixed orthodontic appliances ▪ Patient information leaflet on risks of orthodontic treatment ▪ Patient information leaflet on the BDA Good practice scheme ▪ Patient information leaflet on how we use personal information ▪ Patient information on leaflet on Invisalign, Damon Clear and Damon Mx ▪ Take home instructions for potential risks and limitations of orthodontic treatment. ▪ Take home instructions for twin block appliances ▪ Take home instructions on caring for your fixed brace ▪ Take home instructions for an upper removable appliance ▪ Take home instructions on emergency appointments ▪ Take home instructions on the wear of newly fitted vacuum formed retainers ▪ Take home instructions on completion of retention checks. 	
<p>Out of hours arrangements</p>	<p>Information about out-of-hours emergency care is available in the practice information leaflet, which is available from the practice reception. After hours a message is also left on our answerphone 01223 411 922 to telephone 07885370843</p>	<p>No charge</p>