

Confidentiality Policy

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Completed by: Ravi Kumar

Barton Dental Surgery and Implant Centre

81 Bedford Road, Barton-le-Clay, MK45 4LL

01582 882600

All patients at Barton Dental Surgery have the right to individual privacy and the peace of mind that their information is safely stored with the practice. Our practice, like all others within the UK, follow the guidance from the Data Protection Act 2018, alongside the standards outset by the General Dental Council.

(www.gdc-uk.org)

4.2 Protect the confidentiality of patient' information and only use it for the purpose for which it was given.

4.3 Only release a patient's information without their permission in exceptional circumstances.

The relationship between patients and dentists is based on an understanding and mutual trust. It is essential that patients are able to disclose full medical history and information to their dentists in order for their dental treatment to be carried out safely.

Information that is protected by confidentiality

All your personal information shared with the practice is protected by our confidentiality policy. By personal information, we include:

Your Name, Your date of birth and address (Both current and any previous given)

Any contact numbers given for either yourself directly or a next of kin/ emergency contact

Your information about registration, appointments, failed to attend information

Your cost or payments made to the practice or treatment planning

Your medical information

Preferred names

Information shared by patients in the practice to staff members.



Requests for Information

Personal information request

You are able to request copies of your own notes at any stage throughout your time at the practice, and after leaving our services. If you would like to request a copy of your notes, please contact the practice on 01582 882600 or attend the surgery. Please note that when attending for copies of records to be issued, you will need to provide a form of Identification in order to collect this information. Parents or Legal guardians collecting records for minors under the age of 16 will need to provide their identification in order to collect patient details.

Patients are able to nominate an alternative individual who is able to request personal information for them, but this must be given in writing to the practice. Unfortunately, we are unable to disclose information such as appointment times or financial/ treatment information to anyone other than the patient unless otherwise stated by the patient themselves.

Third party information requests

Third Party information requests, refer, within the practice to requests for patient information made by bodies such as the NHS (GP's or referring practices, as well as in the case of NHS claims), Dental laboratories (for the purpose of making prosthetics) and requests for information from legal solicitors or by court of law.

When requesting information regarding your details, a third party would need to submit their request in writing for such information to be released.

Disclosure of this information can only be made where the patient has expressly given permission for this information to be shared (e.g – when making a referral to a secondary care provider), where the disclosure is needed or ordered by court of law or where it is necessary for a legal claim when disclosed to a solicitor, court or debt collection agency.

Discussing confidential information with staff at the practice

All patients have the right to discuss their personal circumstances in a private and confidential matter. Should you wish to discuss information with a member of staff, outside of an appointment, you are able to request that this be done in a private room so that sensitive information is no overheard by other patients or staff within the practice. Notes regarding these conversations will be kept within your patient record in line with the Data Protection Act.

All of our staff follow a Confidentiality code of conduct which ensures that they are able to follow the necessary rules in line with the protection of your personal information and a copy of this can be seen at the practice on request. If you have any questions regarding your information and how it is stored within the practice, you are able to speak with Ravi Kumar.

