

## SCHEDULE 4

Regulation 20 and paragraph 35 of  
Schedule 3

### PATIENT INFORMATION LEAFLET

A patient leaflet shall include—

1. The name of the party or parties comprising the contractor.
2. In the case of an agreement with a qualifying body—
  - (a) the names of the directors, chief executive and secretary of that body, in so far as those positions exist in relation to the qualifying body; and
  - (b) the address of that body's registered office.
3. The full name of each person performing services under the agreement.
4. In the case of each person performing dental services under the agreement, his professional qualifications.
5. Whether the contractor undertakes the teaching or training of persons who provide dental services or who intend to do so.
6. The address of each of the practice premises.
7. The contractor's telephone and fax numbers and the address of its website (if any).
8. Whether the practice premises have suitable access for disabled patients and, if not, the alternative arrangements for providing services to such patients.
9. How to request services as a patient.
10. The rights of a patient to express a preference of practitioner in accordance with paragraph 2 of Schedule 3 and the means of expressing such a preference.
11. The services available under the agreement.
12. The normal surgery days and hours of the practice.
13. The arrangements for the dental hours and days that fall outside normal surgery hours (whether or not provided by the contractor) and how the patient may contact such services.
14. If the services in paragraph 13 are not provided by the contractor, the fact that the Relevant Body referred to in paragraph 20 is responsible for commissioning the services.
15. The telephone number of NHS Direct and details of NHS Direct online.
16. How patients may make a complaint or comment on the provision of services.
17. The rights and responsibilities of the patient, including keeping appointments.
18. The action that may be taken where a patient is violent or abusive to the contractor, its staff, persons present on the practice premises or in the place where treatment is provided under the agreement or other persons specified in paragraph 3(2) of Schedule 3.
19. Details of who has access to patient information (including information from which the identity of the individual can be ascertained) and the patient's rights in relation to disclosure of such information.
20. The name, postal and website address and telephone number of the Relevant Body with which the contractor is a party to the agreement.
21. The fact that details of primary dental services in the area may be obtained from the Relevant Body or, where the contractor is a Primary Care Trust, that Primary Care Trust.