

SCHEDULE 3

OTHER CONTRACTUAL TERMS

PART 5

RECORDS, INFORMATION, NOTIFICATIONS AND RIGHTS OF ENTRY

Patient information

35.—(1) The contractor will ensure that there is displayed in a prominent position in its practice premises, in a part to which patients have access—

- (a) in respect of its practice based quality assurance system referred to in paragraph 78, a written statement relating to its commitment to the matters referred to in paragraph 78(4);
- (b) such information relating to NHS Charges—
 - (i) as is supplied by the Relevant Body for the purposes of providing information to patients; or
 - (ii) in the case where the contractor is a Local Health Board, that it supplies to other contractors for this purpose; and

[^{F1}(c) information about the procedure for notifying concerns in accordance with Part 5A or, in respect of complaints made prior to 1 April 2011., the complaints procedure which it operates in accordance with Part 6 giving, in the case of a complaint under Part 6, the name and title of the person nominated in accordance with paragraph 50(2)(a) or, in the case of a notification of a concern, the name of the person designated as the senior investigations manager under regulation 8 of the National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011.]

(2) The contractor will—

- (a) compile a document (in this paragraph called a “patient information leaflet”) which will include the information specified in Schedule 4;
- (b) review its patient information leaflet at least once in every period of twelve months and make any amendments necessary to maintain its accuracy; and
- (c) make available a copy of the leaflet, and any subsequent updates, to its patients and prospective patients.

(3) The requirements in sub-paragraph (2) do not apply to any contractor to the extent that it provides services to persons detained in prison.

Textual Amendments

F1 Sch. 3 para. 35(1)(c) substituted (1.4.2011) by The National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011 (S.I. 2011/704), reg. 1(2), **Sch. 2 para. 5(2)(a)**

Commencement Information

II Sch. 3 para. 35 in force at 1.3.2006, see **reg. 1(1)**

Changes to legislation:

There are currently no known outstanding effects for the The National Health Service (Personal Dental Services Agreements) (Wales) Regulations 2006, Paragraph 35.