

SCHEDULE 4

Regulation 20 and paragraph 35 of
Schedule 3

PATIENT INFORMATION LEAFLET

A practice leaflet will include—

1. The name of the party or parties comprising the contractor.

Commencement Information

I1 Sch. 4 para. 1 in force at 1.3.2006, see [reg. 1\(1\)](#)

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.

Commencement Information

I2 Sch. 4 para. 2 in force at 1.3.2006, see [reg. 1\(1\)](#)

3. The full name of each person performing services under the agreement.

Commencement Information

I3 Sch. 4 para. 3 in force at 1.3.2006, see [reg. 1\(1\)](#)

4. In the case of each person performing dental services under the agreement, his or her professional qualifications.

Commencement Information

I4 Sch. 4 para. 4 in force at 1.3.2006, see [reg. 1\(1\)](#)

5. Whether the contractor undertakes the teaching or training of persons who provide dental services or who intend to do so.

Commencement Information

I5 Sch. 4 para. 5 in force at 1.3.2006, see [reg. 1\(1\)](#)

6. The address of each of the practice premises.

Commencement Information

I6 Sch. 4 para. 6 in force at 1.3.2006, see [reg. 1\(1\)](#)

7. The contractor's telephone and fax numbers and the address of its website (if any).

Changes to legislation: There are currently no known outstanding effects for the The National Health Service (Personal Dental Services Agreements) (Wales) Regulations 2006, SCHEDULE 4. (See end of Document for details)

Commencement Information

I7 Sch. 4 para. 7 in force at 1.3.2006, see [reg. 1\(1\)](#)

8. Whether the practice premises have suitable access for disabled patients and, if not, the alternative arrangements for providing services to such patients.

Commencement Information

I8 Sch. 4 para. 8 in force at 1.3.2006, see [reg. 1\(1\)](#)

9. How to request services as a patient.

Commencement Information

I9 Sch. 4 para. 9 in force at 1.3.2006, see [reg. 1\(1\)](#)

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.

Commencement Information

I10 Sch. 4 para. 10 in force at 1.3.2006, see [reg. 1\(1\)](#)

11. The services available under the agreement.

Commencement Information

I11 Sch. 4 para. 11 in force at 1.3.2006, see [reg. 1\(1\)](#)

12. The normal surgery days and hours of the practice.

Commencement Information

I12 Sch. 4 para. 12 in force at 1.3.2006, see [reg. 1\(1\)](#)

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.

Commencement Information

I13 Sch. 4 para. 13 in force at 1.3.2006, see [reg. 1\(1\)](#)

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.

Commencement Information

I14 Sch. 4 para. 14 in force at 1.3.2006, see [reg. 1\(1\)](#)

15. The telephone number of NHS Direct and details of NHS Direct online.

Commencement Information

I15 Sch. 4 para. 15 in force at 1.3.2006, see [reg. 1\(1\)](#)

[^{F1}16. How patients may—

(1) in respect of complaints made prior to 1 April 2011 make a complaint in accordance with the provisions of Part 6 of Schedule 3;

(2) in respect of concerns notified on or after 1 April 2011 notify a concern in accordance with the provisions of the National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011; or

(3) comment on the provision of service.]

Textual Amendments

F1 Sch. 4 para. 16 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\(3\)](#)

Commencement Information

I16 Sch. 4 para. 16 in force at 1.3.2006, see [reg. 1\(1\)](#)

17. The rights and responsibilities of the patient, including keeping appointments.

Commencement Information

I17 Sch. 4 para. 17 in force at 1.3.2006, see [reg. 1\(1\)](#)

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.

Commencement Information

I18 Sch. 4 para. 18 in force at 1.3.2006, see [reg. 1\(1\)](#)

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.

Commencement Information

I19 Sch. 4 para. 19 in force at 1.3.2006, see [reg. 1\(1\)](#)

20. The name, postal and website address and telephone number of the Relevant Body with which the contractor is a party to the agreement

Changes to legislation: There are currently no known outstanding effects for the *The National Health Service (Personal Dental Services Agreements) (Wales) Regulations 2006, SCHEDULE 4.* (See end of Document for details)

Commencement Information

I20 Sch. 4 para. 20 in force at 1.3.2006, see [reg. 1\(1\)](#)

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 Local Health Board, that Local Health Board.

Commencement Information

I21 Sch. 4 para. 21 in force at 1.3.2006, see [reg. 1\(1\)](#)

Textual Amendments

F1 [Sch. 4 para. 16](#) 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\(3\)](#)

Commencement Information

I1 Sch. 4 para. 1 in force at 1.3.2006, see [reg. 1\(1\)](#)

I2 Sch. 4 para. 2 in force at 1.3.2006, see [reg. 1\(1\)](#)

I3 Sch. 4 para. 3 in force at 1.3.2006, see [reg. 1\(1\)](#)

I4 Sch. 4 para. 4 in force at 1.3.2006, see [reg. 1\(1\)](#)

I5 Sch. 4 para. 5 in force at 1.3.2006, see [reg. 1\(1\)](#)

I6 Sch. 4 para. 6 in force at 1.3.2006, see [reg. 1\(1\)](#)

I7 Sch. 4 para. 7 in force at 1.3.2006, see [reg. 1\(1\)](#)

I8 Sch. 4 para. 8 in force at 1.3.2006, see [reg. 1\(1\)](#)

I9 Sch. 4 para. 9 in force at 1.3.2006, see [reg. 1\(1\)](#)

I10 Sch. 4 para. 10 in force at 1.3.2006, see [reg. 1\(1\)](#)

I11 Sch. 4 para. 11 in force at 1.3.2006, see [reg. 1\(1\)](#)

I12 Sch. 4 para. 12 in force at 1.3.2006, see [reg. 1\(1\)](#)

I13 Sch. 4 para. 13 in force at 1.3.2006, see [reg. 1\(1\)](#)

I14 Sch. 4 para. 14 in force at 1.3.2006, see [reg. 1\(1\)](#)

I15 Sch. 4 para. 15 in force at 1.3.2006, see [reg. 1\(1\)](#)

I16 Sch. 4 para. 16 in force at 1.3.2006, see [reg. 1\(1\)](#)

I17 Sch. 4 para. 17 in force at 1.3.2006, see [reg. 1\(1\)](#)

I18 Sch. 4 para. 18 in force at 1.3.2006, see [reg. 1\(1\)](#)

I19 Sch. 4 para. 19 in force at 1.3.2006, see [reg. 1\(1\)](#)

I20 Sch. 4 para. 20 in force at 1.3.2006, see [reg. 1\(1\)](#)

I21 Sch. 4 para. 21 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, SCHEDULE 4.