A no-nonsense approach

Everyone talks about meeting and exceeding customers’ expectations yet it is rarely achieved. Despite it being inexpensive to implement and requiring only the most basic of approaches, it is rarely well executed in practice and requires only a little time and effort to achieve true customer satisfaction.

Lina set up Dynamic Perceptions after arriving from the USA, where the role of treatment coordinator is highly valued, to find that no such function existed in UK practices. She set about educating dental professionals about the benefits of improving the efficiency and profitability of the practice by training members of the team to become treatment coordinators. As a result the practices saw an upswing in case acceptance ratios and a marked improvement in patient satisfaction and recommendations.

The two-day workshops Lina is running are designed for practices looking for ways to maximise the effectiveness of their team and keen to introduce the role of treatment coordinator. They are equally applicable for anyone new to the role looking for ways to fully embrace their new function.

Are you waiting to find out when the Care Quality Commission* inspect your practice?

Have you addressed all 28 CQC outcomes?

Clinical Governance including Patient Quality Measures

Your compliance with Clinical Governance and Patient Outcomes will be questioned with the introduction of the Care Quality Commission* HTM 01-05 and the increase in PCT practice inspections.

Would you like to know how you would fare when your practice is inspected and have the opportunity to take corrective action?

The DBG Clinical Governance Assessment is the all important experience of a practice audit visit rather than the reliance on a self audit which can lead to a false sense of compliance. The assessment is designed to give you reassurance that you have fulfilled your obligations and highlight any potential problems. We will provide help and advice on the latest guidance throughout the visit.

Lina Craven of Dynamic Perceptions is staging a series of two-day workshops this autumn aimed at the entire team. During the course, participants will learn how to create and deliver the kind of culture, processes and practices that underpin an effective new patient process and truly utilise the role of treatment coordinators.

The assessment will take approximately four hours of your Practice Manager’s time depending on the number of surgeries and we will require access to all areas of your practice. A report will be despatched to you confirming the results of our assessment. If you have an inspection imminent then we suggest that you arrange your DBG assessment at least one month before the inspection to allow you time to carry out any recommendations if required. Following the assessment you may wish to have access to the DBG Clinical Governance Package with on-line compliance manuals.

For more information and a quote contact the DBG on 0845 00 66 112

www.thedbgroup.co.uk

Dental practices: October 14th - Henley on Thames - Hotel Du Vin
Dental practices: October 15th - Belfast - Stormont Hotel

Dental practices: October 20th - Barnsley
Dental practices: October 21st - Harrogate
Dental practices: October 25th - Tunbridge Wells
Dental practices: October 26th - Isle of Man

For more information Dynamic Perceptions can be contacted on 01296 748692 or craven@dynamic.fslife.co.uk