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 in this country. However, achieving true customer satisfaction probably generates the greatest return of any sales or marketing activity a practice can undertake.

To address this yawning gap, 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 DBG Clinical Governance Assessment is the all-inclusive approach to carry out any recommendations if required. Following the assessment you may wish to have access to the DBG Clinical Governance

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.

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.

The areas the DBG assesses are:

- Your premises including access, facilities, security, fire precautions, third parties and business continuity plans.
- Information governance including Freedom of Information Act, manual and computerised records, Data Protection and security.
- Training, documentation and certificates.
- Radiography including IRR99 and IRMIEIR2000 compliance.
- Cross infection and decontamination including HTM 01-05 compliance and surgery audits.
- Medical emergencies including resuscitation, drugs, equipments and protocols.
- Training, documentation and certificates.
- Waste disposal and documentation and storage.
- Practice policies and written procedures.
- Clinical audit and patient outcomes including quality measures.

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

Clinical Governance including Patient Quality Measures – Is your practice compliant?

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

Have you addressed all 28 CQC outcomes?

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 professions 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 acceptances 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.

There are three parts to the workshop and in the first, delegates will learn about the function and benefits of a treatment coordinator; those best suited to the job and their roles and responsibilities. Phase two addresses the customer and sets out to explore what the ‘new’ dental patients of today expect; how to meet and exceed their expectations; to understand the true nature of the products and services practices provide and the role of the entire team in the new patient process.

Stage three tackles the business approach needed by the dental practitioner and treatment coordinator from the verbal skills needed to provide a powerful case presentation; the techniques that break down barriers before and after case presentations; how to create a winning patient journey; how to utilise technology for enhanced case presentations and finally how to schedule the treatment coordinator into the practice appointment diary for maximum benefit.

Delegates will be able to earn 10 hours of verifiable CPD over the two days of the workshop which are taking place in the autumn:

Orthodontic practices: September 1st and 2nd - Henley on Thames – Hotel Du Vin Dental practices: October 14th and 15th - Henley on Thames – Hotel Du Vin Dental practices: October 15th and 14th - Belfast – Stormont Hotel

As places are limited and with entire teams attending, reserving a place early, before the summer break, is strongly recommended.

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