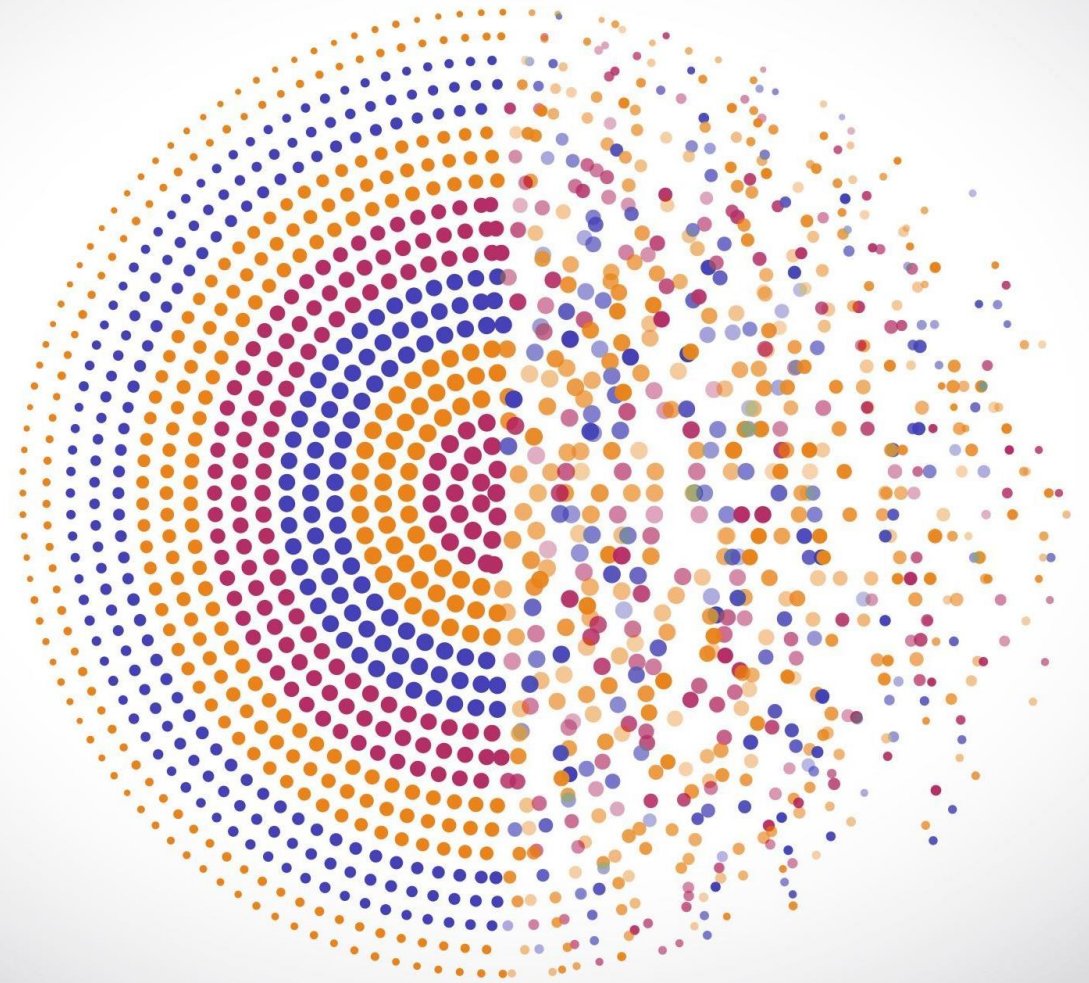


# PRACTICE MANAGER

*Presentation  
by Dianne  
Mckay*



WHAT I'LL COVER

A SUCCESSFUL PRACTICE

THE PRACTICE MANAGER

THE TEAM

THE PATIENTS

SUMMARY

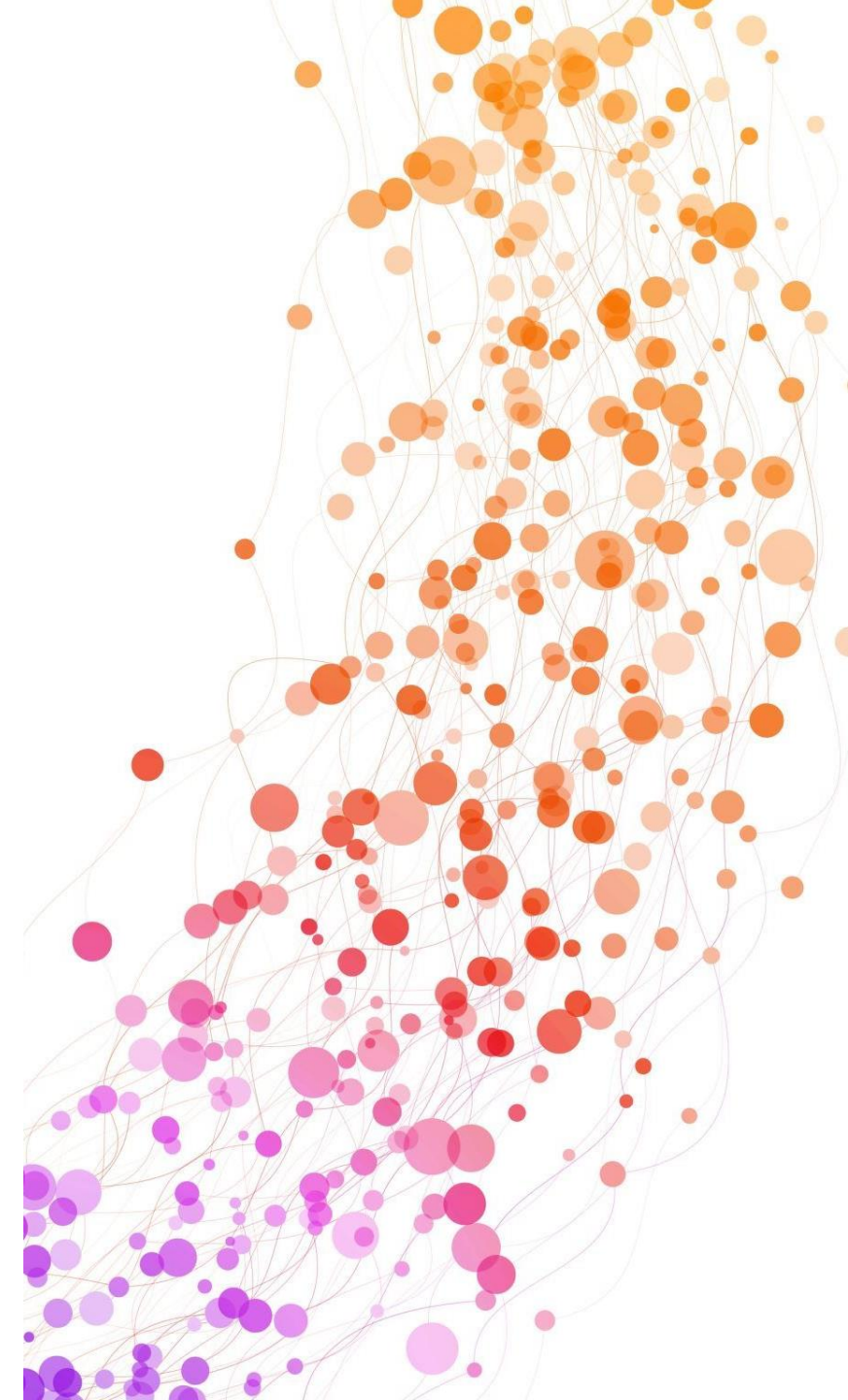
STARTING OUT

BEGAN MY CAREER AS  
TRAINEE DENTAL NURSE

PROGRESSED TO BEING HEAD  
NURSE IN A SOLE PRACTICE

PRACTICE CHANGED HANDS  
AND I BECAME PM OF  
PRACTICE – WHICH WAS PART  
OF A GROUP OF 6

CHANGED JOBS – PM NOW OF  
TURRIFF - OWNER HAS 3  
PRACTICES



# SUCCESS OF A DENTAL PRACTICE

- What does it look like? :
- It has to be about delivering high quality patient care, building a strong reputation and maintaining a positive work environment

# FINANCIALS

KPI'S

PROFIT AND LOSS SHEETS

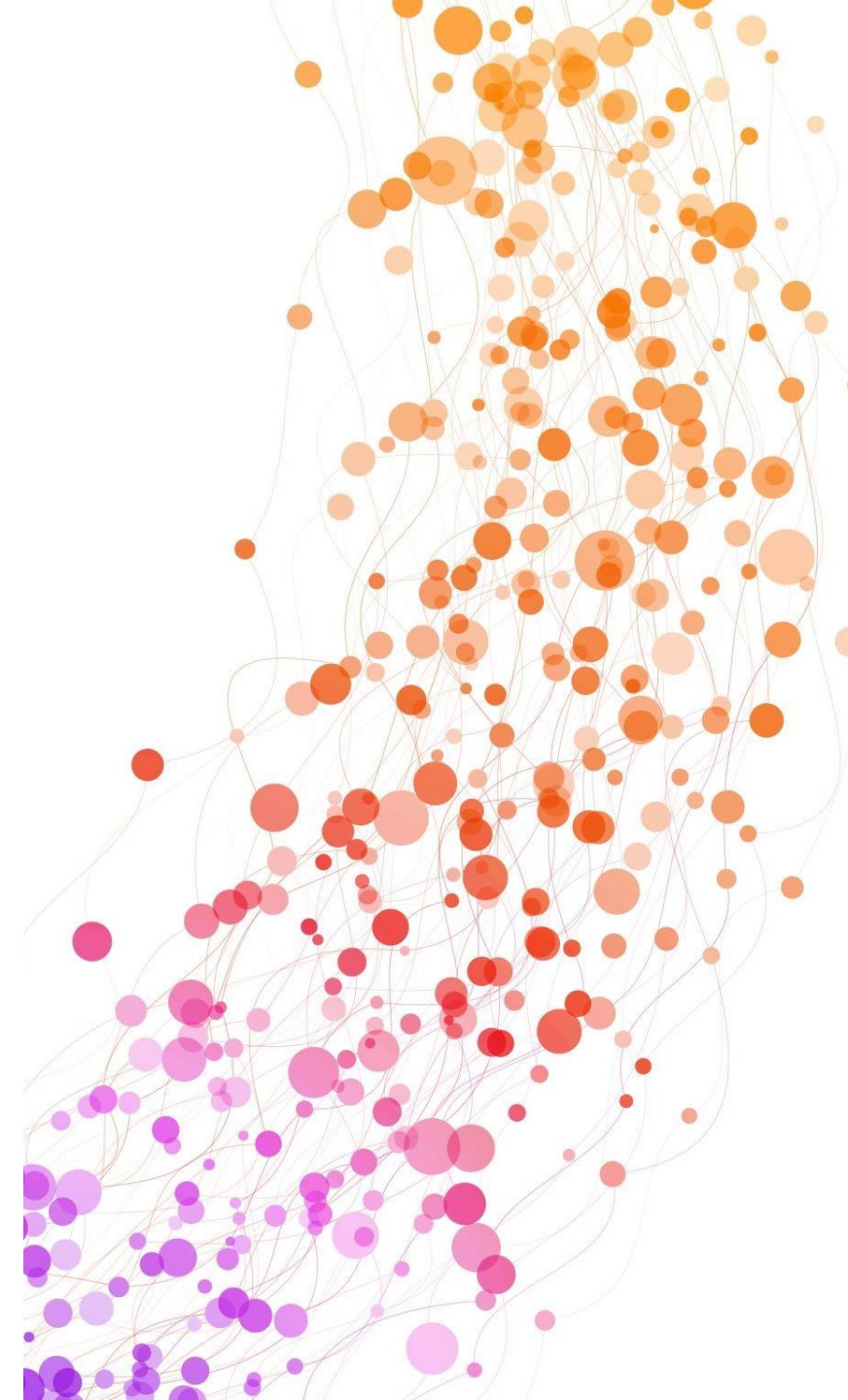
SET A BUDGET

EFFICIENT INVENTORY  
MANAGEMENT (CONTROL COSTS  
& REDUCE WASTE)

SHORT TERM AND LONG TERM  
GOALS

CHECK INVOICES AND LAB  
SHEETS

EXPANDING / INVESTING STAGE





# PEOPLE

- Practice principal ethos & plans
- Get to know your colleagues – what is important to them – personally and professionally
- The practice can be run differently on whether you have an experienced team or a young team – experienced need little guidance and help, inexperienced need more help (easier with defined roles and leadership)

## WHAT IS A PM?

- Empathetic & Caring
- Firm, Fair and Consistent
- Independent thinker & Problem Solver
- People person –attentive, friendly and approachable
- Good communication
- Attitude – sets the standards

# AIDS TO HELP YOUR ORGANISATIONAL SKILLS

- **Be proficient in Microsoft 365 or similar** – email (close emails you still have to deal with, email myself, folders), one note, one drive, excel (KPI reports), power point
- **I use lists & weekly, monthly and yearly planners** – expand – contracts run out, servicing required, PAT testing, birthdays, liability insurance, cpr training, appraisals, 1 to 1, ect
- **Good policies and protocols** – so all members of staff know the expectation and levels required and can refer back to them. A few people should know how to do things – information is power, however it is also a hindrance to a business – succession plan
- **Sticky notes** – subtle reminders
- **My book is my bible** – has all my contacts/login details
- Whats app – esp for part time staff



# HOW / WHERE TO GET INFORMATION

- Principal & Colleagues
- NHS Grampian
- PSD
- Internet
- Accountants
- HR
- You are not on your own !!!

# HIRE THE RIGHT TEAM

ATTRACT GOOD PEOPLE WITH COMPETATIVE SALARIES AND BENEFITS  
– EG GDC, CPD, HEALTHCARE, MORE TIME OFF

SET OUT CLEAR JOB DESCRIPTIONS – THIS SETS CLEAR  
EXPECTATIONS

RECRUIT PEOPLE WITH THE REQUIRED SKILLS BUT ALSO A PASSION  
FOR THE JOB

ARE THEY A GOOD FIT TO YOUR TEAM

# KEEP THE RIGHT PEOPLE

PERFORMANCE EVALUATIONS & APPRASIALS – ACHIEVABLE  
GOALS, RECOGNISE STRENGTHS & WEAKNESS'S

CONTINUOUS EDUCATION AND TRAINING – ENCOURAGE  
PROFESSIONAL GROWTH

TEAM BUILDING OUTINGS – STRENGTHENS TEAM BONDS

POSITIVE FEEDBACK – FEEL VALUED AND MOTIVATED

STRONG LEADERSHIP – LEAD BY EXAMPLE & INSPIRE

CONFLICT RESOLUTION – PROMPTLY AND PROFESSIONALLY  
THROUGH OPEN COMMUNICATION





Facebook @fargysuhoang

# GET THE BASICS RIGHT

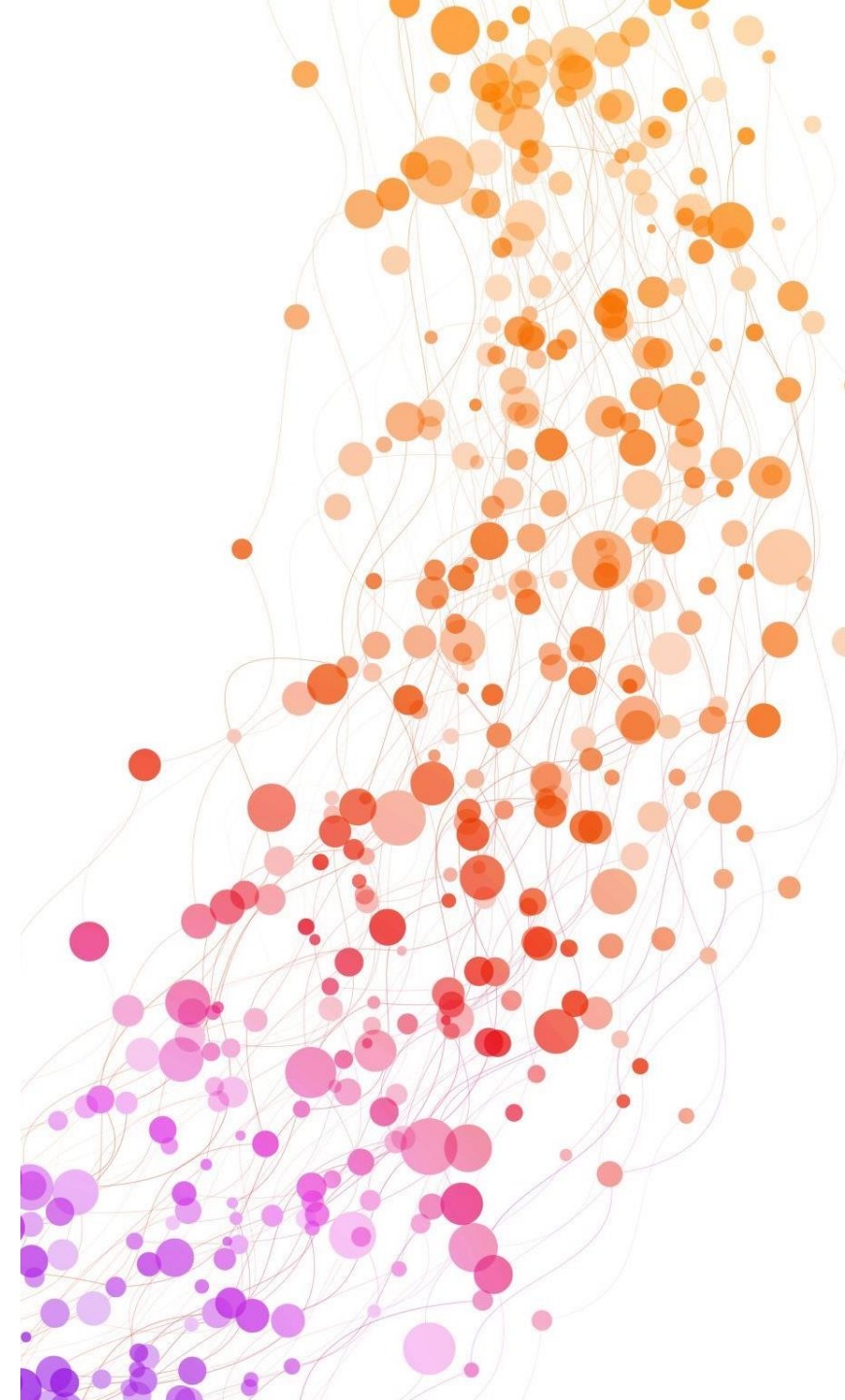
SERVICING, REPAIRS & BREAKDOWNS

IF YOU SERVICE YOUR EQUIPMENT  
REGULARLY HOPEFULLY THE OTHER 2  
ARE LESS

KEEP GOOD RELATIONS WITH YOUR  
ENGINEERS – OFFER THEM COFFEE!!

HAVE SIMPLE THINGS EG LIGHT  
BULBS, FUSES IN THE PRACTICE

PAY YOUR BILLS IN REASONABLE  
TIME – ELECTRICIANS AND  
PLUMBERS





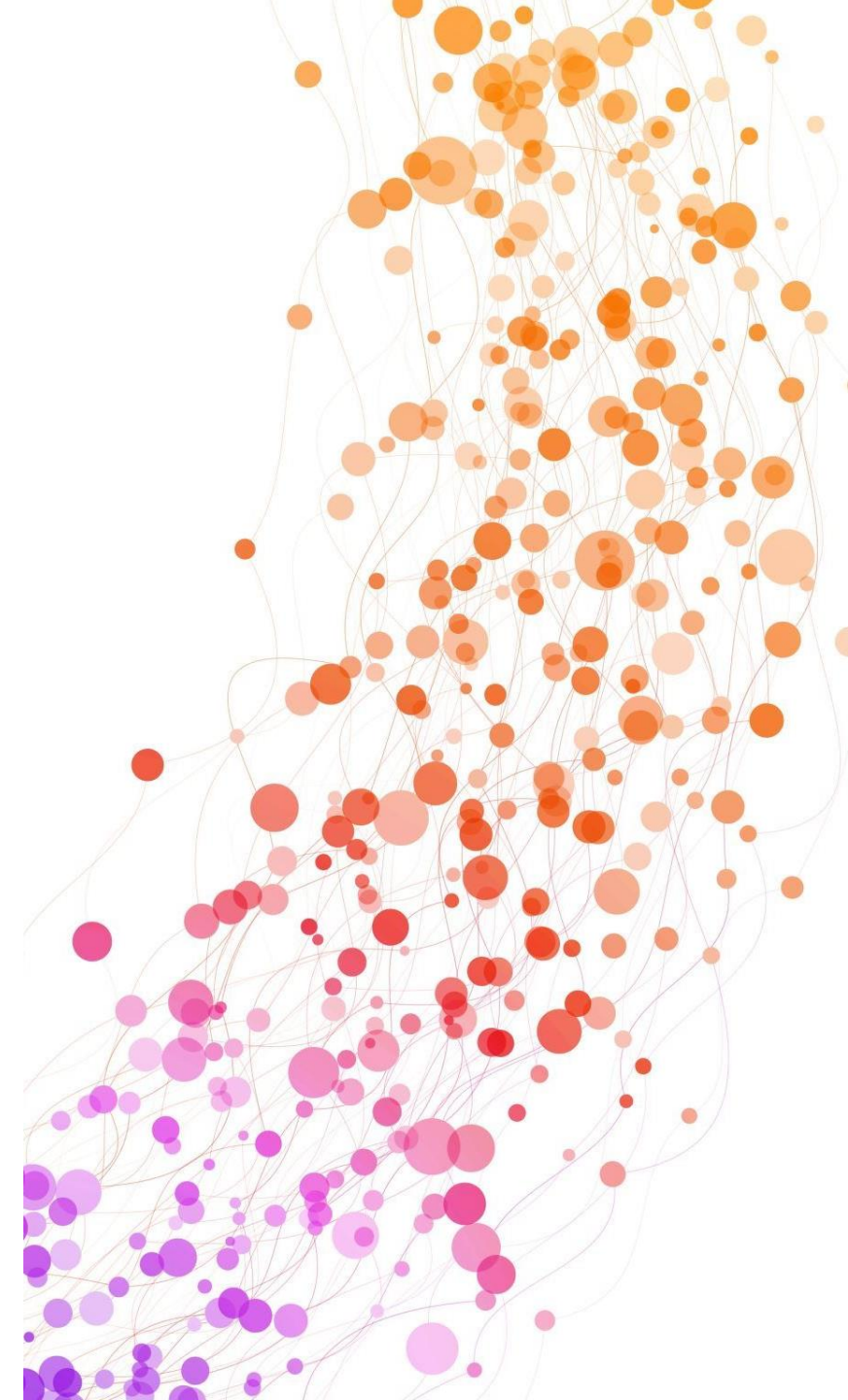
# COMMUNICATION & TEAM COLLABORATION

EFFECTIVE COMMUNICATION IS CRUCIAL FOR A WELL FUNCTIONING PRACTICE

REGULAR PRACTICE MEETINGS TO ADDRESS CONCERNS, GATHER FEEDBACK AND SHARE UPDATES

ENCOURAGE OPEN DIALOGUE AND COLLABORATIONS FOR CONTINUOUS IMPROVEMENT

CROSS TRAINING – GIVES FLEXIBILITY AND SUPPORT TO THE PRACTICE



# PATIENT CENTRED CARE

- Importance of putting the patients first
- Train your staff to provide excellent care and foster positive patient experiences
- Implement an efficient appointment system to minimise waiting times ( this also helps with finance, as you will have optimised your diary time)

# PATIENT RETENTION AND REFERRALS

HAPPY PATIENTS WILL REFER FAMILY AND  
FRIENDS TO THE PRACTICE

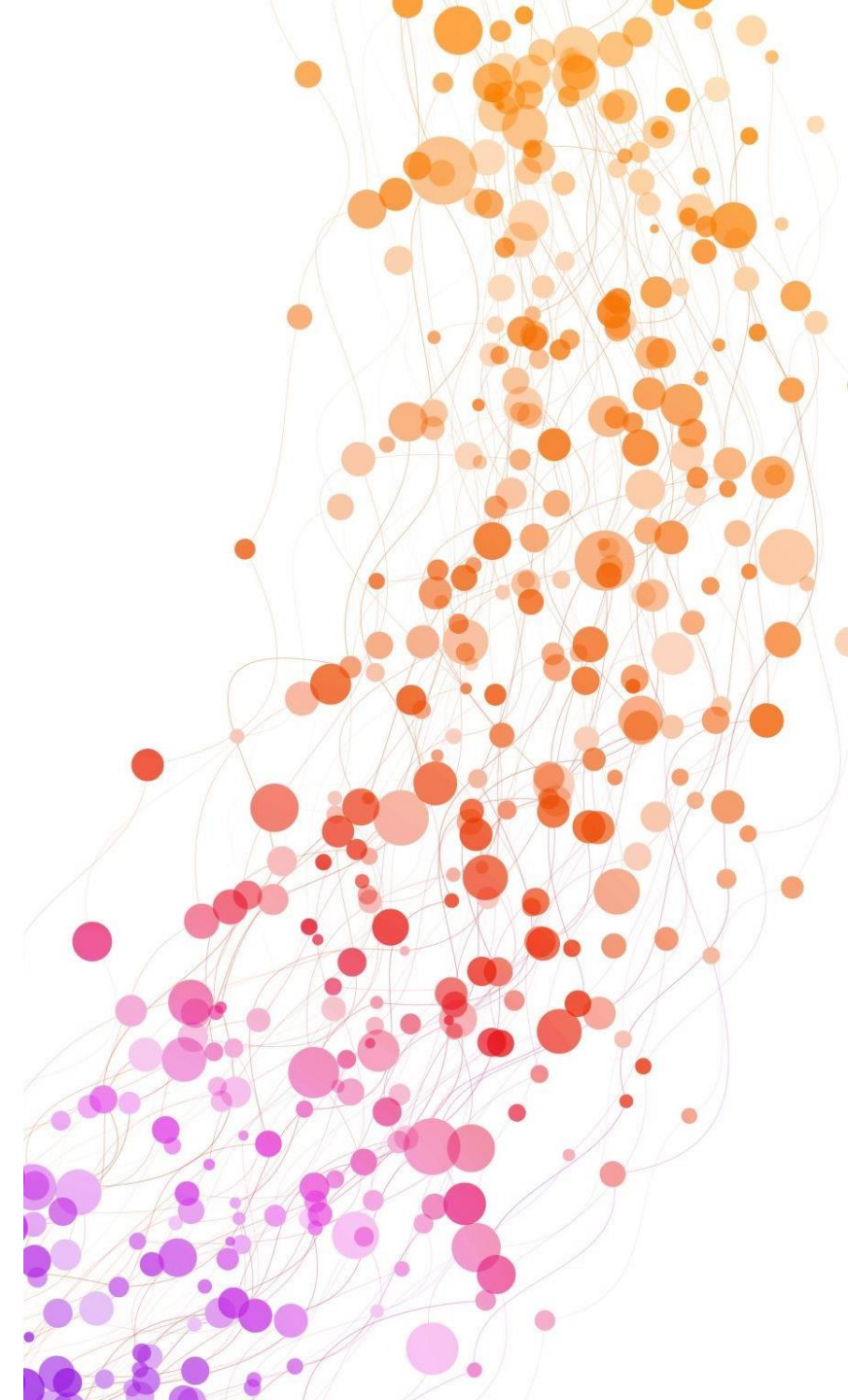
LOYALTY INCENTIVES TO ENCOURAGE PATIENT  
RETENTION

REQUEST PATIENT REVIEW AND TESTIMONIALS TO  
ENHANCE THE PRACTICE ONLINE REPUTATION

# UTILISE SOCIAL MEDIA & ONLINE PLATFORMS

CONNECT TO PATIENTS AND  
SHARE VALUABLE CONTENT

MARKETING STRATEGIES



ITS ABOUT PEOPLE

YOUR PATIENTS

YOUR TEAM

