
Part 2

Systems, meetings & welfare



Meetings



An illustration featuring two hands holding signs. The hand on the left is dark red and holds a sign that says "Yes!". The hand on the right is also dark red and holds a sign that says "No!". Both hands are wearing sleeves: a yellow sleeve with a white dotted pattern for the "Yes!" hand, and a light blue sleeve for the "No!" hand. The signs are white with rounded corners and dark blue text. The background is light gray with scattered white confetti or streamers.

Yes!

NO!

Will problems always exist in practice?



**You need to find the right meeting to
find the solution to any problem.**

Should you have a meeting agenda?



**You need to have a focused, structured agenda,
with the right time allocated.**

Should you single a team member out in a team meeting to address an issue?



Do not single a team member out in team meetings, this is an HR disaster and is not the correct way to handle an issue.

**Should the person leading the meeting
be open and honest?**



**It is integral to respect the person leading the meeting,
who must be honest, motivational and a brand ambassador.**

Is discussing issues in open forums i.e. in a work corridor, great for getting issues resolved?



**Chats in open forums are a BIG NO!
No one is listening...or everyone is listening in.**



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The meetings to find the solutions

- Practice meetings once a week
- Briefings
- Morning huddles
- Clinical performance meetings
- Peer review meetings – linked to PDP
- Audit review meetings – linked CQC



What are your thoughts
on running an **effective**
practice meeting?



Top tips for practice meetings

- Create an agenda that meets the team members' needs
- You need to be well prepared and stop deviations
- Less is more, achieving 1-3 things is enough
- Make sure that everyone is encouraged to contribute



Top tips for practice meetings

- Show your human side as a leader, asking for help is not a weakness
- Listen and evaluate what you have heard
- Be direct with your conclusions
- Confirm what is happening next and follow-up



Systems



1.5L

1.2L

1.0L

0.6L
MIN

Different types of patient telephone calls



Patient telephone calls



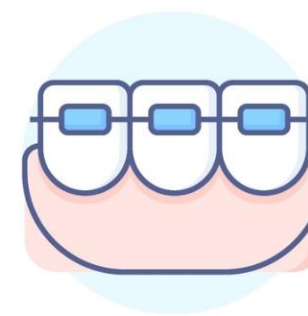
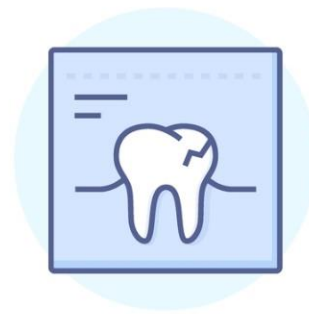
- New patient (private or NHS)
- Direct access hygienist
- Specialist patient
- Patient emergency
- Emergency out of the practice
- Cancelling/missed/lateness
- Rescheduling appointment
- Membership plan
- Referral
- Treatment plan
- Worldwide Dental Emergency Assistance Scheme

Patient telephone calls



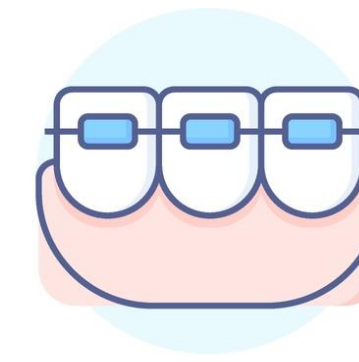
- Payment/finance
- Responding to recall
- Supplementary support
- Clinical call
- Complaints
- Patient deceased
- Lab information
- Maintenance
- Change of details
- Family booking
- Directions and parking

Different types of dental surgery setups



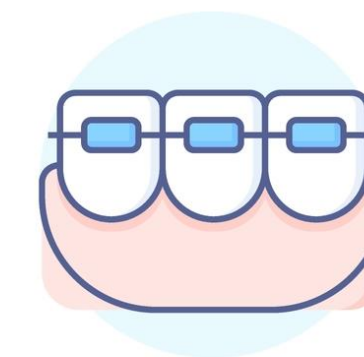
Dental surgery setups

- New patient exam
- Routine exam
- Routine hygienist
- Periodontal hygienist
- Composite filling
- Amalgam filling
- Composite bonding
- Veneer
- Crowns
- Implant
- Bridge
- Denture



Dental surgery setups

- Inlay/onlay
- Extraction
- Surgical extraction
- Suture removal
- Invisalign®
- Fixed braces
- Record taking
- Home whitening
- In-surgery whitening
- Temporary treatment
- Root canal treatment
- Sedation





EXPECTATIONS

NADIYA BAKES



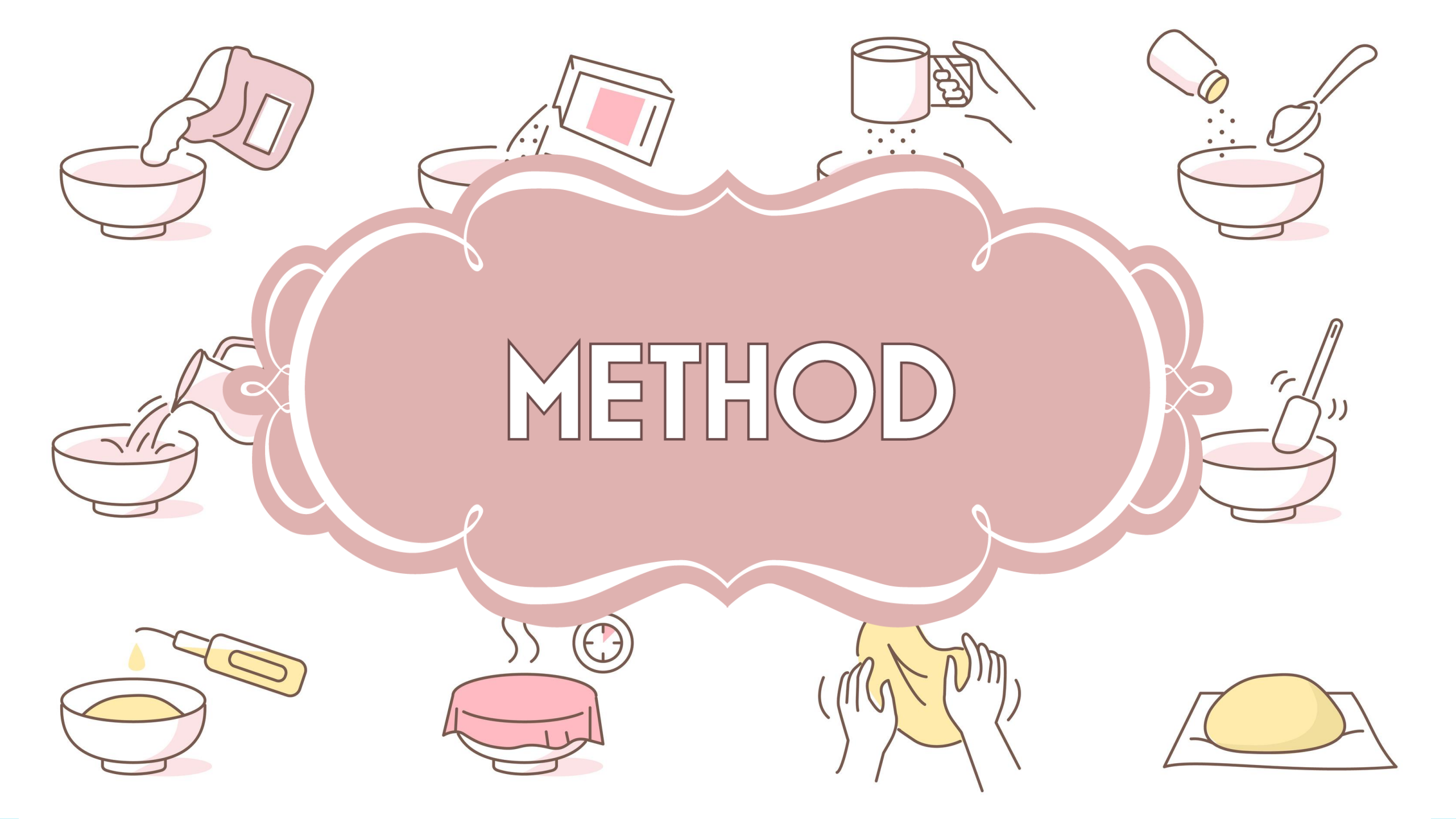
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must-try recipes
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biscuits, pies
and more

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BBC Two Series
BBC





THE SET-UP



METHOD



HINTS & TIPS



TIME



**THE
FINISHED RESULT!**



**New patient
telephone call**



**New patient
examination**

System for a new patient telephone call

1. Greeting
2. We are taking on new patients
3. We can definitely help you
4. Name exchange
5. What concerns do you have? What smile changes would you like to make?
6. Confirm with patient what you have understood so far
7. Recommendation from your new patient menu and confirm what is involved
8. Add USPs where appropriate
9. How did you hear about us?
10. Take details/book appointment/take pre-payment
11. Give the patient practice details and information
12. Sending forms
13. Confirmation and goodbye



System for a new patient examination

1. Equipment checklist (photo guide)
2. Clinical tray checklist (photo guide)
3. Patient comforts
4. X-ray holders – sensors
5. Patient handover (notes/digital/face-to-face)
6. Dentist and nurse introduction
7. Confirmation of forms (medical history/Covid-19/patient concerns and smile changes)
8. Introduction to the assessment with emphasis on areas that patient has raised



System for a new patient examination

9. Completion of new patient assessment (base chart/periodontal scores)
10. Take 3D scan and photos
11. Set up treatment plan (consents/guarantees/membership)
12. Confirm concerns to patient (recommended solutions/risks/alternatives)
13. Decide if simple or complex treatment
14. Presentation now or bring patient back?
15. Completion of notes (X-ray justifications/audit)
16. Goodbye and handover to front desk



The different ways you
can **train systems**



The how

- Videos/photographs
- Scripts/verbal skills guidance
- A buddy to lead and advise
- Communication of updates
- Observation
- Reading – confirmation

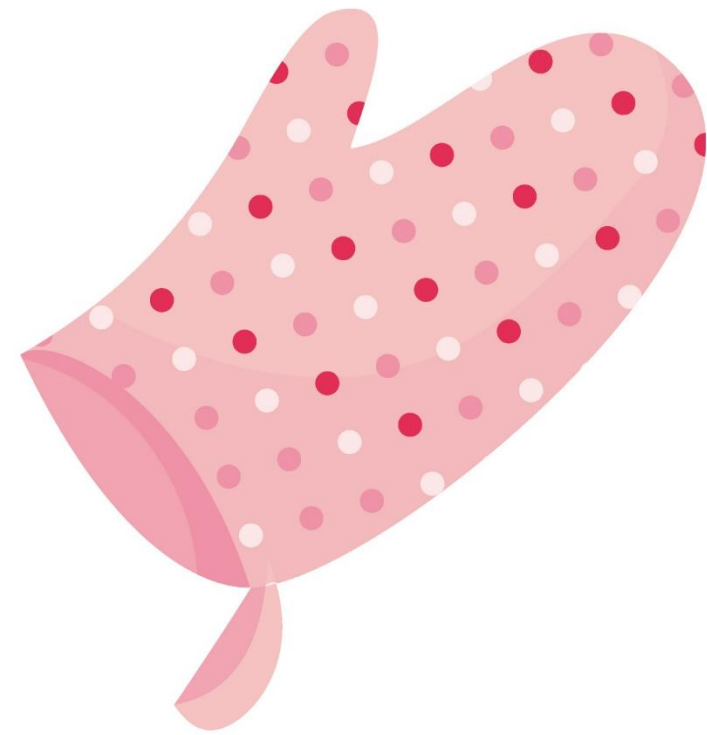


**How do you sign off a
system?**





Trainer/creator of systems/coordinator



Can you do the system under supervision?



Can you do the system without supervision?



The system is working!



Photographic

Appraisal

Staff witness
statement



Welfare
exchange

Complaint

**KEN BLANCHARD
AND SHELDON BOWLES**

RAVING FANS!

**A REVOLUTIONARY APPROACH
TO CUSTOMER SERVICE**

WITH A NEW FOREWORD BY KEN BLANCHARD

**THE
ONE
MINUTE
MANAGER**

Raving Fans!

“The purpose of systems is to ensure consistency, not create robots”

“Systems allow you to deliver a minimum standard of performance consistently”

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AND SHELDON BOWLES**

RAVING FANS!

**A REVOLUTIONARY APPROACH
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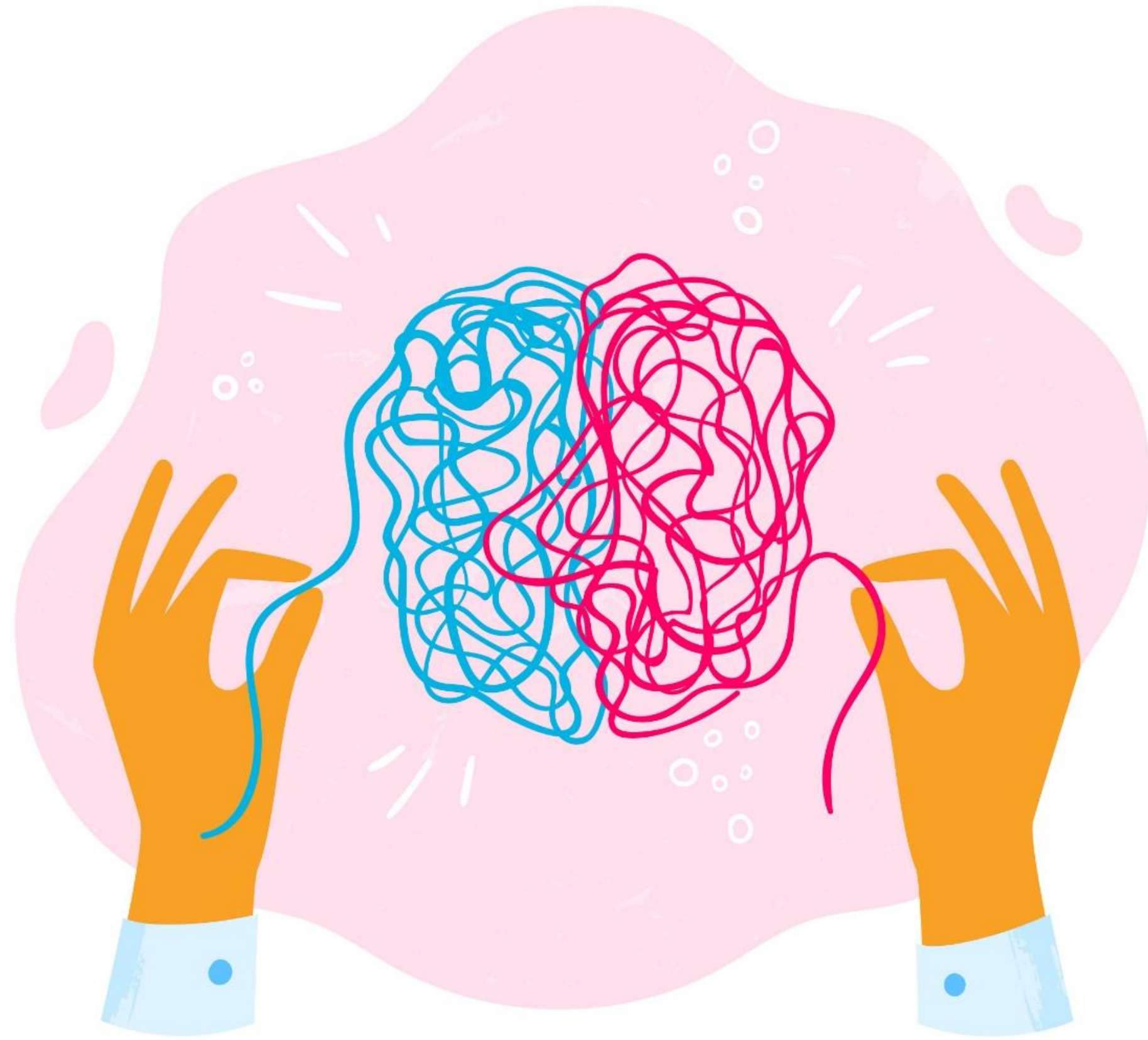
**THE ONE
MINUTE
MANAGER**

Raving Fans!

“What we have are systems. Not rules. Rules create robots. Not systems. Systems are predetermined ways to achieve a result. The emphasis has to be on achieving the result, not the system for the system's sake”

Welfare







**How have you been since
the last time we spoke?**

**How are things
outside the practice?**

**Is there anything I/we can
do to make your
life easier?**

**Has anything happened
that we can learn from
as a practice?**

Are our practice support systems allowing you to do your role effectively?

**Take time to
confirm what you
have heard.**



Welfare

- Feedback given that is supporting systems in practice
- Feedback given that is affecting systems in practice
- Confirmation of welfare support moving forward
- Training requirements





**AVAILABLE ON THE
RESOURCE PAGE**

Welfare Exchange

Team member name:

Date of welfare exchange:

How have you been since the last time we spoke?

How are things outside the practice?

Is there anything I/we can do to make your life easier?

Has anything happened that we can learn from as a practice?

Welfare exchange follow-up...

- Increase frequency of welfare exchanges if required
- Introduce a Mental Health First Aider to the practice
- Understand learnings so you can find the right solutions
- Confirm if extra training is required

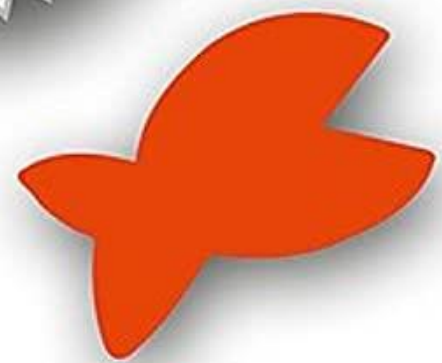


Revised and Re-Energized!



*Read.
Apply.
Repeat.*

**A Proven Way to
Boost Morale and
Improve Results**



**Stephen C. Lundin, Ph.D.,
Harry Paul, and John Christensen**

Foreword by Ken Blanchard, Ph.D.,
co-author of *The One Minute Manager™*

Your words create your world

The way you speak affects how you think and act. The FISH! practices offer a positive language that shifts your conversations, both internal and external, toward what you can do to make your life better.