

Frank Taylor and Associates – Consulting Client Testimonial

I've attended countless lectures and 'practice management courses' over the years with the same message of get a treatment co-ordinator!!

One thing I've found difficult is finding the right treatment coordinator and then how this role evolves in our practice. So I did the usual dentist trick -brought it up in a staff meeting, discussed it with the manager and hey presto nothing happens!!

Tracy brought in clarity and direction to this process and even helps in the recruitment. You'll be surprised at how the program is informative, fun and gets all staff understanding every day what us as the practice owners goals are and how we get there!

They now see our targets as a fun challenge and not a 'moan' by the principal!!

As a result I can tell you this:

- Our NHS targets are back on target but at the same time our private gross has increased by 400%. And they say there's a recession!!
- Our case acceptance and conversion to private capitation is on target and growing strong - this on a street where I am competing with 8 dental practices.
- Our treatment coordinator does our promotions, marketing and case presentation to new and existing clients - definitely increasing the gross without 'clogging' dentist or surgery time
- Patient satisfaction has increased and they notice the 'customer service' we aim for!
- Staff teamwork has been re-established as we all know what we're supposed to be doing!

We're rolling out the program into all our practices and I genuinely cannot wait to start!!

Thank you Tracy from all of the Team!!

Amit