

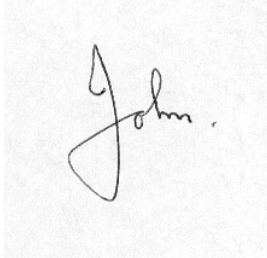
Undertaking the Frank Taylor and Associates Patient Care Co-ordinator programme with Tracy Stuart has been an enjoyable and very worthwhile process. It has provided us with feedback on how we work as a team and how we can individually focus on our patients' care experience improving, not just our customers' all round experience but also the way in which we work together as a team.

Tracy's "scripts" have resulted in a 100% increase in the number of enquiries that result in new patients registering with us and also a higher treatment acceptance rate for high-end restorative treatments and this at a time when the economy itself is very bleak. The Patient Care Co-ordinator Role is very effective and patients appreciate the chance to discuss their needs in an informal way before going into the surgery.

Tracy's enthusiasm and ongoing support is invaluable. Initially some of our Team needed convincing and were rather negative to some of the areas that were covered by the course; Tracy dealt with these difficult situations tactfully and professionally drawing on her extensive experience of working within the dental industry and of managing teams.

I am looking forward to our final review and then to undertaking the Practice Health Check Course.

Thank you Tracy for all your assistance and support.

A handwritten signature in blue ink that reads "John". The signature is written in a cursive style with a large, looping initial 'J'.

Victoria Garrett