

**2018 Case Study :**  
**Clifton Dental Practice**

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# A well-oiled machine

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Fiona Gerrard from Clifton Dental Practice tells us how Horton Consulting has helped things to run more smoothly.

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**After working here for two and a half years, my husband Neil was able to take it over as a mixed, three-surgery dental practice with just a small team of four alongside himself as the only dentist. Fast forward 12 years and we've created a very different picture!**

We now have five surgeries, with a sixth in place ready to go when it is required. In addition, our team has expanded considerably to 15 staff, and we're currently searching for three more dental nurses, too. Of course, we both work in the surgery too, Neil is the principal dentist and I am the practice manager, a job that I share with another team member. As you can probably imagine, with so much progression we needed to look at the way we do things within the practice, which is why we sought some outside help in the shape of Laura and Michael.

**Vast experience**

We chose Horton Consulting because, not only did they offer the type of training that we needed, but between them they have a vast amount of grass-roots-level experience that makes them both very relatable. Because of this, our team find it easy to learn from them and take on board the practical advice that is provided.

We took on our first TCO 10 years ago, a new position for both us and the dental nurse who was appointed, so we all wanted to make sure that we were using the role to its best advantage. Laura helped with this, and when the team changed, new staff joined, and our direction altered, she came in to help us tweak things and provide training as required. We found her services so immensely helpful that we started using her skills across the board to really link everyone and everything together more cohesively.

**An outside influence**

As well as the TCO training, we've also found real success from the study days. We started off with the Team Leader Study Days, which involved our lead nurse, lead hygienist/ therapist, lead front desk, lead TCO, principal dentist and practice manager. Through these days we were able to build a strong leadership and management team and implement systems and changes between us before rolling them out to the rest of the staff. It has also taught us the importance of regular team leader meetings, which are essential for building an understanding of what is happening within the practice.

This outside influence has been really beneficial for us as a practice; we're offsite for the whole day and it provides us all with a chance to say what we really feel in a constructive manner. We have since incorporated Team Study Days, which have made the whole team feel more comfortable with each other, a benefit that translates back at the practice through the way that we all work together and how relate to our patients, too.

The work that Laura and Michael do with us just links everything together in a smoother way. We now have better systems in place, Essentially, they have helped us to work cohesively as a team rather than as individuals; we are like a well-oiled machine now.

**It's safe to say that we're really proud of what we have achieved at Clifton Dental Practice over the years.**

**Top 3 reasons why we recommend Laura & Michael:**

1. They know exactly what they are talking about
2. They have been there and done it, they have so much experience that they always have a solution
3. Nothing is ever too much trouble and you are never made to feel stupid