

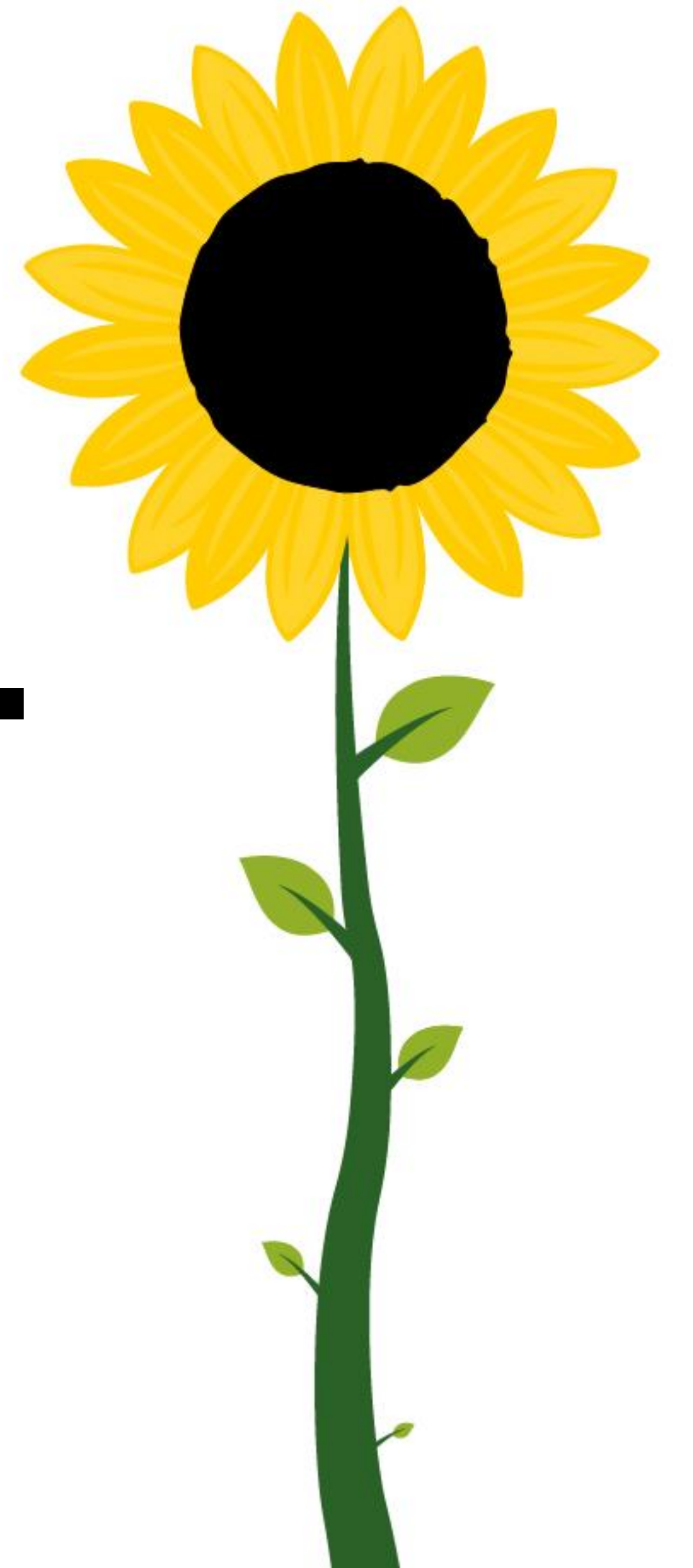
Cultures of the practice



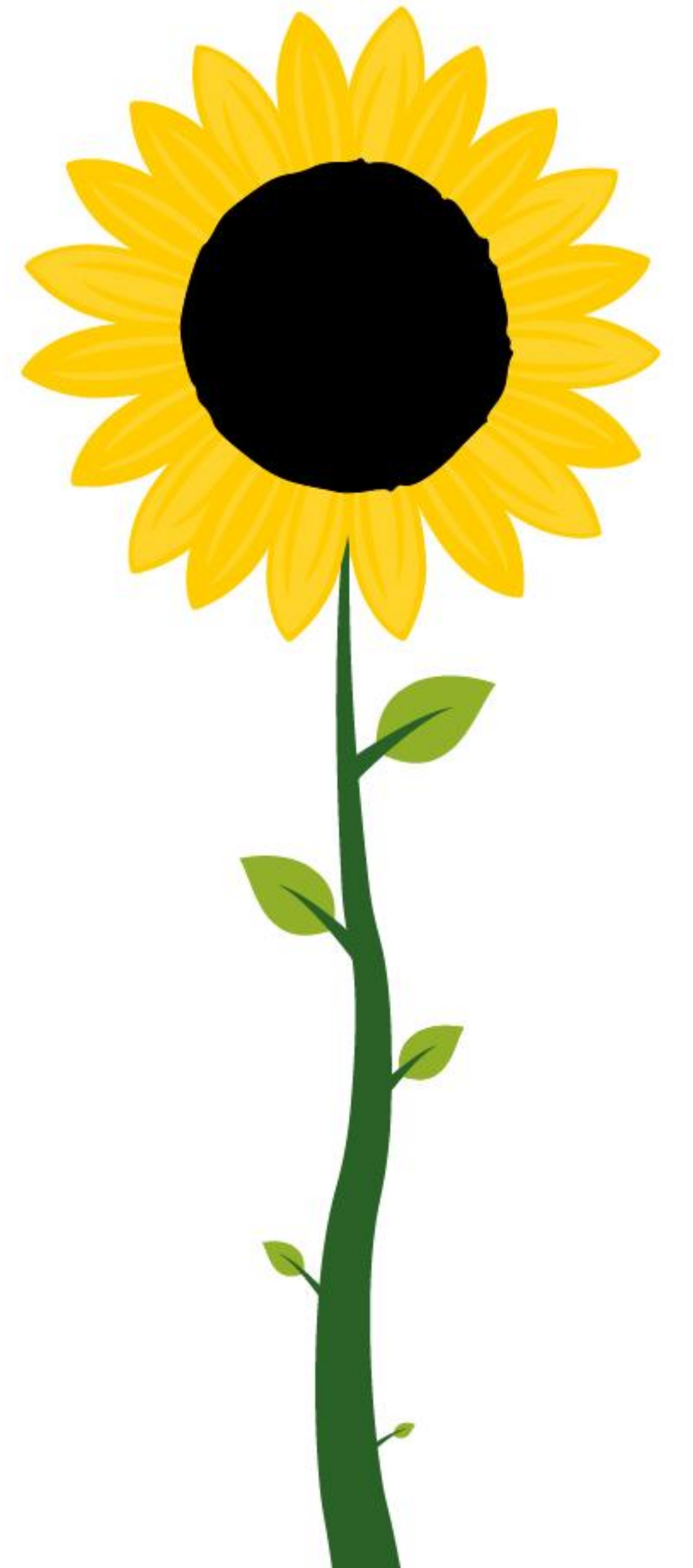




**Think about what cultures
you have created as a team.**



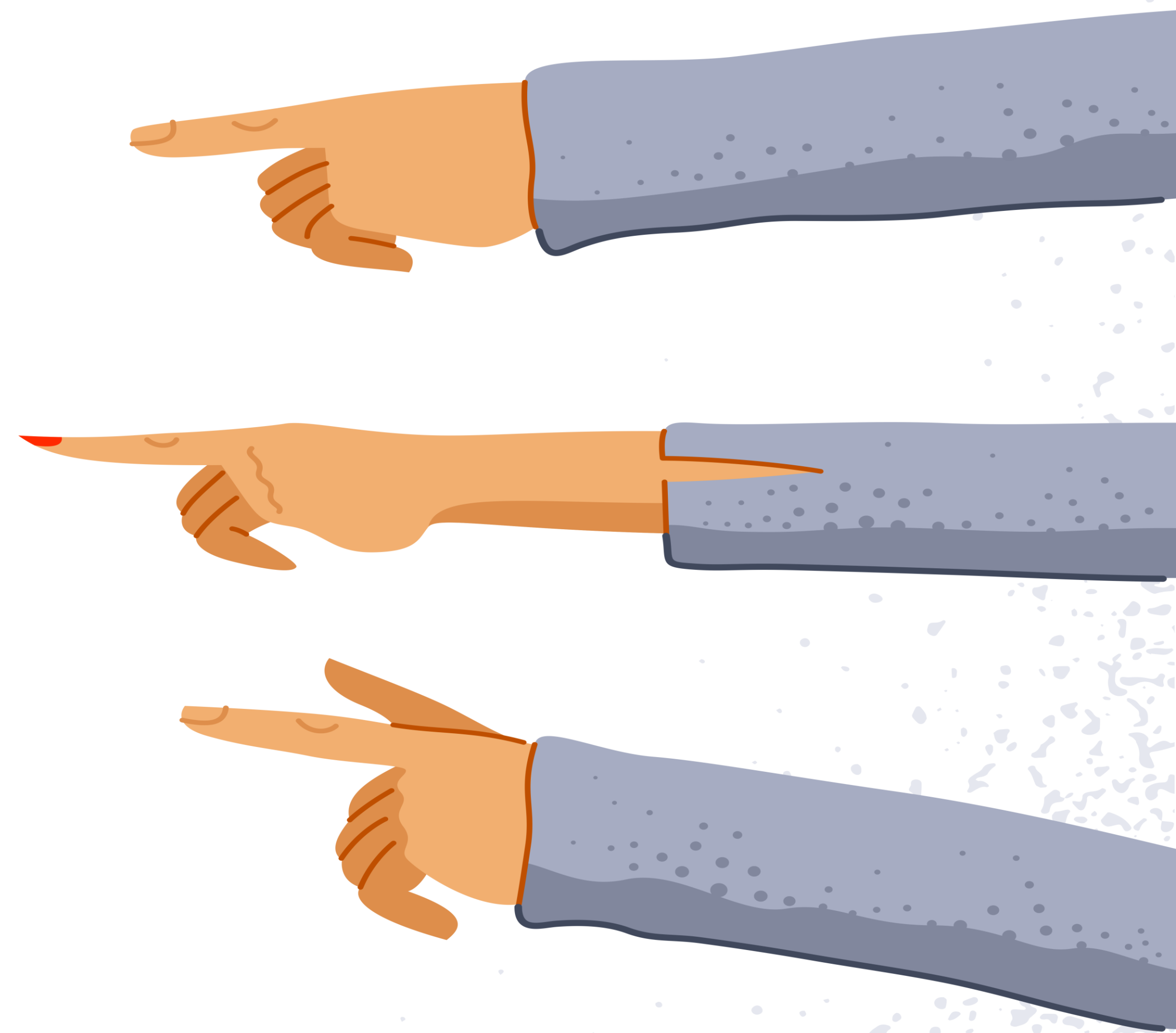
**Cultures are about
making sure the little
things don't escalate.**



Areas that can cause grievances

- Terms and conditions of employment
- Health and safety
- Work relations
- Bullying and harassment
- New working practices
- Working environment
- Organisational change
- Discrimination





Team cultures

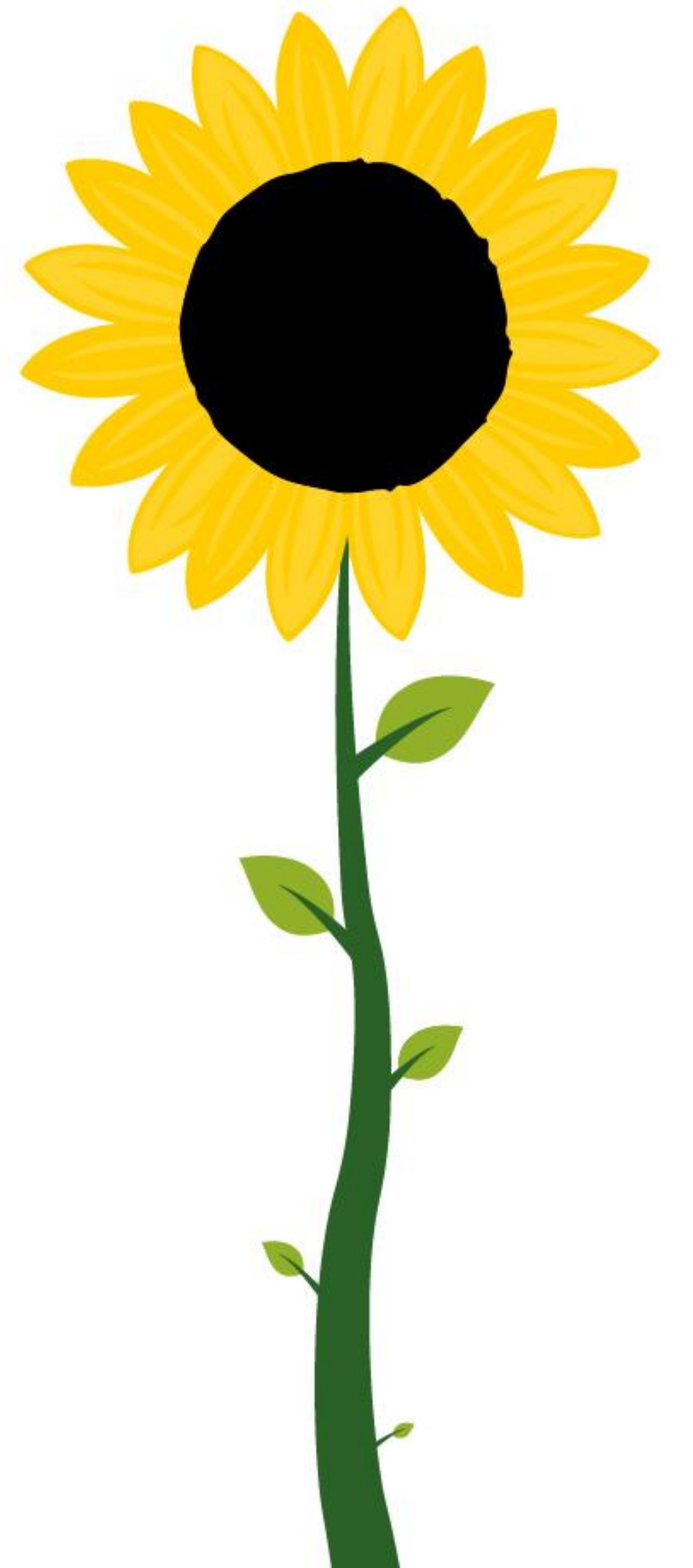


Best cultures

Surgery cultures

Patient cultures

**Let's set up your
own cultures!**



Favourite team cultures...

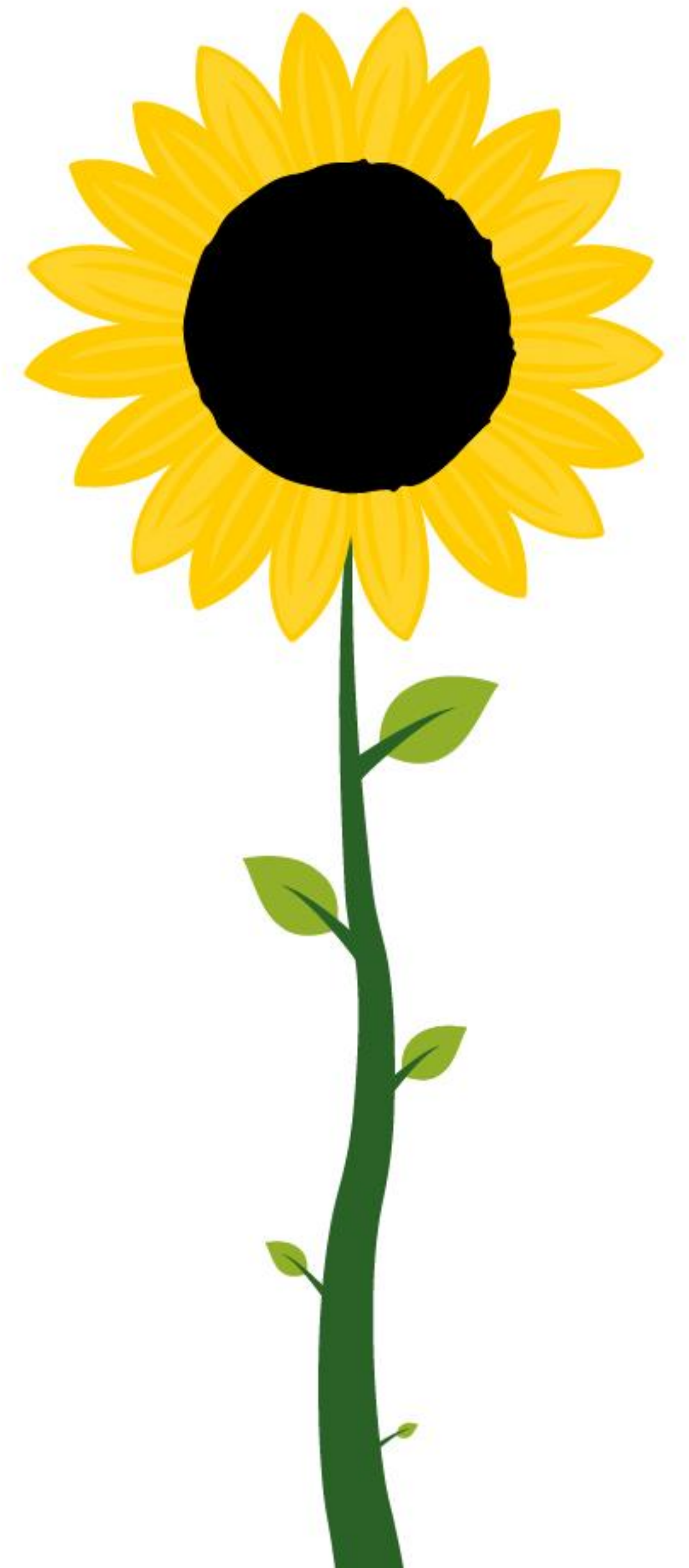
- How you greet each other – by name, good morning, good evening
- Everyone to arrive on time and to be present at the start of the day
- Lunch times and contractual hours to be respected.





Let's do your...
TEAM
CULTURES

- **No shouting in the building**, especially up and down the stairs
- **Manners** – please, thank you, addressing people by their first name
- When speaking to another member of staff, decide on **acceptable and unacceptable body language** e.g. no finger pointing, no hand on hip
- Set up and close down needs to be **actioned together**
- **Banned subjects** that are not to be discussed in practice e.g. religion, weight, politics



- **Tone of voice** to be suitable, no raised tones
- Team **WhatsApp groups** to have clear rules such as no swearing
- **Nicknames** – to be confirmed by the individual that they are happy to be called by their nickname or have their name shortened/altered
- **Innuendo conversation** – is this comfortable or uncomfortable?



Favourite surgery cultures...

- Providers to introduce the nurse that is supporting them when the patient walks into the room
- Have signals between nurse and provider for running late e.g. use fingers to indicate how late you are running (1 finger = 5 minutes)
- Communication to the front desk on running late



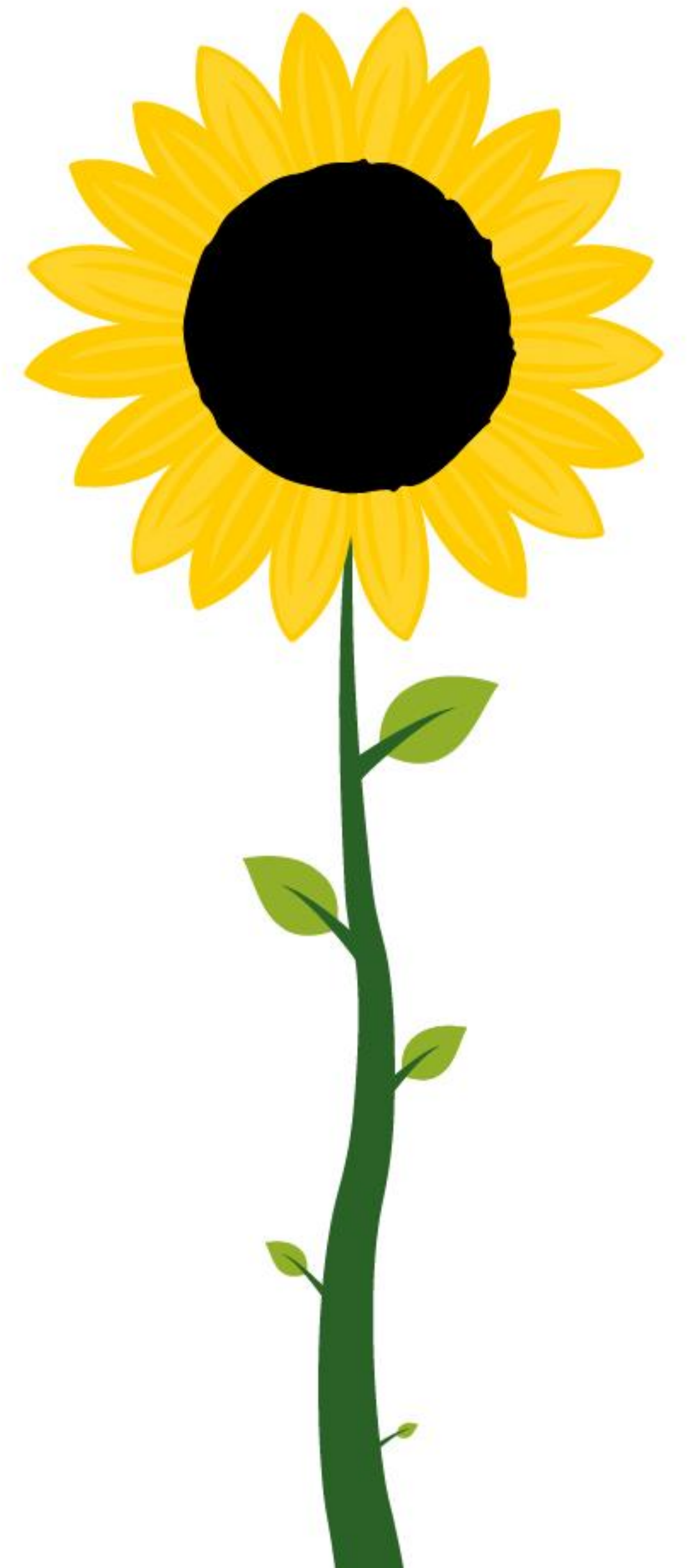


Let's do your...

SURGERY

CULTURES

- **When asking the nurse for support**, use their name and say thank you
- Likewise, nurses to confirm instructions by **saying "yes, 'name'"**, so that the provider knows the instruction has been understood and will be actioned
- **Nurses to be in the room at all times unless carrying out decontamination duties.** This does not happen when patient is being given LA and when notes are required either from listening to a patient or instructed by a provider



- **No one is to walk into a surgery when a patient is in the chair.** Only the nurse working with provider is able to walk in and out and this should be kept to a minimum
- **No slamming doors in surgery**
- **Instant messages not to be used in surgery**
- **Nurses and providers are not to talk over patients whilst in treatment** – if talking is happening, patients have to feel included in the conversation and want to be listening to what is being spoken about.



Favourite front desk cultures...

- No one to be at the front desk unless working at the front desk, gaggles to be deterred at all times
- Front desk to not be interrupted whilst on the phone to a patient i.e. standing with a post-it note and waving it under their noses or trying to gain their attention using hand signals
- Pop up note – prevent booking (reason read pop up note) so that it is clear an instruction needs to be followed

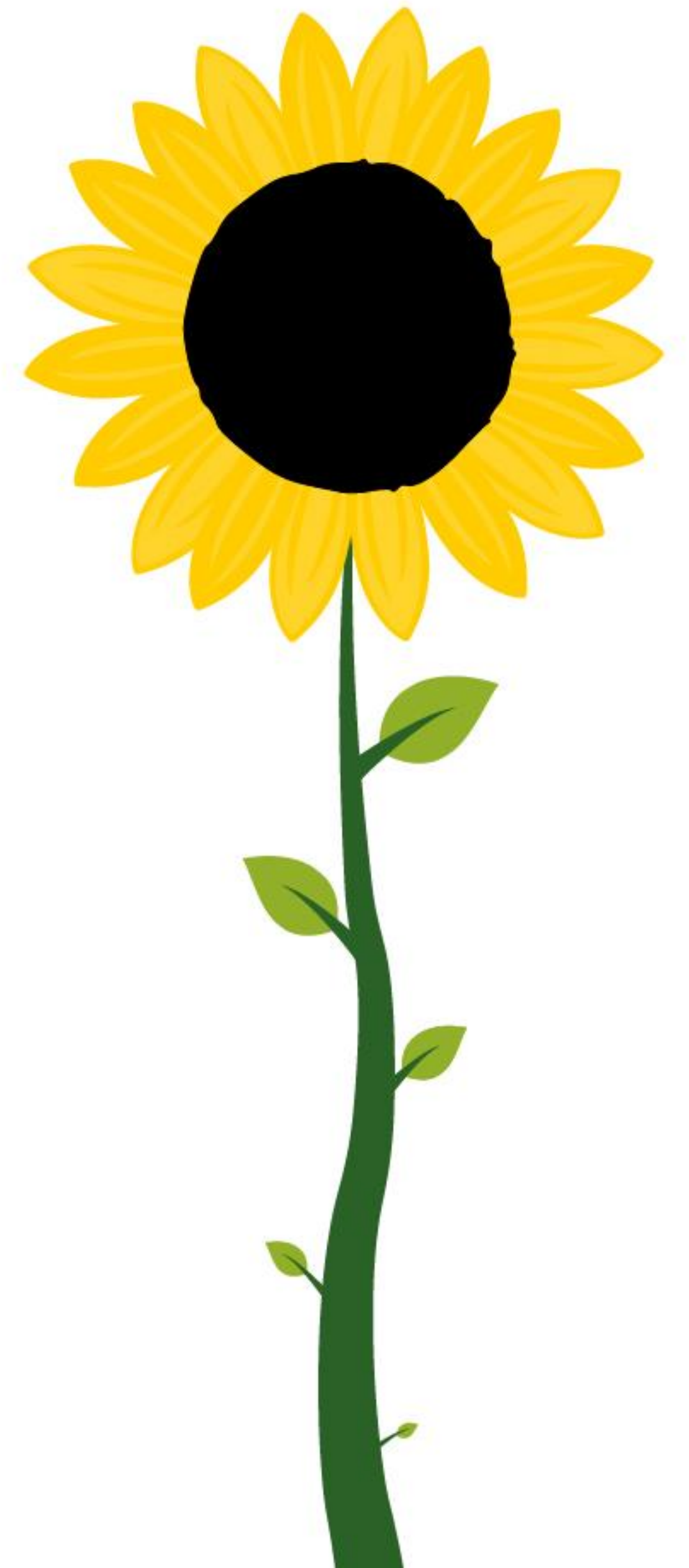


A large, stylized yellow sunflower with a black center is centered on a black background. The sunflower's petals are bright yellow and radiate outwards from the center. The center of the flower is a solid black circle.

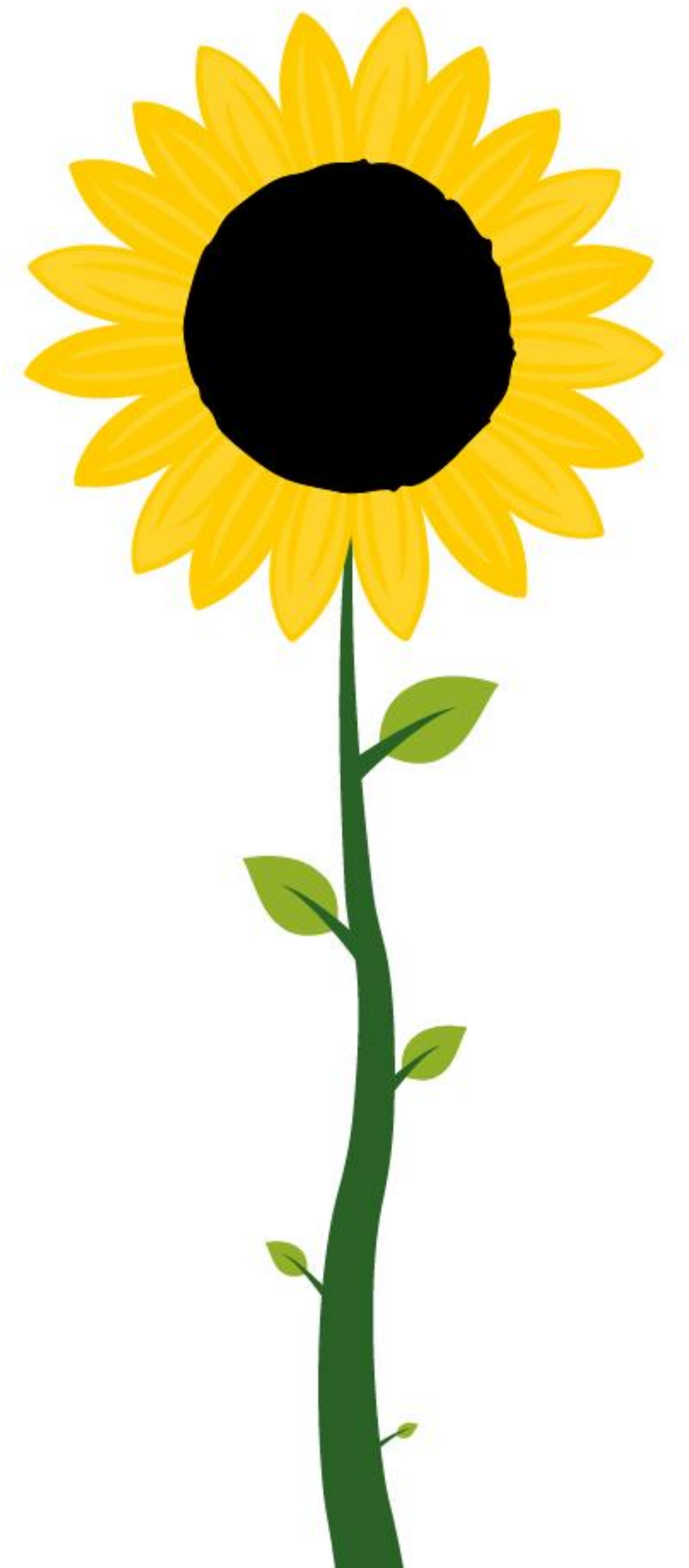
Let's do your...

FRONT DESK
CULTURES

- **Front desk team to acknowledge every patient waiting, even when dealing with a phone call or another patient** – making eye contact or a positive hand gesture is enough just so the patient knows they have not been ignored
- **No using instant messages on the front desk** (unless communicating lateness). Telephone calls lose flow when pop ups keep happening
- Front desk teams are **not to gossip** when patients can overhear them



- Front desk colleagues to **reduce own volume** when a colleague is on the telephone
- Front desk to provide **clear non-verbal communication skills whilst listening and communicating**
- Front desk are **not to talk about other patients on the desk** – a private office space or free surgery is to be used to chat about any patient (data protection)



A large, stylized yellow sunflower with a black center is centered on a black background. The sunflower's petals are bright yellow and radiate outwards from the center. The center of the flower is a solid black circle.

PATIENT CULTURES

Patient charter

We pride ourselves on making you feel comfortable when you visit our practice and when we are communicating with you, whether in written format or in person.

We have very high expectations of ourselves as a team to get everything right for you.

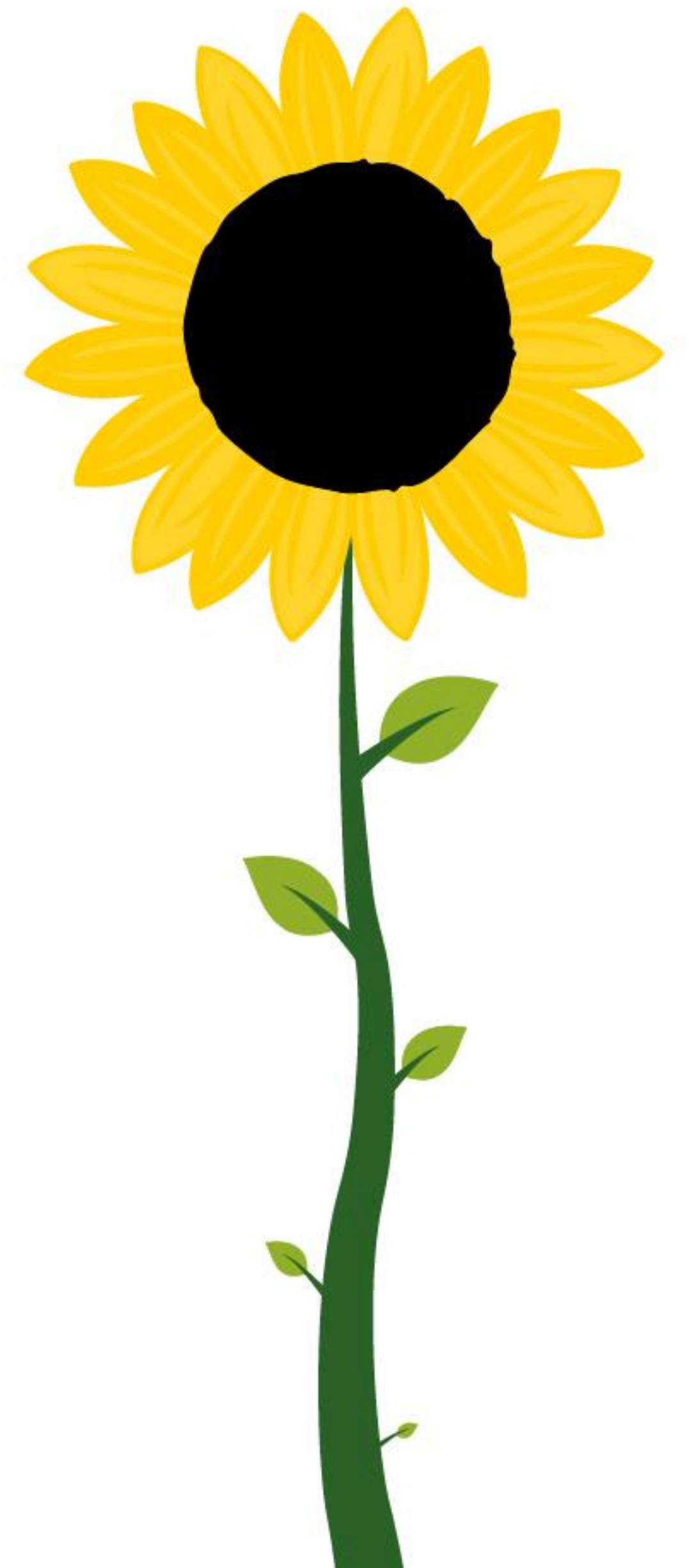
We may on occasion do or say something that does not sit right with you, we learn from any miscommunications and in return we ask the following of you...



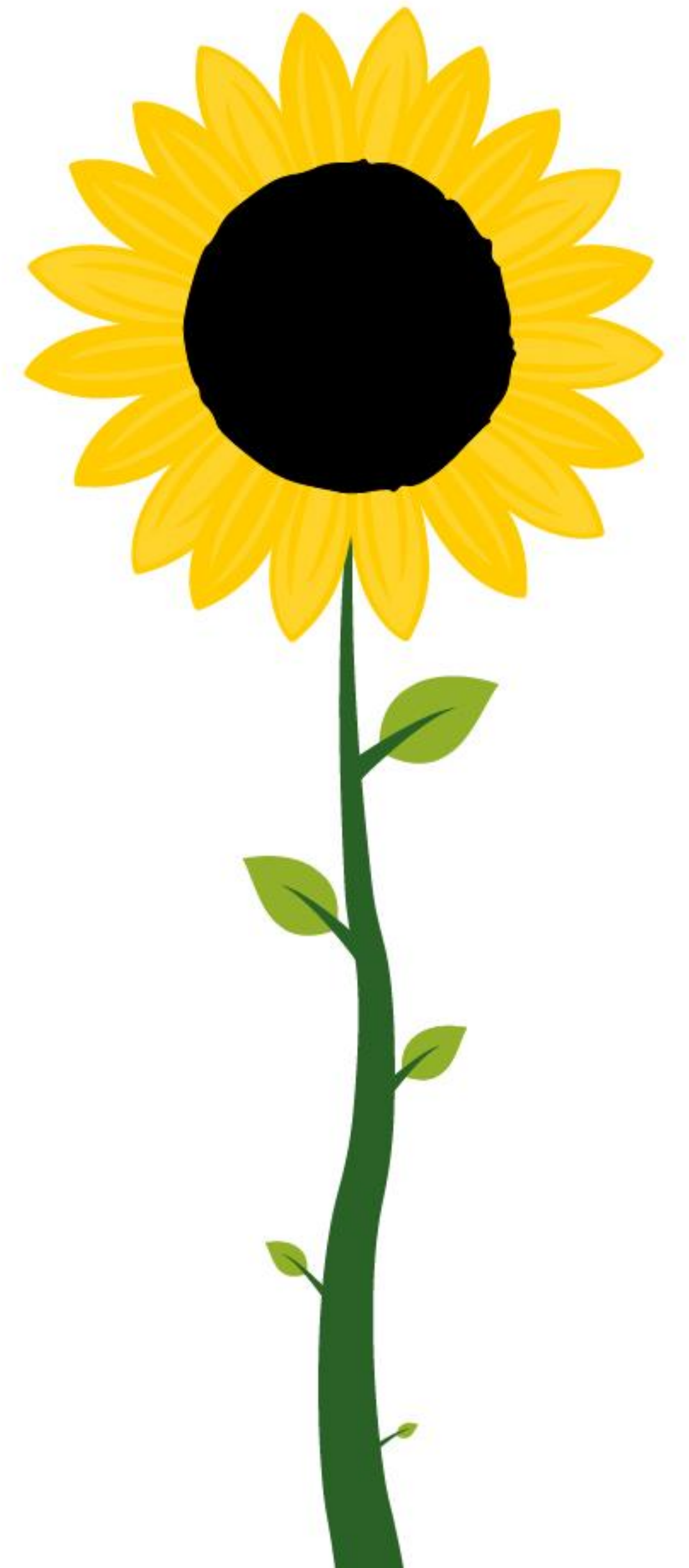
Let's do your...

PATIENT
CULTURES

- All our team members are to be treated with respect
- We ask you not to raise your voice at any team member
- Aggressive behaviour or swearing is not permitted at any team member
- Our team members will use your name to address you at all times, please make sure you introduce yourself in the way you wish to be addressed

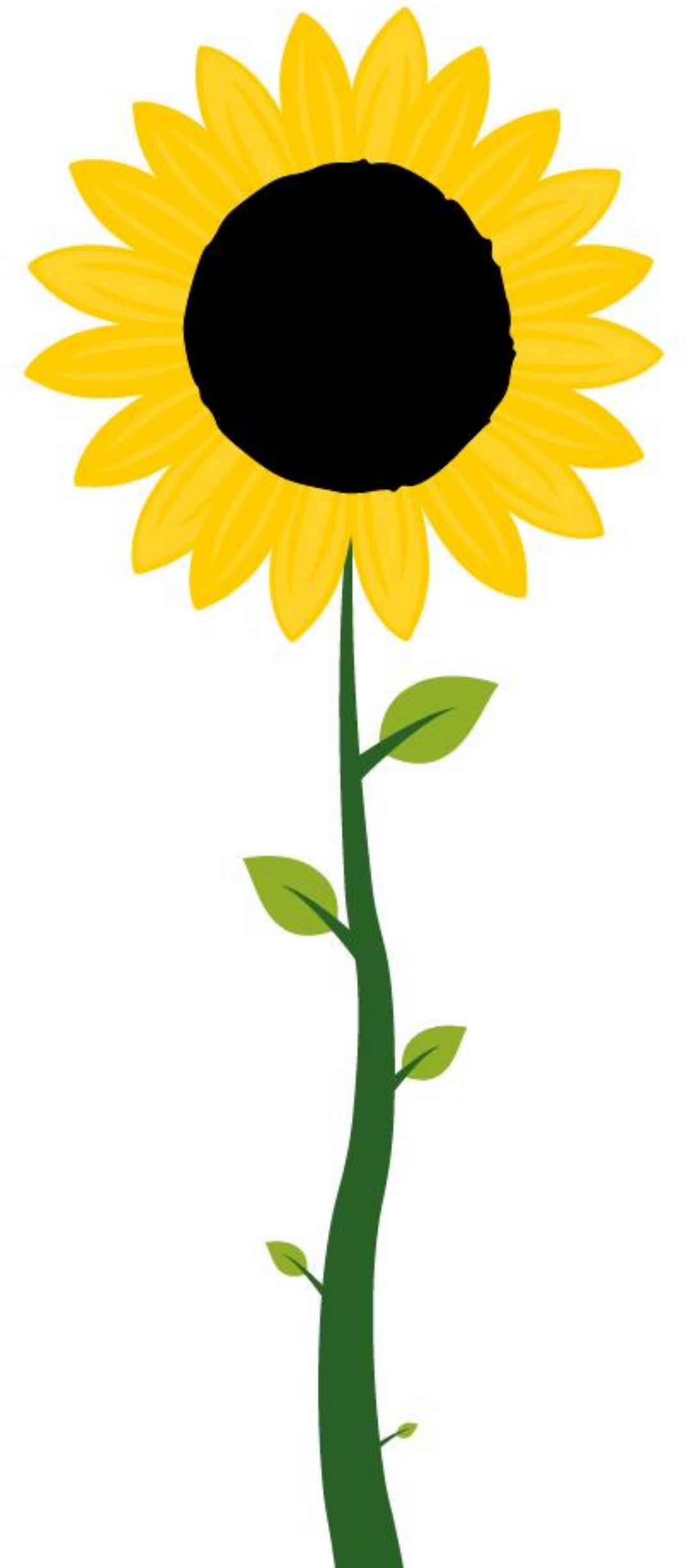


- Please be open and honest
- Form filling is mandatory
- Being on time for your dental appointments is expected
- Reservation payments are taken to reserve time in the diary
- You will be booked for an allocated amount of time
- You are expected to attend any appointments you reserve
- We will ask you for your feedback



Practice cultures to our patients

- We will treat you with respect and courtesy
- We will confirm the availability of our clinical team
- All our treatments come with guarantees
- Our practice has preventative dentistry as its foundation
- We will always do all we can to see you on time
- We will always manage expectations







Revive your passion

for the role you do in your dental team

Build mental
resilience

and thrive through adversity

Nourish your team

by having the right kind of meetings

Grow together

by developing your in-practice systems and training tools

Refresh your practice cultures

whether that's your team, surgery, front desk or patient cultures

Let's grow
together





THE PRACTICE PLAN WORKSHOP TOUR

*thank you
for attending*

WITH MICHAEL BENTLEY