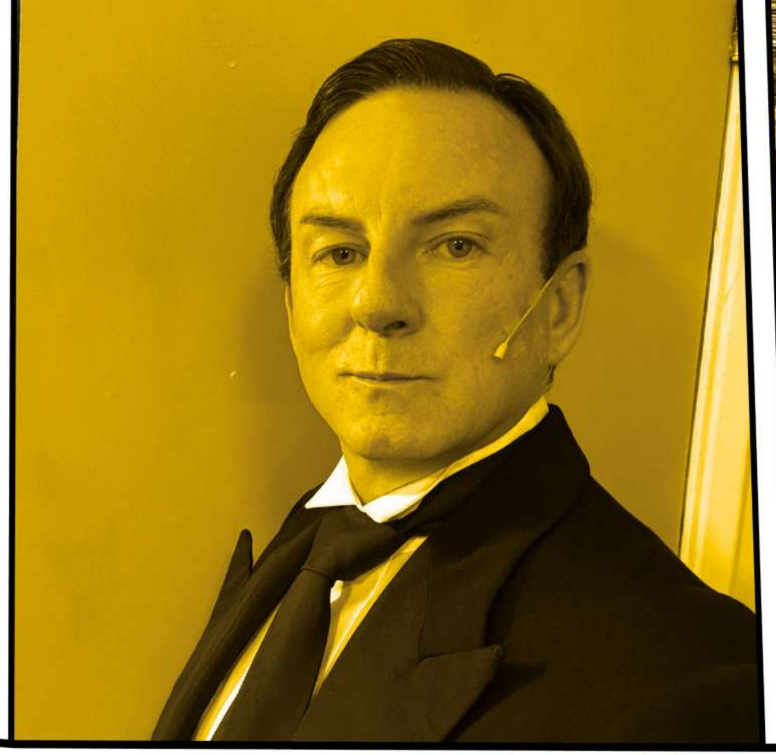
UNLOCK YOUR TEAM'S

SUPERPOWERS

AND TRANSFORM YOUR PATIENT EXPERIENCE








Practiceplan



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TRAITS OF A SUPERHERO...

- Saving…
- Protecting…
- Fighting…
- Overcoming…
- Solving…
- Transforming…
- Changing…
- Predicting…
- Spotting…

DENTAL TEAMS SPEND EACH DAY...

- **Saving** teeth (and sometimes lives)
- **Protecting** against plaque and dental decay
- **Fighting** gum disease
- **Overcoming** fear and anxiety
- **Solving** complex problems
- **Transforming** smiles and confidence
- **Changing** people's lives
- **Predicting** future issues
- **Spotting** problems with X-ray vision, digital scanning and photographs


YOU DO THIS STUFF
EVERY DAY

THE 7 SUPERPOWERS YOU NEED IN YOUR PRACTICE


SUPER
SPEED


FLYING


SPELL
CASTER


SUPER
STRENGTH


PSYCHIC
POWERS


INVISIBILITY


HEALING



Represents: Efficiency, urgency, productivity

You manage the diary, make quick decisions and keep the whole practice moving.



Represents: Vision, big-picture thinking, momentum, ideas

You drive change, motivate others and spot new opportunities.

HEALING

Represents: Empathy, reassurance, patience, emotional intelligence

You calm anxious patients, build trust, create great experiences and resolve conflict.



Represents: Insight, analysis, anticipating problems, mind-reading

You plan ahead, anticipate potential issues, are risk and compliance-aware and can read patients well.

SPELL CASTER

Represents: Persuasion, communication, connection, problem-solving

You give patients confidence, handle complaints confidently, love teamwork and create ‘wow’ moments.

INVISIBILITY

Represents: Observing, listening, thinking before acting

You quietly support, notice patient cues, read body language and avoid conflict.

SUPER STRENGTH

Represents: Reliability, resilience, consistency, exceeding expectations

You get things done, support clinicians, keep the day running and always go above and beyond.

WHO IN YOUR PRACTICE HAS EACH SUPERPOWER AND WHY?

ACTION TIME!

	Manage the diary, make quick decisions and keep the practice moving
	Drive change, motivate others and spot new opportunities
	Calm anxious patients, build trust, create great experiences and resolve conflict
	Plan ahead, predict the future, are risk and compliance aware and read patients well
	Give your team and patients confidence, handle complaints, love teamwork and create ‘wow’ moments
	Quietly support, notice patient cues, read body language and avoid conflict
	Get things done, support clinicians, keep the day running and go above and beyond

General Dental Council

protecting patients,
regulating the dental team

protecting patients

CAN YOU NAME ALL NINE PRINCIPLES... IN THE RIGHT ORDER?

ACTION TIME!

1 Put patients' interests first

2 Communicate effectively with patients

3 Obtain valid consent

4 Maintain and protect patients' information

5 Have a clear and effective complaints procedure

6 Work with colleagues in a way that serves the interests of patients

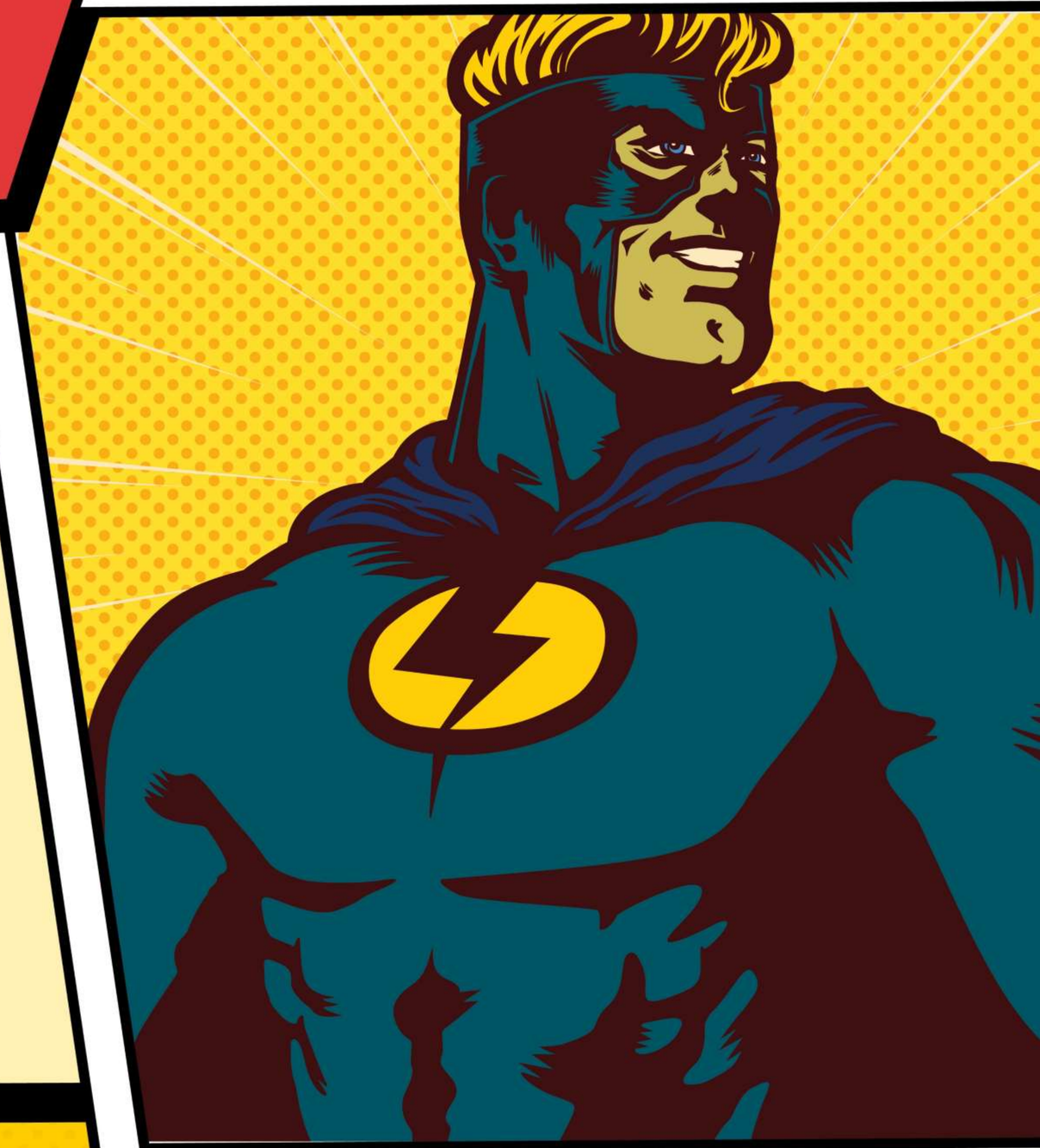
7 Maintain, develop and work within your professional knowledge and skills

8 Raise concerns if patients are at risk

9 Make sure your personal behaviour maintains patients' confidence in you and the dental profession

WHY SHOULD WE USE THE GDC STANDARDS?

- Patient trust
- Legal & regulatory protection
- Team alignment
- Professional pride
- Quality improvement




FEEDBACK
SUPERPOWER

HERO HIGHLIGHT!

WHAT IS THE **BEST** PIECE OF FEEDBACK YOU'VE EVER HAD IN PRACTICE?

ACTION TIME!

FEEDBACK IS ABOUT RECOGNISING WHAT YOU DO WELL AND CELEBRATING THAT.

IT'S ALSO ABOUT IDENTIFYING HOW YOU CAN IMPROVE.

CREATING A POSITIVE FEEDBACK CULTURE

- Feedback helps us improve patient care and communication
- Positive feedback boosts team morale and confidence
- Helps demonstrate compliance with GDC Standards



- Identifies what patients truly value about their experience
- Supports team development and training

THE KEY AREAS OF FEEDBACK

- New patient dental examination
- Routine dental examination
- Treatment experience





SCAN ME FOR FEEDBACK FORMS

NEW PATIENT DENTAL EXAMINATION FEEDBACK FORM

- First impressions
- Communication and understanding
- Confidence in recommendations
- Experience of the dental team
- Treatment coordination options

“Before you go, [patient name], we are always looking to improve as a practice, and also it really helps the team to hear what patients think we are doing well.

Would you mind completing a short feedback form for me today? I have it ready and I would really welcome your feedback”.

“**I understand.** You are very welcome to take it with you and bring it back to your next visit with us, or we have an online version that I can email you if that would be easier?”

ROUTINE PATIENT FEEDBACK FORM

- Value of regular health checks
- Gum health and prevention
- Monitoring of dental health
- Ongoing patient relationships

TREATMENT EXPERIENCE FEEDBACK FORM

- Understanding of treatment
- Comfort and support
- Overall experience and confidence

“Patients often tell us lovely things at the desk, and we love to capture that, so the whole team hears it!

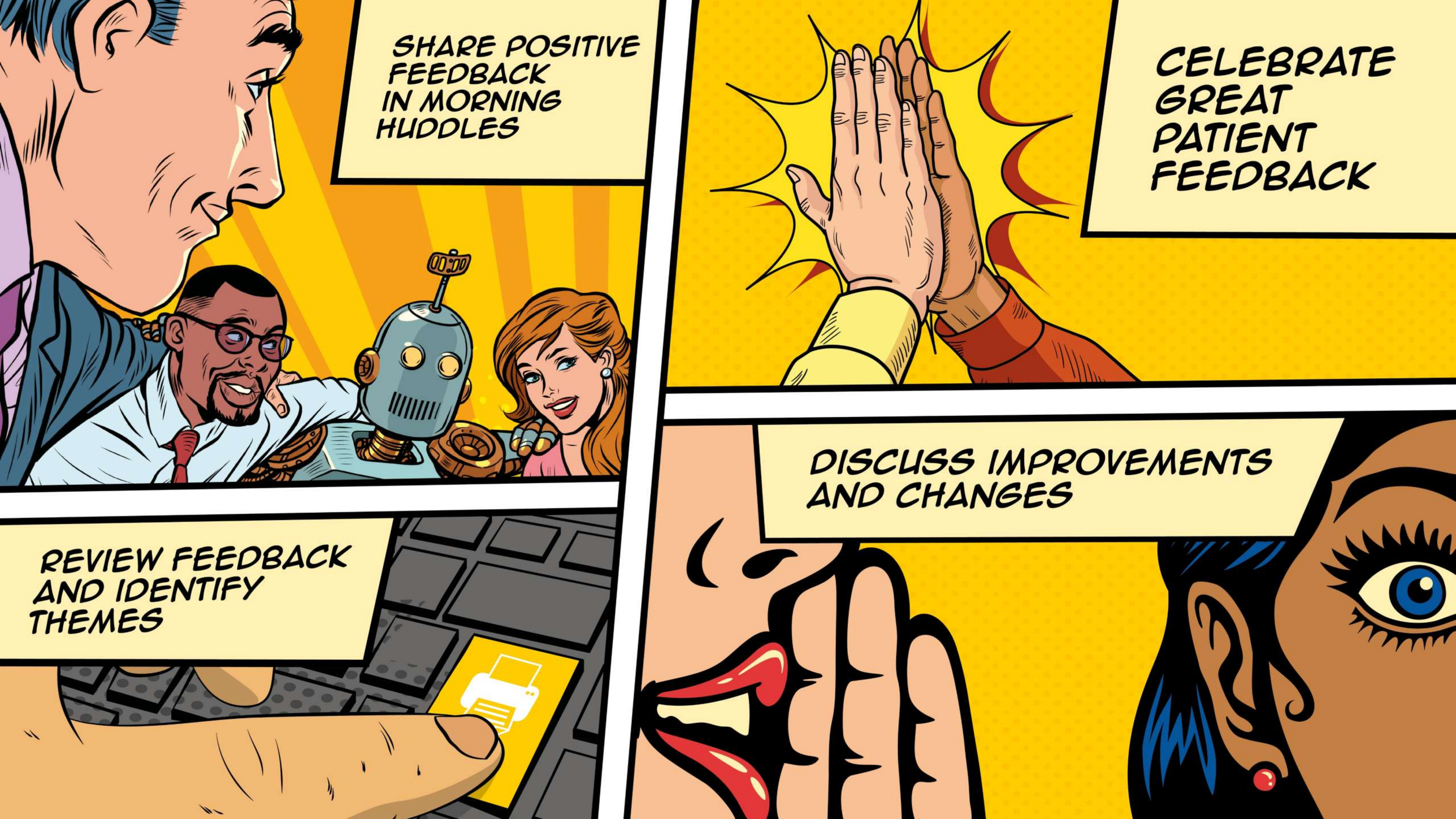
If you have a few minutes, would you mind giving us some feedback about today?”

“[Patient name], please could I ask you a favour?

Feedback is really important to us as a practice. I have a feedback form regarding today’s visit/appointment/ treatment, would you be able to take a few minutes to review your experience with us today?”

THE BEST FEEDBACK IS CAPTURED WHEN THE EXPERIENCE IS

FRESH


SHARE POSITIVE FEEDBACK IN MORNING HUDDLES
CELEBRATE GREAT PATIENT FEEDBACK
REVIEW FEEDBACK AND IDENTIFY THEMES
DISCUSS IMPROVEMENTS AND CHANGES