



THE GALLERY DENTAL GROUP

Something to smile about

www.thegallerydental.co.uk

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www.meadowwalk.co.uk

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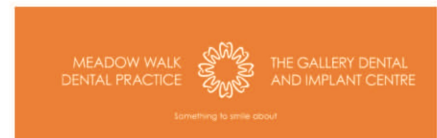
Most invaluable team member entry

Jenny Yull, Business Manager at The Gallery Dental Group, has been unanimously nominated for Most Invaluable Team Member by her colleagues. Jenny has introduced new processes to help improve the practice and involve all members of the team, including a welcome pack for new patients; and 'the patient's journey', a staff resource.

Jenny is key in setting up, and facilitating, the charity links between the practice and the local community. The practice has supported five different charity or community groups in the past year, through sponsorship, and at the attending of events. Jenny generously gives her time to support events during evening and weekends.

As Business Manager Jenny involves the whole team, who now have an understanding of KPI's, goals, how they contribute towards the business plan, and overall success of the business. The team are recognised for their achievements; new roles are created to help team members grow. This includes one team member being trained to take x-rays by studying radiography; another trained to Nurse as well as reception; and a third promoted to clinical manager to take over the clinical and compliance side of the business. By ensuring the team are happy and motivated, Jenny understands that this enthusiasm comes across to the patients too.

Jenny was instrumental when the business was sold to Dr Balaji. This included negotiating on the original owner's behalf, implementing the sale, and liaising with solicitors. She ensured a smooth transition for team members to integrate into The Gallery Dental Group.



Welcome

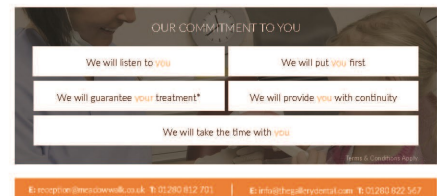
It is our great pleasure to welcome you and your family to the Gallery Dental Group. Our main aim is to provide you with the best, up to date treatment from our very experienced dental team in a comfortable environment.

This welcome email provides you with:

- Testimonials
- Introduction to the Team
- Fees and Guarantees
- Cancellation policy, Opening times and Emergencies
- The importance of a visit to the Hygienist
- Information on Cosmetic treatments available
- Keeping your records - Data Protection
- Disclosure of Information
- Complaints policy
- Frequently asked Questions

Our website provides you with information about our practices and the services which could benefit you and your family to maintain the best oral health.

Your dental care is important to us, we will listen to your needs and carry out a full consultation at your first appointment, which will enable us to prepare your plan. Often this may be to continue with routine examinations at regular intervals or a step by step treatment plan which we will discuss with you any restorative treatments or tips to improve and protect your oral health.



Jenny says:

"I am told by everyone that I keep the team together within the business. I listen and do my best to make sure everyone does what makes them tick. There can be obstacles, but we talk about them. When Dr Balaji bought the practice from Dr Cookson it was a transition for all and I am pleased to say the team has largely remained with a couple of extra nurses on board due to expansion. Socially we interact regularly which comes from our happiness within work. Everyone respects each other."



Jenny continues to ensure her knowledge is up-to-date within the industry by regularly attending talks and seminars, including receiving coaching from Chris Barrow, an expert within the dentistry industry.



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Jenny's colleagues say:

"Jenny has been my practice manager since August 2007 and the year after I purchased the practice was promoted to business manager for The Gallery Dental Group. Jenny is a valued dedicated member of the team, who is consistently hardworking, reliable, and approachable, she makes herself available out of working hours to discuss practice business when needed, demonstrating huge commitment."

Jenny runs the practice as if it is her own; and given everyone visibility on individual goals/performance to meet the business plans. We always know a forecast six months ahead.

I am able to spend my time treating patients, I do not have to spend weekends working on my business; I know Jenny always has our best interests in hand. Even when buying the practice Jenny worked with Rob (the previous principal) and myself to negotiate the sale of the practice and all the documentation which went with this.

Jenny analyses everything to seek out new opportunities which will be beneficial to the business and patients. For example payment plan profitability, practice profitability, contracts, staff contracts, occupancy, marketing; nothing is left unturned. Everyone within the business knows they are fully supported and that Jenny will listen, lead and support."

Dr Selvaraj Balaji
Practice Owner

"Jenny became Practice Manager at Meadow Walk 11 years ago. She calmly took to the role and not only kept it ticking over during a very difficult time (personal bereavement, illness and the financial recession), but actually started moving it forward as a much more efficient, streamlined business! She is totally committed, running the business as if it was her own, leading and involving team members to grow their knowledge. She perfectly strikes that balance between manager and friend, and as a result is genuinely liked and respected by the whole team."

Jenny turned the business round; without her, I think I'd have packed it all in. Absolutely the most invaluable team member."

Rob Cookson BDS LDSRCS
Previous Practice owner

"It is my pleasure to provide a testimonial for Jenny. The modern manager has responsibilities in financial modelling, marketing, customer service, leadership, HR, compliance and operational matters."

Jenny has 'come through the ranks' as far as management is concerned and, in a long career within the profession, has evolved through continuous adaptation, embracing new skills at every step of the way."

Jenny is the complete dental business manager and, through her tireless quest for excellence both in herself and for the business, she commands the respect of all those around her, from employer to team, from patients to external advisers. Simply one of the best."

Chris Barrow
Dental Business Coach and Public Speaker



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"Jenny is a fantastic role model and excellent team member. Her knowledge in running the practice I can't put into words. Since I was promoted to Clinical Manager I feel Jenny has taken me under her wing. I have learnt a lot from her, she has made me more confident in my role, and is a fantastic mentor. She is a great listener/adviser. She is constantly looking for ways to promote the practice and make it run smoothly. I don't know what I would do without her."

Bil Hassan
Clinical Manager

"Jenny's attitude is the best, very fair, organised and empathetic. She holds the team together, supports, motivates, and always knows how to get the best from people. She is the hardest working person, honestly she never stops. She is a leader everyone wishes to have!"

Magda Wolak
Front of House

"Jenny is giving an example to the whole team on how to handle tough situations, how to keep good relations, and be there for one another. She is driven by her instinct and intellect. I don't think she realises how amazing and invaluable person she is."

Clair Arathoon
Head Nurse