

How to Systemise Your Dental Practice So It Works Without You



Strategic Success. Delivered.

What Systemising Actually Means

Systems and Operational Efficiency is the fifth of DWB's seven connected areas.

It answers one question: will the practice run without your constant intervention?

The test: swap yourself for a replacement associate at half your clinical fees, and see if the profit still holds.

Where Owner Dependency Hides

- The patient journey, between diagnosis and decision
- The diary and the reception desk
- The numbers nobody reviews until month end

A proper patient journey and a daily tally sheet took one Surrey practice's turnover up 25 to 30% in year one.

Build the System Before You Name Someone to Run It

A job title isn't a system. The role has to survive a holiday,
not just a good week.

Structured patient-journey stages and better team
conversations changed the outcome, not the person having
them.

Leadership Has to Change Before Systems Hold

“Why did you let this happen?” shuts a team down.

“What can we learn from this, and how do we improve the process?” keeps problems visible.

Documented and Followed, Not Filed and Forgotten

- Opening procedures and clinic readiness
- Staffing, diary, compliance and safety checks
- Patient experience oversight
- Financial reconciliation of the previous day's takings
- A proper end-of-day close-down

Build It in Sequence, Not in One Weekend

Pick the one system whose absence would hurt most if you were off sick for a fortnight.

Fix that one properly, with someone accountable for checking it, before you open a second front.

The Real Test

Could it survive two weeks without you?

Block two weeks out of the diary, genuinely away from the practice. If your phone rings on day one, it's a well-run job, not a business you could hand to someone else.



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Ready to Find Out Where
Your Practice Depends on You Most?



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