



New Practice Opens in Mitcham

In March this year, ADP opened a brand new practice in Mitcham. It is the first of several joint ventures between ADP and local Health Authorities and initial interest has been high. There have been over 700 registered patients in the first two months of business.

Located in Wideway, the four surgery practice is found on the first floor of the medical centre. Within the building there are also four Doctors, a Speech Therapist, a Chiroprapist and a Family Planning clinic.

The practice is headed up by Seepaul Singh, who previously worked mainly at the Tooting practice. There are currently three dentists, two nurses and two receptionists who have faced many challenges associated with the development of a new dental practice where previously there was none. Jane Larking is the Practice Manager, taking the practice on alongside her existing responsibilities at the Edgware Road and Tooting surgeries.

Seepaul feels that the staff have come through a difficult period but now sees huge opportunity. "We are slowly building a reputation of trust

between the staff and patients and a large number of new patients have joined the surgery based on recommendation" he said.

This style of practice development and company expansion is one that will become more common as suitable locations can be found and local Health Authorities work closer with ADP.



Mitcham Wideway Entrance

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Welcome to the ADP Newsletter

This is the first of a regular newsletter for all ADP staff. It is intended to provide information about what is going on in the company whilst also giving you the opportunity to contribute and get more involved. Contributions and letters are greatly appreciated and can be sent to the Editor at the Reigate Office.

This issue includes information on how we are growing as a company, what is going on at the practices and an update on the ways in which ADP is changing to make our jobs more satisfy-

ing and challenging.

Clearly, the newsletter needs a better name. There is a prize of a DVD player for the winning suggestion. Please send your entries to the address on the back page, including your name and practice you work at. Closing date is July 31st. The winning entry and winner will be announced in the next issue and the judges decision will be final.

We hope the newsletter is interesting and of use to you all. Good luck.

• Special points of interest:

- A New Beginning - Message from the Chairman
- Practice Refurbishment and Computerisation
- DDU Initiatives
- Monitor our Growth

A New Beginning

Firstly, I just want to say how delighted I am to have joined ADP as your Chairman. If I have not met you personally already, I hope I will soon.

By background I am a publisher of business magazines. I built up my own company, Quantum Business Media, over the past 13 years and am glad to say it is a real success.

Why then has a publisher joined a dental corporate? Really, I am an entrepreneur who is experienced at helping to develop high growth business and that is the contribution I hope to bring to ADP. And what attracted me to ADP? Two things: an attractive industry and a great company.

Dentistry really matters. It touches everyone's lives and all of us at ADP make a difference in our society. Dentistry is a growing industry.

Corporates such as ADP are young and we have every opportunity to make a big impact on the UK dental world.

I know I have joined a great company. We have 24 practices, which is a good start for building a business. Above all, I am struck by the calibre and dedication of our people. Whether you are a dentist, receptionist, dental nurse or in another position, you have all come across as individuals that really care about what you do. That is exactly the sort of place I want to be.

I am really looking forward to working with you.

Richard Flaye



Richard Flaye

Business Round-Up

The first five months of this year have seen some major changes within ADP, arising from the private equity finance arranged in January 2002. Several initiatives have been planned and those started include:

- DDU Clinical Governance and Training
- Practice Computerisation
- Practice Refurbishments

New surgeries have opened in Basingstoke and Mitcham and a third is due to open in Haywards Heath towards the end of the year as part of our strategy to establish ADP in high quality, purpose built surgeries. Two further developments are currently under negotiation.

We are also refurbishing our existing practices, with Epsom an example of what has been done. The next major refurbishment is scheduled for Edgware Road through the summer months.

We are steadily growing the business to become the leading dental corporate in affordable dentistry in the South of England. A measure of our progression can be seen below:

| | May '01 | Sept '01 | May '02 |
|-----------|---------|----------|---------|
| Headcount | 146 | 187 | 214 |
| Practices | 16 | 20 | 24 |
| Surgeries | 44 | 57 | 72 |



New Practice at Basingstoke

Staff Notice Board

This section is intended to be a regular feature, highlighting particular events or occasions that warrant the attention of the whole company.

This could be a qualification gained, a special announcement, a member of staff on maternity leave or the announcement of a new arrival.

If you have, or are aware of an occasion or event that you think should be brought to the attention of us all, please speak to your

Practice Manager, who will forward the details on. If you don't want her to know you are putting something forward you can always write or call, using the details on the back page. Please help us to bring situations you should be proud of out into the open so credit goes to those that deserve it.

Our first mention goes to Jitesh Patel, who also happens to be the Operations Director, who in May this year was nominated for an "Unsung Hero of the NHS" award for vol-

untary services beyond the call of duty. Congratulations Jitesh.

Practice Computerisation

As ADP continues to grow and become more widespread, it becomes important that reporting and managing surgeries and patients is done in a more efficient and consistent way.

Many people will be using a computer for the first time and even those who are familiar with them will probably not have used the Software of Excellence (SOE) programme before. For many it has been a daunting process, but there are many reasons for their introduction.

We now have a highly professional, modern image for all our surgeries. Most practices are also undergoing refurbishment, bringing them up to the best standards for our patients and also for you, who work in that environment.

All the records are held electronically, reducing paperwork and filing. We can also use the systems to educate and advise our patients for the best possible treatment.

The computers will also enable the electronic transfer of information to the DPB, meaning we can speed up all the processes of accessing and returning patient information. It will also help us to speed up all payment processes, ensuring less adminis-

trative time and confusion.

The implementation began with a pilot run of five practices - Earlsfield, Mitcham, Morden, Tooting and Wandsworth. There is a timetable in place that ought to see most the practices fully computerized by the end of July.

Whilst there have been some teething problems and frustrations with becoming familiar with the new methods, it will soon become second nature and the benefits will be taken for granted.



New Computers in Mitcham



Anne Jenkinson during SOE Training with Amanda Notman

“When we first had computerised systems, some staff threatened to leave. Having experienced what they can do, the same people who wanted to leave, now threaten to resign if the machines are taken away!” Kathryn Green, Gillingham

Clinical Compliance Update

The ADP risk management programme continued last month at the DDU headquarters in London. It was considered well-received and informative and as a result there are a number of strategies that will be put in place over the coming months. They will form part of the umbrella of Clinical Governance we must all work towards. A specific letter will be sent with further information shortly.

The DDU are highly impressed with the

quality and willingness to implement change of the ADP staff and thought the company has great potential.

The second of the four training sessions will be held in September and will be on “Consent to Treatment”, with the overall emphasis on prevention of potential complaints from patients.

We are currently reviewing the training procedures for the nurses with regards to resuscitation and CPR. Some Health Au

thorities are in discussions to standardize training in this area.



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Associated Dental Practices was founded in 1985 and has since grown to 24 practices, serving approximately 100,000 patients across the South of England. It employs approximately 70 dentists and around 150 other staff.

ADP is continuing to expand and grow as it looks to become the pre-eminent dental corporate in the UK.

If you would like further information on how you can become involved with ADP, please either write to the address on the left, or telephone during office hours, asking for either Jitesh Patel or Jonathan Woodbridge.

ADP

Offering Affordable, High Quality Dental Care

Spotlight on: Epsom

The Epsom practice has been part of ADP for 13 years. In April 2002 it underwent a major refurbishment to bring it in line with the new ADP corporate image and style.

In a little over two months the whole building has been renovated and given a modern, clean and welcoming environment. Reception is now light and airy, with wood floors and brighter lighting. The surgeries have been re-equipped and the x-ray and recovery rooms have been updated to create a nicer atmosphere.

Computerisation of the surgery was also undertaken and thanks must go to the staff: Wendy, Emma, Kelly and Nicky for persevering and being so professional dur-

ing the chaos of the refurbishment and computerisation.

Snehal commented *“Wendy and Emma have been with us for over three years. Wendy is a superb example of someone starting with little experience and having gone to the top of the ladder and still climbing. Emma particularly has taken to the computer systems and has helped enormously with the transition”*.

Patients are delighted with the results and many have made encouraging, positive remarks. All practices will receive similar attention and treatment in the near future, so if you feel your practice could benefit, sit tight!



Newly Refurbished Epsom Reception

“Patients do not often say much about a surgery to us, but many have commented and have been delighted with the results of an open, fresh looking, modern surgery” Snehal Dattani, Epsom