

Chairman's Message

ADP is investing in recruiting dentists from abroad. Why are we doing this and how are we going about it?

Some years ago, Government in its wisdom, closed down two of the UK's 12 dental schools. Since then, we have had a permanent shortage of dentists in this country. We simply don't produce enough new dentists every year.

The effect of this dental shortage is bad for everybody: bad for patients without a dentist, bad for the practice which can't cope with patient demand and bad for ADP, as it is difficult to grow when we have a shortage.

We have therefore gone abroad to find dentists who are willing to come to the UK. Fortunately, British dentistry is quite attractive. Our average incomes are higher than most and we work to good standards with good equipment and support staffing.

Whilst we may have a shortage here, that is not the case in many parts of the world. Germany, for example, currently has an oversupply.

The ADP team (Justine King (HR), Bharat (our CEO), Peter Brook and Jitesh Patel



Jitesh in South Africa

and myself) have all been abroad recently recruiting dentists. We have been to Germany, Poland (which joins the EU in May 2004), Australia and South Africa. So far, our results have been encouraging – particularly from Germany and South Africa.

In all instances, we look for dentists who have high clinical standards, who are strong in speaking English and are good communicators, who have strong personal skills and will be good team players.

In South Africa, Jitesh and I made presentations in Johannesburg and Cape Town. We have made offers to a number of dentists from all sections of the ethnic

community there. Purely out of interest (not for recruitment purposes), we visited a dentist in a black township (a poor area).

Richard Flaye

Chairman

ADP pays a recruitment fee of £1000 to any staff (some managers excepted) who successfully attract a good dentist to come and work for us. Please let Justine King in HR know if you have someone in mind.

The Practice Manager in ADP

As you may be aware I joined ADP from the R&S Group, we had a very well established system based on Practice Managers managing the practices. I was always very convinced that this role is crucial to the success of the business.



Steve Frampton with Rebecca Walker, Practice Manager, Wymondbam.

Since joining ADP my opinion has not changed, if anything my opinion has strengthened. I see this role along with that of the Lead Clinician being the building blocks for ADP in the future. Without these fundamental blocks the business will not have a strong foundation on which to build. The majority of the PMs have now been appointed and as the business grows, further opportunities will be created for those of you wishing to further develop your career within the ADP management structure.

The PM has a number of different functions within the practice. They have to balance the needs of the Dentist, staff