

“Online booking and automated recalls are irreplaceable”

NHS Dentist, based in Fulham, is a leading provider of NHS dental healthcare, and with well over 100,000 NHS patients on their books, is one of the largest single dental contract holders in central London. Practice Manager Jackie Cooper explains how **EXACT V11** has helped them to cope with such a large number of patients by automating their practice administration procedures, making them less time-consuming and ultimately far more efficient.

“We are very proud of being a purely NHS practice and providing the full range of NHS treatments to anyone who needs them. With ten surgeries across four sites, and 53 full and part-time staff, we are always extremely busy, dealing with up to 300 patients every day, so we need to run our administration processes as quickly and efficiently as possible.

We have been using **EXACT** from Software of Excellence as our practice management system for several years and recently decided to upgrade to **EXACT V11**. It has been proved an excellent decision, one that has made the day-to-day running of our practice far easier and more efficient, and we have already felt huge benefits from the additional features within **V11**.

The most beneficial features of **V11** for us have definitely been online booking and automated recalls, which have combined to ease the administrative burden on our reception team. Previously we had manually sent out recalls on a set day each month, which resulted in hundreds of incoming calls within a short space of time, leading to a very uneven workflow. Recall Manager has smoothed out these peaks and troughs by automatically sending out recalls each day as they become

due, via text, email and EasyPost, all of which has really eased the pressure on reception staff.

Automated recalls also contain a link to our online booking facility so that patients can book themselves an appointment at a time that suits them, without the need to call the practice. This has proved to be very popular, as patients like to be able to book outside of normal working hours when they are at home, which is extremely convenient for them.

We make excellent use of Workflow Manager and all our dentists and receptionists have been trained in its use by Software of Excellence. What is so good is that it brings up prompts to remind reception staff if any patient details are missing and encourages patients to book their next appointment there and then, based on the recall interval recommended by the clinician. This ultimately makes appointment booking much quicker and as we need to be really efficient on the administrative side of things, Workflow Manager has definitely made a difference.

EXACT V11 has improved our overall efficiency and convenience for patients and we feel it has been a very positive step forward in that regard. Administrative procedures

“**EXACT V11** has improved our overall efficiency and convenience for patients and we feel it has been a very positive step forward in that regard.”

have become far less time-consuming and this has allowed us to focus on improving other areas of the practice.

With over 100,000 patients on our books **EXACT** has to work hard for us. If you want to know if a feature works within **EXACT** come and talk to us! Since we have upgraded to **V11** we certainly wouldn't go back to the processes we had in place before. It is unthinkable of not having online booking and automated recalls – they are irreplaceable.”

Jackie Cooper
Practice Manager
NHS Dentist, Fulham