Best Practise

An overview of current challenges Practice Managers are facing, and successful strategies to mitigate and overcome them.

FIRESIDE CHAT FORMAT

- **Share** top-level overview of the stats

- **Discuss** 1 point & share the best practise we have seen

- **Sue** will comment on lived frontline experience

- **Question** from the floor

SETTING THE SCENE

- Amtech deals with practice managers and their teams every day.

- Amtech "care without compromise" & is driven by the core values:

  We show that we care - We trust each other We depend on each other - We get it done We are loyal

- We hear you every day & out innovation is driven by your feedback

- Survey to PM August 2023......

Top 3 challenges facing Practice Managers

Challenges	% who listed this a top concern
Staffing & HR	44%
Clinics financial well being	28%
Increasing prices of goods & services	21%

Standout Figure

86% listed Staffing & HR as a top 3 concern

STAFFING & HR

- 1 - Culture

(culture eats strategy for breakfast)

- 2 - Feedback

(Feedback is food of Champions)

- 3 – Growth plan

(Grow people to grow your practise)

•Offer more than just a job:

- Flexi Hours

- Extra leave days

- Career plan/Personal Development

- Regular CPD training

- Regular reviews

- Social clubs

- Projects focused on doing good for the community

Amtech created Acehub to help with this!

STAFF MANAGEMENT

- Listen! - People need to feel heard and be seen.

- Team focus – Culture of "we"

Amtech created Rappid online inventory management to take away noise !

- Optimise - Time

- Core values - Catch people doing things right (People need a 3-1 praise to correction. Train your team on how to give feedback effectively)

CLINICS FINANCIAL WELL BEING

- **Known costs & 'hidden costs'** – finding staff, meetings, training, onboarding, etc.

- **Know your figures** – accurate, real-time data enables you to make better decisions. (*Rappid gives immediate reports*)

- **Free up your team to add value** – ensure every team member is predominantly doing tasks that create an ROIT and ROI

- **Use technology to free up your team** (*Fully integrated systems add to the efficiency of running a practice*)

FUTURE PLANNING SUCCESSFULLY

- Time out (like you are doing now) **Start Stop Keep** review and get input from all levels of your team to ensure you minimise blind spots

- **Efficiency** - Learn what is working for them (*Reduce waste)*

- **Trend awareness** and implement changes early enough to test and measure before being forced to adopt by rapidly changing market place.

PRICES of GOODS & SERVICES

- The challenge here is being able to project forward with certainty
- **Start with what you can control**. Help your team understand value of products – basic Gross Profit understanding
- **Involve your team** in identifying areas of waste – labelling and wrong stocking example

Partner with Suppliers

- Co-create solutions with your supplier – what can they do?
    - **Better min-max** levels so less cash tied up in stock
    - **"Savings on the run"** - *Rappid* innovation to optimise time, ensure availability and secure savings
    - **Stocking systems** – "a place for everything and everything in it's place"

Q&A