



Introduction to Dental Practice Management

**Ready for a new challenge? Thinking of a career change?
Dental Practice Management could be your next step!**

The Primary and Community Care Academy, in partnership with Community Dental Services, is offering 20 fully funded places on the Introduction to Practice Management course, delivered by Thornfields. This initiative supports individuals working within North Wales General Dental Services (GDS) to develop their skills and knowledge in Dental Practice Management.

About the course

The introduction to Dental Practice Management course is designed to support both aspiring and current Dental Practice Managers. Whether you are new to the role or planning your next career step, becoming operationally effective as quickly as possible is essential. For those already in post, this is an excellent opportunity to review your existing skills, refresh your knowledge, and identify any gaps that could enhance your performance.

Learning outcomes

- Workforce management
- Involving patients and service delivery
- Using IT efficiently
- Health and safety
- Finance
- Business planning and processes

Who can apply?

The course welcomes any individual who is currently working in GDS in North Wales and are either:

- A Dental Practice Manager
- A New Dental Practice Manager
- Taking the next step to become a Dental Practice Manager

What is the commitment?

- One day workshop (09:30 - 16:30)
- Delivered online via Microsoft Teams

When is the course?

Group 1:

Wednesday 25th of February 2026, 09:30 - 16:30.

Group 2:

Thursday 26th of March 2026, 09:30 - 16:30.

How do I apply?

To apply for a fully funded place, scan the QR code.



One day course content

Operations

The first modules are based around the key operational requirements of a manager and include:

- Workforce management and managing challenging HR issues
- Health and safety and the 3 key areas for compliance in healthcare
- Patient services and how we react to feedback, complaints and CQC compliance
- IT and efficiency changes in practice, compliance and governance

Finance and business

The second section relates to business management with modules including finance, business planning, strategic direction and company structure:

- Finance, including how to maximise income, reduce expenditure, payroll, pensions and the meaning of financial accounts
- Partnerships, limited companies and alternative business models
- Business planning, business cases and effective resources to support these
- The future of healthcare in your industry sector