



STAFFORD STREET DENTAL CARE

Private Dentistry Awards
Best Employer Entry





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My Story

My name is Ashley Howaniec, I have worked for Yann and Gilly Maidment for 18 ½ years and I have found them to be exceptional employers. I started out as a Dental nurse and have worked my way up to being the practice manager. Yann and Gilly have encouraged and nurtured me along the way for this position. Four years ago they encouraged me to get a proper qualification for this position which they funded. Through the whole course they helped me achieve my qualification in Primary Care Management which I may have struggled with, without their support and guidance.

At this practice Yann and Gilly encourage all staff to get their qualifications and any other training that they need to help them grow and become the team members that will make our practice a successful one.

I started working with Yann and Gilly when I was just 21 years old and have seen them grow and evolve over the years and become the great employers that they are today.

Yann and Gilly have always put their practice and their staff first above everything else; they have strived to make their practice and team stand out above all other practices.

Over the years of working for the Maidments the practice has changed dramatically, from when I started working for them they were a struggling NHS practice, from there we have all grown into a successful and well respected private practice.

Yann and Gilly have always looked after their team really well over the years, they have always been fair as employers offering great working conditions.

We have quite a few employees including myself who have been with them for a long time. Anne Stewart has been with the practice for over 12 years and Laura Neilson has been with us now for 4 years.

We relocated about 2 years ago to bigger premises and we had to try and recruit a new team and Yann and Gilly have had to evolve even more with having a larger team to manage.

We have found that most our team members have approached us seeking employment without us having to actually advertise which says a lot.

We have regular team meetings every week discussing any issues that have occurred during the week. At these meetings all team members are actively encouraged to put their point of view across on any issues that have been brought up even any constructive criticism is welcome. Also at these meetings team members are given tasks to undertake and they are monitored and given any tools that they require helping them achieve these goals. The whole structure of the business is discussed with the whole team even down to the finances (there are no secrets). Yann and Gilly Maidment know that nothing that they want to achieve can be done without the whole team behind them so everyone is involved in decision making there is no them and us structure. We like to see ourselves as a business family.



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This year we have adopted the Paddi Lund courtesy system for the whole team. Here is a list of the performance standards, which the whole team have adopted and taken on board.

1. Speak very politely using a person's name – 'please' & 'thank you' as a minimum.
2. When you talk about a person who is not present, speak as if they are listening to your conversation.
Use the person's name in each sentence in which you refer to them.
3. If you have a problem with someone, talk about the problem only with them and in private.
4. Apologise and make restitution if someone is upset by your actions.
5. Greet and farewell everyone by name, with eye contact and a touch.
6. Blame a system not a person.
7. Tell the truth!
8. Use positive conversation.

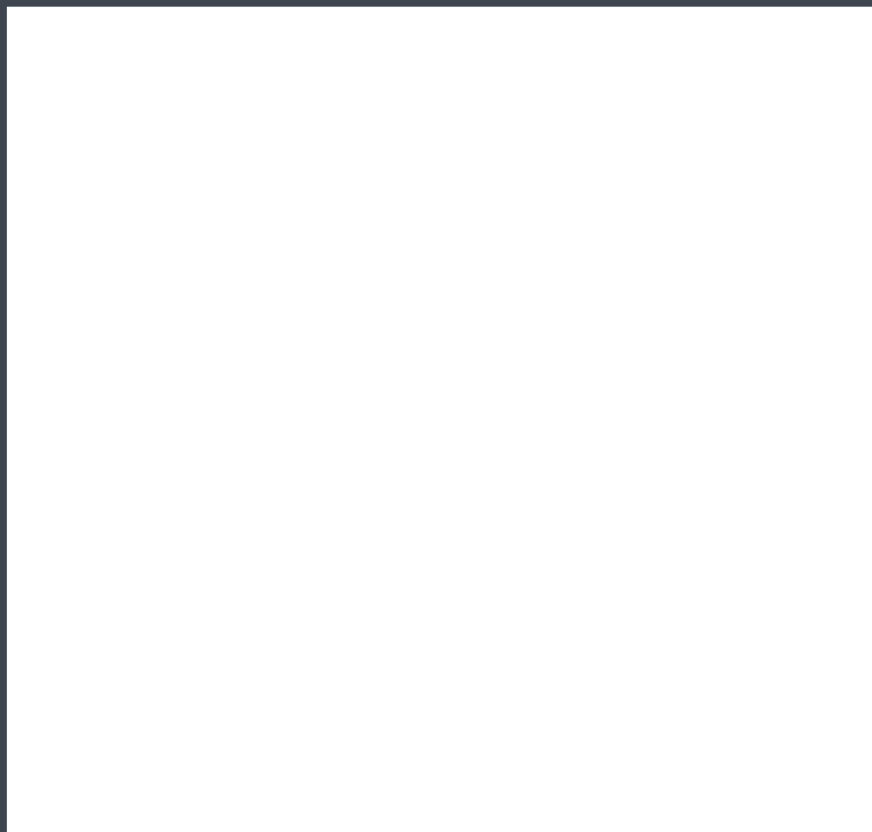
We have found after using this system that there is a much better atmosphere at the practice and the whole team are behind this 100%. Also Yann and Gilly are working on a reward system for team members, this will entail presents like a bouquet of flowers or a nice box of chocolates, or a facial rather than cash rewards which yes they are nice for the staff but gift have a little more thought put into them.

Also if there has been an extremely busy and taxing week Yann and Gilly offer the team a chance to stay behind on a Friday for a few glasses of wine to help everyone wind down and show their appreciation of the hard work that everyone has put in, this is very successful and goes down really well with the whole team.

Because of our success we have decided to try and do some charity work and try to help benefit less unfortunate people. This year three of the team members are doing the Edinburgh Moonwalk for breast cancer awareness, which takes place in June. Yann and Gilly have been extremely supportive of this and have sponsored the individual team members.

We are also working closely with the Cyrenians who have a farm out in West Linton and they arrange team building events, the whole team will be attending one in May this year planting Hedgerows for wildlife conservation. At this event we will work along side the Cyrenians and individual young adults who are trying to find their way back into the society.

We are also trying to work out a scheme with one of the organisers of this company to try and treat some of less fortunate individuals so that they can get access to high quality dental care.





Here are testimonials from the team members on why they work for Yann and Gilly Maidment.

ANNE STEWART (receptionist welcome team)

I have worked with Yann and Gilly for over 15 years. They have an excellent, friendly caring rapport with the patients. They were very supportive to me during and after a long-term illness and I was able to build up hours to suit on my return to work. The expanding practice and move to new premises has provided us with a much improved working environment. The staff are frequently treated to lunches and meals out, very important for team building!

We are made to feel very much part of a team, not as employers and employees.

LAURA NEILSON (nurse)

Stafford Street Dental Care is the best dental practice I have ever worked for as Yann and Gilly make me feel as if I am part of their family rather than a member of staff. I feel a very valuable member of staff. I have worked here now for over 4 ½ years.

ANN DAVIDSON (Hygienist)

I work as a dental hygienist for Yann and Gilly two days a week and thoroughly enjoy my sessions at their practice in Stafford Street. I work in other practices and I can honestly say nowhere else do I get the support of such dedicated and caring employers. Their attention to detail in every aspect of work and employment is second to none, with regular training and social events to encourage and develop the moral and wellbeing of the staff. I have worked with them for 4 years and look forward to many more!

MARGARET DUFF (Receptionist)

I joined the team 2 years ago the day we moved into our new premises. I Have never worked in the Dental Industry before it was all very alien to me as I had worked for many years in finance. As an outsider I have nothing but praise for all the team who have embraced new procedures, working conditions and an extra workload with great enthusiasm. I personally have been on a few courses which I have enjoyed and gained a lot from.

Chris Barrow tells me I am in the top 3 of all receptionists he is in contact with. Obviously my aim is to be number 1. This would be a personal achievement and thank you to Mrs and Mrs Maidment who are both excellent employers, their main aim is to make sure all the staff are happy in the job they do.





ASHLEY HOWANIEC (practice manager)

I have worked with Yann and Gilly Maidment for over 18 ½ years. This says a lot in itself. I started off as a dental nurse and worked my way up to become a practice manager which Yann and Gilly have fully encouraged and nurtured me for including financing a course for me in primary care management which I now have a recognised qualification for. Yann and Gilly have always been fair and very understanding.

CAROL KAY (nurse)

I have been employed at Stafford Street Dental Care for 8 months. Personally I have found Yann and Gilly very approachable, fair and accommodating. I actually feel valued here this is only the second time in 35 years of my working career. There are lots of incentives and team bonding excursions.

KIRSTY HERKES (welcome team member)

Through 14 years in dentistry I am so glad I found this practice to work in as Mr & Mrs Maidment value & appreciate all staff members input to the organisation of the day to day running of the clinic. Each team member is trained to high standard. Each member of the team is encouraged to continue in house & out house training to enhance their skills.

KATALIN TROMPOSCH (nurse)

My name is Katalin Tromposch. I am German and worked for 2 years in Dublin as a nurse for an implantologist before I've started in Stafford Street Dental Care. Gilly and Yann Maidment gave me the chance to work in their practice to get different and new experiences. The practice is on a high standard and they offer a wide spectrum of treatments. Gilly and Yann are very nice, friendly and fair people. They treat you, as you want to be treated. I am enjoying working with them.



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