# Case Study: How VetDentist Built a Confident, Accountable Team with Training-Progress

VetDentist isn't your average practice. As a specialist referral centre focused entirely on veterinary dentistry, the team sees complex cases from across Yorkshire and beyond — dealing with procedures that general practices aren't equipped or skilled to handle. Led by Bob Partridge, a specialist in veterinary dentistry, VetDentist is built on quality, professionalism, and a deep commitment to patient care.

With a close-knit team — one specialist vet and a dental resident, two RVNs, three ACAs, and Practice Manager, Nicola Major — VetDentist has fostered a culture of growth, inclusion, and high clinical standards. But with a young team, specialist equipment, and ever-evolving protocols, they needed a training and process management solution that would keep everyone informed, confident, and consistent.

That's where Training-Progress came in.

# From Underused Tool to Central Team Resource

Training-Progress had already been introduced at VetDentist before Nicola joined — and while it was useful for induction procedures it wasn't being used day to day by the whole team. There was plenty of content on the system but it wasn't necessarily kept up to date and the team where not fully engaged.

Nicola saw the opportunity to change that. "When I joined, it wasn't really being used to its full potential. But I realised it could be more than just a training tool. It could help embed knowledge, improve consistency, and bring the team together."

She began by including the team in the process of updating protocols, writing content, and building checklists. That shift — from top-down to collaborative — was key. "*Now, when we get new equipment or someone learns something new, they say 'Let's add it to Training-Progress.' They've taken ownership of it.*"

This sense of inclusion turned things around. What was once an underused platform became part of daily life at the practice — and a driver of quality improvement.

# Practical Tools That Make a Real Difference

One of the most effective features for VetDentist has been checklists. These support daily clinical workflows like morning setup and end-of-day cleaning, as well as admin tasks and pre-onboarding processes. Nicola says creating them was "*incredibly easy*" — and the team values their clarity and visual layout.

"Checklists have improved operational efficiency by providing a clear and structured sequence of tasks that reduces errors. They enhance consistency by ensuring that no steps are missed. The team stay focused and complete processes faster."

The checklists serve not just as prompts, but also as a way to track accountability. Because the team helped design them, they're invested. "It's not just another form to fill in — it's something they trust, and they know it helps."

"Checklists have been an enormous help for new starters during induction by providing a clear, structured overview of tasks, procedures and information."

VetDentist has also embraced Training-Progress's AI-Assisted Set up tool to generate quizzes and learning outcomes to support learning. Nicola (who participated in pre-release testing) acknowledges that early versions of the tool had some quirks, but recent iterations have proven genuinely useful for generating sensible, practice-specific assessments, which save time and improve the learning experience.

And the team loves the Star Points – a light-touch, built-in recognition feature. *"They'll ask me, 'Can I get a Star Award for that?'"* Nicola laughs. *"It's a young team and they really appreciate that kind of acknowledgement. But importantly the recording of the star points will come into their own at appraisal time as we will be able to recall positive experiences from over the last year"*

The platform's customisability has also been essential. *"We've adapted the templates which came with the Start-up package using terminology to fit our specialist procedures,"* Nicola explains. *"We were able to align the system closely with our clinical and administrative processes. It doesn't feel generic — it feels like ours."*

## Better Outcomes: For Patients, Clients, the Business, and the Team

The impact has been felt throughout the practice. With clear protocols and check lists, clinical preparation runs more smoothly. In some cases, this has even reduced anaesthesia times — making procedures safer for patients while reducing anaesthetic costs.

Faster procedures also benefit clients. *"Some owners travel hours to get here. If we can discharge a pet earlier, that makes a long day that bit easier,"* Nicola notes.

The platform has also improved consistency and professionalism, both internally and in relation to client experience. "*Because everything's clear, there's less room for error*," she adds. "I*t's also reduced how often I have to remind people what needs doing.*"

And for the team? Confidence is growing. New starters can see what's expected, and returning to a reference point is simple. "T*hey've helped create it, so they trust it,*" Nicola says. "*And if they're unsure about how to do something, there's a direct link to the SOP or guide.*"



## A Culture of Inclusion, Accountability and Growth

The biggest benefit of all, says Nicola, has been the sense of inclusion and shared responsibility. "*They know it's not just my system. It's theirs. That's made a huge difference to how seriously it's taken.*"

This collaborative approach has also supported leadership development and delegation. The system gives team members the confidence and clarity to take ownership of their roles — and make improvements when needed.

Training-Progress has helped create a culture where people feel empowered, supported and valued — exactly what you'd expect from a modern, progressive employer.

## Final Thoughts

Nicola's advice to other practices, especially those in specialist areas or with growing teams, is simple:

*"Training-Progress is user-friendly, customisable, and genuinely helps you deliver consistent care. But what's made the biggest impact here is that the team feel included. They've helped create it. They've seen the benefits. And they want to keep improving it."*

## Ready to Build a Stronger, Smarter Veterinary Team?

VetDentist is proof that small, specialist practices can lead the way in culture, training, and clinical excellence — with the right tools and leadership.

**Training-Progress can help you:**

- **Standardise procedures and onboarding**
- **Improve team confidence and accountability**
- **Reduce errors and enhance patient care**
- **Free up your time as a practice leader**

## Take Action

BOOK A DISCOVERY CALL TODAY!
To find out how Training-Progress tools can help your team and your business thrive.