



‘The patient journey is of the utmost importance to me’

Louise Card (also known as Louise Peters), 53, is a dental practice manager in Tonbridge and has been a dental nurse for over 37 years. Louise is also a CQC Registered Manager and Safeguarding Lead, and even goes into work on her day off!

I originally come from London but now live in a small village called Yalding in Kent. I usually get up for 6 am as I like to spend 30–45 minutes alone in the garden before I leave for work.

I’m married to Dave and have a son called William who is 25. He still lives at home and says daily that he’s not moving out! He is engaged to Jade, a dental receptionist at our practice.

Breakfast: what’s that? I generally eat some fruit at around 10 am.

I live about 20 minutes from work, so not too much travel. I usually go by car or sometimes train.

I always like to arrive at work at least 30 minutes before anyone else – it’s my quiet time where I can review and plan my day.

I am Practice Manager at Tonbridge Gentle Dental which is part of Enamel Holdings. My very supportive boss is called Zakary Smith. I have worked here for almost two years now and I have the best team around me.

My working day usually starts at 8 am and generally finishes at 6 pm at the practice.

I tend to work Monday to Thursday but if I need to cover nursing or reception then I can work on Fridays and Saturdays. Even if I don’t work on my day off, which is a Friday, I always go into work just to make sure everything is okay.

My days tend to be split between making sure policies are up to date (we have an amazing compliance team behind us at Enamel Holdings), making sure my team are okay, answering emails, making sure the books are full and dealing with any problems (if they arise).



From left to right: Noor, Muna, Louise, Nutan and Manrupa - all are trainee dental nurses except for Nutan, the head nurse

Gentle Dental the best practice, both financially and in terms of providing the best patient journey!

My own goals are to do a course in practice management and gain a qualification, so I can better support and propel the practice. I think we are extremely lucky to have fantastic management supporting us.

We see a wide range of patients with different needs and expectations. I love seeing how happy we make our smile makeover patients and what a difference it makes to their lives. At Tonbridge Gentle Dental we offer a wide range of treatments, from great straightforward dentistry to expert Invisalign, dental implants and complex smile makeovers.

Making sure our patients have the best treatment and patient journey is of the utmost importance to me.

I think the pandemic hit our services very hard. I did triage all through COVID-19 at my last practice, Victoria Road Dental Care in Horley, and listened to some heart-breaking stories. I must admit I did think: 'can I still do this?' and the answer was YES.

I love dentistry and am very happy in my role. I think my whole team do an amazing job and are really a great and supportive team. The team of 16 comprises eight amazing dentists, four wonderful receptionists and four fabulous nurses (my Head Nurse Nutan is my right hand).

We are very lucky to have CPD and indemnity paid for by our employer and we do in-house training every year. I also belong to lots of dental groups where I do a lot of reading and get free CPD.

Outside work my time is taken up by my rescue dogs, Princess Mimi, a Teapot French Bulldog, and Handsome Horrid Henry, a Bulldog. I'd love more rescue dogs but there is no room on my bed!

Besides rescuing furbabies, I also do flower arranging and love gardening. I also really enjoy meeting up with my girlfriends and going to lunch or on a trip to London every few months.

Interview by Kate Quinlan

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I got into dentistry when I was 17-years-old by accident really. A local job came up and I applied for it. I didn't get the job as the employer said I was too young and I should get life experience first! Which I did, in another dental practice; then I got the original job 20 years later and that's when I began my practice management journey, which I love.

I started in a small practice just outside my

hometown and then I joined the Community Dental Service. I've only worked in a few practices and have now found my forever job (I hope) at Tonbridge Gentle Dental. Although Enamel Holdings are a corporate, each practice is individual, which is great and as I mentioned, Zak Smith really looks after us.

My goal for this year is to make Tonbridge