

# 15 years of dental payment administration services

DPAS celebrates its 15th anniversary. **THE PROBE** reports on the day...

**O**N July 15, DPAS welcomed over 100 guests to its Wiltshire Headquarters, which nestle within the Fonthill Estate, in the rural countryside of Tisbury.

Providing entertainment for the day, The Cosmic Sausages band brought a highly entertaining aspect of audience participation to the proceedings. At 15:00pm, Quentin Skinner, DPAS chairman, gave a 15-minute speech, which was his own, personal review of the previous 15 years. To further fit-in with the "15" theme, at 15.15pm guests toasted to DPAS and the next 15 years.

During his speech, Quentin briefly explained his motivations for starting DPAS in the first place, and his desire to offer a solution to dentists who felt ready to move on to a new stage of maturity, offering dental plans as the optimal funding method

for dentistry, but under their own control and practice identity. And so, DPAS (Dental Payment Administration Services which it was then termed) was born in 1996. The company's aim is to provide a no-nonsense, great value solution for practices who want to ease their conversion to private practice and simultaneously solve the headaches of payment collection.

Andrew Warren, a long-time friend and colleague of Quentin, also played a leading role in the formation of the company.

As the business grew, DPAS needed to develop its internal systems. So, the Board heavily invested in installing a fully operational print department to handle the printing of practice brochures and mailings to patients, all done on behalf, and with full agreement, of the practice. Significant investments were also made into its patient registration software and automation across the organisation. This helped improve the overall efficiency of the operation.

Quentin reminisced about the tidal wave of applications prior to the 2006 contract



change, which caused the local post office to upgrade their van to a larger model. He also brought the audience up-to-date with a brief comment on the political state of the profession and provided an update on his

views on CQC compliance.

Directors and staff of DPAS thanked their guests for their support over the years, and look forward to everything that the future might hold. ■