



Clinic Efficiency Report 2026

Prepared by: Heighton Ltd

For Private Medical Practices (Guildford & Surrey)

Executive Summary

The modern private practice faces a "triple threat": complex **PMI (Private Medical Insurance)** reconciliation, the transition to the **CQC Dynamic Assessment Framework**, and the rising expectations of self-pay patients. This report identifies the three primary "leaks" where clinical time is currently being lost to "Shadow Admin."

1. The PMI Revenue Leak (Billing & Reconciliation)

In 2026, insurance providers have increased the complexity of claim submissions.

The Problem: 12% of private practice revenue is currently "trapped" in aged debt or rejected claims due to minor administrative errors.

The Heighton Solution: We manage the "Billing Lifecycle" from initial authorisation to final reconciliation in systems like **Cliniko** or **Semble**.

The Impact: Reducing DSO (Days Sales Outstanding) by an average of **18 days**.

2. The CQC "Always-On" Compliance Burden

The shift from periodic inspections to the **Dynamic Assessment Framework** means

your evidence must be contemporaneous.

The Problem: Practice Managers spend an average of **6 hours per week** manually collating evidence for the "Safe" and "Well-Led" key lines of enquiry.

The Heighton Solution: We maintain your digital evidence vault in real-time, ensuring that staff training logs, risk assessments, and patient feedback are audit-ready 365 days a year.

The Impact: Eliminating the "Panic-Prep" phase and ensuring a "Good" or "Outstanding" trajectory.

3. Patient Triage & Conversion

Patient loyalty in Surrey is high, but responsiveness is the primary driver of new registrations.

The Problem: 40% of new patient enquiries go to voicemail during peak clinic hours, leading to a **35% drop-off** in potential new registrations.

The Heighton Solution: We provide seamless "overflow" triage. We qualify the patient, check the consultant's availability, and book the initial consultation directly into your diary.

The Impact: A measurable increase in new patient conversion rates without hiring additional onsite reception staff.

The "Heighton ROI" Calculation

Administrative Task	Internal Staff Cost (est.)	Heighton Specialist Model	Net Monthly Gain
Billing/Debt Chasing	15 Hours / Month	Included in Retainer	£450+ Saved
CQC Evidence Logs	20 Hours / Month	Included in Retainer	£600+ Saved

Lost Enquiry Recovery	£1,200 Potential Revenue	90% Recovery Rate	£1,080 Recovered
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"Heighton Ltd doesn't just reduce your workload; we secure your clinic's financial and regulatory future.

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