Unlocking your practice’s full potential

More capacity, better care and sustainable growth for private GP practices



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TOPDOCTORS® GROUP

How to scale a non-scalable business

Why private GP practices struggle to scale

Limited capacity

Clinical hours and consultation slots are finite.

Growing demand

More patients, and higher expectations of fast access.

Administrative burden

Calls, diary, notes, billing and follow-up compete with care.

Operational leaks

Value is lost every day before the patient reaches the GP.

WHERE CAPACITY LEAKS

- Missed calls
- Empty slots
- Last-minute cancellations
- No-shows
- Disconnected systems

> **“Your practice may be fully booked, but is it operating at its full potential?”**

+100,000 specialists, clinics and hospitals | USA – LATAM – Europe – Middle East



+275M patients

+160 hospitals

+4.000 clinics

+90.000 specialists

A complimentary, one-to-one review of your practice

Three simple steps to unlock your practice's full potential

1

Define your goals

Your priorities and what success means for your practice.

2

Diagnose
Analyse your practice

How calls, diary, admin and follow-up work today, and where capacity leaks.

3

Build your tailored action plan

Personalised, practical recommendations to grow with the resources you already have.

Complimentary · One-to-one · Tailored to your practice

Unlocking the practice full potential

01
Right patients
Attract patients who match your expertise and services.

02
Maximum capacity
Keep wasted slots to a minimum.

03
More clinical time
Less unnecessary admin, more time with patients.

04
Stronger relationships
Follow-up, continuity and new activity from your own patient base.

> ***"Before investing in more resources, are we making the most of the resources we already have?"***

Top Doctors
Working with doctors, clinics and hospitals across Europe and Latin America.

Where are you losing capacity and revenue?

Before recommending any technology, we find where value is being lost

CONVERT

Do enquiries become appointments?

Missed and out-of-hours calls, booking

OPTIMISE

Is your diary fully used?

Cancellations, no-shows, waiting list

CARE

How much clinical time goes on admin?

Notes, letters, repetitive tasks

RETAIN

Do patients come back when they should?

Recalls, reviews, continuity

A COMPLIMENTARY, ONE-TO-ONE REVIEW OF YOUR PRACTICE

1. **Define your goals** →
2. **Analyse your practice** →
3. **Build your tailored action plan**

A connected, AI-powered practice

THE PROBLEM	WHAT CHANGES	THE OUTCOME	
Unanswered calls	AI-assisted reception, 24/7	**Recovered appointments**	AI Phone
Cancellations, fragmented diary	PMS, reminders and waiting lists	**Better diary occupancy**	Global PMS
Too much documentation	AI clinical assistant, reviewed by the GP	**Clinical time recovered**	TD Listener
Missed follow-ups	Automated, well-targeted communications	**Continuity of care**	Global PMS

"The real value is not in having more technology. It is in making technology work together."

Practice A: example of an average practice performance today

Same team, same hours: what the practice could add every month by closing its leaks

PRACTICE A TODAY

2 GPs · 1 receptionist
Private GP practice

480
consultations a month (12 per GP a day, 20 days)

€75
average fee per consultation (hypothetical)

€36,000
revenue a month

GROWTH LEVER	ASSUMPTION	PATIENTS / MONTH	€ / MONTH
Connected diaries Patients book online 24/7, even when reception is closed	1 extra online booking every 2 working days	+10	€750
AI Phone Every call answered, so no patient is lost	~70 missed calls a month (33%) × 17% conversion	+12	€900
Last minute cancellations Fewer no-shows and empty slots	5% no-shows (24 a month), halved	+12	€900
AI Scribe 10% less time per patient on notes	48 slots freed (10% of 480); half filled	+24	€1,800
Nurturing your own database Bring existing patients back for the care they need	8% of 100 eligible patients a month	+8	€600

Monthly growth potential
+14% on today's activity · ~€59,400 a year

+66 patients a month **€4,950**

Illustrative practice with hypothetical assumptions. 33% missed calls: Top Doctors data. 17% call-to-appointment conversion: real Global AI Phone case. Gross revenue, not margin. Assumes enough demand and no overlap between levers.

Real results: every call turned into revenue

Three client clinics (dermatology, gynaecology and orthopaedics) · June to September 2026

INCREMENTAL REVENUE GENERATED

~€10,700

Revenue that would not exist without the assistant: appointments from calls that would otherwise have gone unanswered.

x3.4 incremental return: every €1 invested generates €3.40 of new revenue

x5.7

return on investment

Based only on actual revenue already billed

€18,071

already billed

From consultations booked by the AI and already held

733

new appointments

Plus 389 future appointments already in the diary

100%

of calls answered instantly

4,453 calls in 4 weeks, with peaks of 50 an hour

~200 h

of phone time a month

That reception now spends on patients

98%

of patients stay on the line

Only 2 in 100 hang up when they hear the assistant

Your practice, your potential

Book your complimentary Practice Growth & Efficiency Review

1. **Define your goals**
   Your priorities and what success means for your practice
2. **Identify your opportunities**
   Attract, convert, optimise, care and retain
3. **Build your action plan**
   Personalised, practical recommendations

Scan to book your free review

> **“The question isn’t whether your practice can work harder. It’s whether it could work smarter.”**