The Daily Huddle

- **Yesterday's successes**
  - Treatment plans sold
  - New patients recruited
  - Recommendations obtained
  - Social media connections
  - FPI production per fee-earner versus daily target
- **Yesterday's concerns**
  - Equipment faults
  - Low stock levels
  - Patient complaints
  - Team concerns
- **Follow up calls (patients to ring from the previous day)**
- **Late cancellations from yesterday and reasons**
- **FTA's from yesterday and actions**
- **Gaps in the diary for today's emergencies**
  - Next long treatment slot available
- **Lab work in or due**
- **Today's lists**
  - Email addresses and newsletter consent
  - Opportunities to hand out Smile Checks
  - Referral business cards to be handed out
  - Selfie request (Instagram or Facebook)
  - Check in on Facebook request
  - Review on Facebook/Google or other site
  - Testimonial (short video, written, long video)
  - Membership
  - Feedback forms (NHS or Private)
  - Special events or dates
- **Special notes about patients today**
  - Disability needs
  - Tricky, nervous, unhappy, demanding, slow payers, disorganised
  - Has the patient been referred to us - by whom?
  - Any thank you's for reviews or recommendations?
  - Ambassadors
  - Personal events in patient's lives

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Email: coachbarrow@me.com **Tel:** 07508 184044
www.coachbarrow.com