

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
