## 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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