

Controlling the controllable

NO CONTROL	LITTLE CONTROL	SOME CONTROL	COMPLETE CONTROL
The Return to Work (RTW) Date	SSP Rebates	Furlough	Communication with patients, team, clinicians, suppliers, lenders, community, family & self
Abatement on NHS payments	The disinterested team member in furlough	Redeployment	Building a reservoir of new patient consults
PPE requirements in phase 1 of RTW	The new SOPs	CBILs	Preparing for MAD dentistry
How soon you will be able to deliver AGP procedures	Clinical Remuneration	Bounce Back Loans	Leadership
Whether your indemnity company will cover you	PPE supply and pricing	Business Grants/Relief	
	Business Interruption Cover	Financial forecasting	
		Workforce deployment in RTW	
		Referring patients to UDCs	
		The new patient journey	

“We are what we repeatedly do, therefore, excellence is not an act but a habit.”

- Aristotle