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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