# 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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