



**Ready for the revamped
Redgum newsletter???**

Well, here it comes!!!

High 5's

Lots to celebrate this week!

High 5's to Dillan and Brandon for racing through their job lists

- Cementing path at back of clinic
- Cementing pad for new shed behind cattery
- Shed nearly put together
- Moving the tank from the new puppy school area
- Re-covering 'Chestnut's' yard
- And finally..... all those tree tops are FINALLY in the skip and the area cleaned up!!

Big High 5 to **Caitlin** for doing her first co-consult shift!!

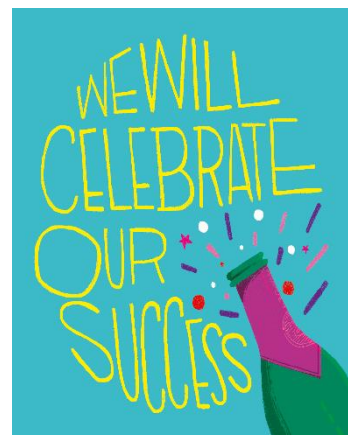
High 5 – we have a new section up and running on the portal – **Staff Documentation**

This is where you can find documents like

- Staff employee handbook
- Vet Induction and Training

And more to come! So, if you are looking for something specific, this will be the go-to place in the future. Keep an eye on this section as new documents are added.

This will be a regular feature of our new newsletter – so if you have a high 5 – or your team mate has one – please make sure to tell me so we can share it with the whole team!



Team Reminders

OK, so we do need to keep our eyes on the everyday!

A few reminders from this week-

Advance puppy/kitten bags – please make sure that ALL puppies and kittens get one of these AND fill in the Advance paperwork. Do this as part of your puppy/kitten nurse consults.

Just a note about the language we use – when talking about boarding, and explaining how the times tick over to the next day – use Nikki’s idea of – its just like a hotel. At 11 o’clock it ticks over to the next day. Please don’t use words like – if you don’t pick up before 11, its an additional charge.

New tick sheets – thanks everyone for taking these on board, and for following the lunch times as listed. It just means that the day runs so much smoother and everyone gets their lunch break at a reasonable time.



When booking a hotel admission – make the bill. Then if that animal goes to grooming or has a clinic appointment, make the appointment as per normal, but don’t click on it to open the invoice (this just makes a new invoice). Find the animal in unfinished bills and add to the existing invoice. Steve has sussed out some new ways of labelling



thank you!

appointments, so that it will warn us that there is an existing bill from Boarding – Thanks Steve!!



Biggest Win

What's our biggest win for the week???

I reckon its making **MORE THAN ONE** lunch time and afternoon huddle!!!

Its always hard to introduce a new idea, especially at a time when everyone is either running or at lunch..... but, these are worth persevering with!!

This is the time you can ask for extra help if you are not getting through your checklist. Or maybe you can say, Im all done... Im free to help out! It's the teams way of helping each other out every day, and also gives some clarity around if the shifts are working, if extra time is needed, or if we need to make changes.

So, thanks team, for putting in the extra effort on this one – **WE WILL GET THERE** – maybe we need to find a better place to meet, or change the time -or come up with something new – but however we do it, this is a great start!!

Focus Point

No clues for guessing this one!!



Yep – its all about the DENTAL!!

As a team, we came up with the number of 28 dentals to be done in the month of March.

How are we going?

This week we have done 2 dentals. Next week we only have 2 booked... **OOPS!** This isn't going to get our target!!

Ive checked the red pins and there are only 2 booked in there for Liz and they aren't the two booked for next week.

So guys, Im guessing that you are struggling with this one. Lets make this our focus for next week – practice your scripts, practice what you will say to clients. Because we now know the health implications of a dirty mouth; we know its actually a welfare issue to **NOT** do it; and **WE KNOW** we would **DEFINITELY** want our dentist to look after our mouths better than this!

February KPI'S



We took a real
dive last month –
almost all our KPI's are down!!

Consults 193

Average transaction value 163 (target 200)

Vaccinations were up – but we had Pika Wiya in that -307

Ear cytology 10 (we had 24 in January)

X-rays 27 (we have mid 50's in January)

Bloods 38 (72 in January)

Dentals 12 (25 in January)

Yes, we have had some quieter days, BUT we also need to ask the question – are we treating in the best possible way? Are we doing all we can do for this animal? Are we recommending what this animal needs, as if money was not an object? (are we allowing our voices to be clouded by our judgement of the person and what they will spend?) AND Are we booking in now, doing follow up calls properly so that animals are coming back when they need to AND are we following up really, really well?

These are the big questions guys!!

And on that note – its OVER
and OUT!

Remember we
are all part of
the Redgum
team!

Lets work
together – it'll

make it a lot easier AND a lot more
enjoyable!!

P.S. I'd love some feedback – what do you think of this
new format!!

