



A formal Redgum welcome to the newbies over the past month or so!!

**PATRICK
- WHAT**

AN AMAZING ADDITION TO REDGUM! ROG AND I (AND ALL THE TEAM) ARE SUPER, SUPER PLEASSED TO HAVE PATRICK ON BOARD!

Kate-Lyn - The quiet achiever!! And doing a brilliant job of picking up on the software, products and all the bits and pieces that make Redgum unique

Kate - The most recent new addition - Kate is very quickly picking up the kennel hand role and also learning the ropes of boarding! A HUGE learning curve, with lots to take in!!

Welcome Aboard!! To each of you.

High 5



*Super dooper big High 5 to **JiaYi, Ellie and Amber** for the fantastic client emails post surgery!! These are having a really positive impact on the clients and are critical to our high level of*

customer service!! Well done girls – you are taking Exclusive Customer Care and making it GOLD!!

Team reminder

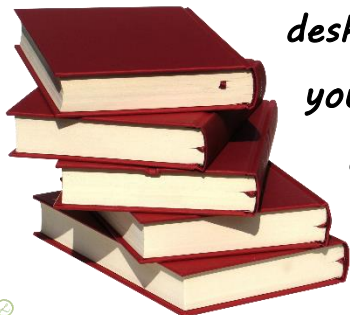
A few changes and reminders for the next few weeks

Louise will be away from Monday 30th through to Monday 13th September (I may come in through that last week, but certainly not for full days)

In my absence, Steve will be heading up any staffing or admin issues; any nursing issues please direct to Nikki and Molly

Co-consult Nurses

Please ensure the white sheets are being completed and put on my desk daily. These little guys are designed to help you remember what you need to cover in your co-consult role. Ive also noticed the ‘book it in nows’ are not happening to the same degree as when we first introduced it. If you are



struggling to book these in the consult, please make use of the front desk staff, and ask them to rebook when the client leaves the consult room and moves to the desk for payment. ‘Hey Steve, could you please book Fluffy in for a follow up visit next Friday’ OR ‘Hey Amber, can you please book a follow up call for Fluffy for next Wednesday to check how the medications are going’.

Kate will be picking up the kennel hand role – while Im away, please guide her and direct her to any jobs you need done

Whats on in the next few

weeks?



Zoetis training next Thursday 2nd - 12.30pm - Zoetis will be providing lunch. This will be a zoom meeting, so to make it easier, two groups can watch as once (one inside the house and one from my office). There is handout information in the black bag on top of the archive box in my office. I would really like as many staff as possible to sit in on the

training - 1 hr - from 12.30 - this is all about the itchy dog, and will help us to help them!!

Roxby dates for September -

- 14/15th Patrick and Ellie
- 21st/22nd Roger and Amber
- *School holidays start Friday 24th - for two weeks*
- *Students Monique and Grace from Leigh Creek here 20-24th*
- *Ellie will be at TAFE on M/T/W 6/7/8th September - and will come back with heaps and heaps of knowledge to share with the team!!*
- *Dillan has test and tag training on Thursday 9th from 8-12. Kate will be in the kennels.*
- *Donna is on leave from Thursday 3rd and back on deck on Tuesday 14th Sept.*
- *There will be no clinic and no call for the weekend of 4/5th Sept. Ive put a post on FB to alert clients of this.*
- *Training with Peter - September 16th 12.30-5 at the Western. Clinic close at 12; have your lunch and meet up for a 12.30 start.*

- **Staff fun night – Pastoral Hotel September 27th – for you and your partners! A night where we can just relax, get to know each other better, and see who can build the biggest tower! No! Promise it will be a new activity.....**

Biggest Win

I think the biggest win over the past couple of weeks are the gems from Vetlink that Amber has been able to share with us! The order book and prescriptions are fantastic and a great use of Vetlink that we just haven't known about. So, thanks Amber!! Really appreciate your sharing!!

Front of building

Im loving the blackboard and the super cute little pics!! Great work team!! Whoever brings the flags in at end of day, also bring the blackboard in. Whoever puts the flags out, also welcome someone!! Try to make it a new client, or a new animal.

Have you heard???? We are going to welcome a brand new Redgum baby!! Guess Who?????





Focus Point

We all agreed at the staff meeting to concentrate on two areas for this month! I know the month is all but over, but lets give it our best shot on the last two days!!

So lets all work to smash out those pre-anaesthetic bloods and dental bookings on Monday and Tuesday!!

AND have a fantastic weekend team!

