

# Newsletter

4-8-22

## High 5



*A big high 5 to Rog and Ellie for a super mammoth Roxby trip! Well done guys on keeping on going through a couple of super busy days!!*

Also a huge high 5 to Suzie, the money Queen for persisting with reluctant payers and getting some payments on their accounts!!



Welcome back to Donna, Patrick and Nikki from leave/sick leave! Great to have the team back on board!!

## Team reminders

Quite a few reminders this week –

*Boarding – the change over time from one day to the next is 12 noon – in line with boarding staff lunch. So if a client picks up before 12 noon, they are not charged for that day, if they pick up after 12 noon, they have moved to the next day in terms of charging.*

There are some changes to the roster for next week –

Ellie is off Thursday 11<sup>th</sup> and Friday 12<sup>th</sup>

Ellie and Amber to swap shifts on Wednesday; Emily and Austin to also support the co-consult role (phones) on Thursday and Friday.

Amber was rostered off on Friday; this will not be possible now – sorry Amber!!

Amber will pick up the treatment nurse role on Friday.

**Cat Carriers – Austin has done an audit of cat carriers this week, and we are missing three cages. This means they have been lent to clients and have not been returned.**

**Please note – when lending out a carrier, there is a \$20 fee which is then refunded when the cage is returned.**

**We should note that the client has a cage on their notes, and put a reminder in the diary of the date when it is due back, and follow up if it isn't returned.**



I'm a bit concerned about the language being used in the clinic.

We don't all have to be best mates, but we do all have to work together, and our language to each other will be with respect.

I appreciate that situations will occur where you might feel

frustrated, or angry. The better way of dealing with this is to bring it to me; we will put it out on the table and work through it. Speaking harshly, or negatively only serves to put someone down and isn't how we work at Redgum.

**Co-consult review – there is a new document, which outlines how the co-consult will work; who does what and how within that process.**

**Please follow this fully – we can only gauge the value of change if everyone follows the same processes.**



## KPI (key performance indicators) feedback for July



- Dentals 20
- Primary consults 303; vaccinations 266 = 569 (industry average is 52/FTV for each of these, which for Redgum is 156).
- So, dental bookings represent 3.5% of uptake from the possible consults. Industry average is 9 dentals per full time vet, which for Redgum = 27

- Revisits 12% (industry average = 35%)
- Bloods/histopathology 79 (industry average = 18/FTV)
- Imaging 68 (industry average = 36/FTV)
- Average transaction value 198 (industry average = 240)

So, what does this mean?

We are seeing way above average consults and vaccinations, yet we are not capitalising on them. Our diagnostics are good, but given the huge number of consults/vacc, the figures show we are not working up the cases to the animals best advantage.

Revisits are very low, so people are not coming back so we can check on progress OR we are charging a full consult on this, which would also account for the high number of consults. So, Im not especially worried about the revisit numbers, as long as records show me that we are following through with checking of progress.

Dental numbers have improved slightly – about 3 or 4 more in a month. Given the HUGE number of primary opportunities, this number should be sitting around 40-45 per month.

I just want to clarify, these figures are not based on Redgum; they have been developed from the culmination of data from clinics across Australia, and across a variety of clinic types and locations, so there is a true averaging of data.

Redgum will have some levels of variation – that would be expected. But, mainly what the data shows me is that we are working really hard with consults and vacc, and yet if we capitalised more on these, we could have a bit easier life, and we would be making the lives of Redgum patients much better as well.

## Whats on next week?

- Roger and I will be out of the clinic next Monday – we will be picking stock up in Adelaide.
- Olli has next Friday off
- Ellie starts her leave on the 11<sup>th</sup> and will be away for the next week as well

## Biggest Win

Biggest win for Redgum is that Joey is now on board!! A very steep learning curve for her as she begins to adopt Redgum ways, so help her out and give her some time to get used to everyone and everything!!

Here's to a fantastic weekend team. Hope the weather is brilliant and you get to enjoy some outside time!!

