

What we saw, and where we would start.

Before the call we looked at your Google profile, your website and your social media. This is what we agreed, in the order it makes sense to tackle it.

COMPANY	CALL	YOUR CONTACT AT TMI
Example Physiotherapy	30 minutes, by video call	Miguel Pudivitr
01 What is not clear today	■ On Google you are “Example Physiotherapy, Ltd.” and on Instagram “@physio.ex”. Someone looking for you does not see at once that it is the same clinic. ■ The top of the website talks about “health and well-being”. It does not say what you treat or for whom. ■ Booking is by phone only, and the phone is answered until 6 pm. Anyone who works until then is left out.	
02 What we would tidy up first	1 The Google profile. Correct opening hours, the specialities written out and real photos of the clinic. It is the first place a new patient looks. 2 The top of the website. One sentence that says what you treat, and a button to book. 3 The same name and the same photo on Google, on the website and on social media.	
03 What can be automated	■ Appointment confirmations. Today reception calls each patient the day before. An automatic message, with a reply to confirm or rebook, takes that task away. ■ The invitation to review. Sent in the same way to every patient at the end of treatment, never hand-picked.	
04 What we would leave as it is	■ The posts with the team. They get the most response and show who welcomes the patient. Keep going.	

What now?

If you want to go ahead with us, we would start with points 1 and 2 of block 02 and send you a written quote before any work. If you would rather handle this yourself, the order is the same. This summary is yours either way.