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What is a VIP Review?

A VIP review is an important time for you and your team members to celebrate successes and to set personal and practice goals. They can take your team from good to great which in turn will improve the patient journey and practice results. It is a chance for you to check in with your team and align their goals with that of the practice. We want to stretch our team and turn them from the best to even better performers.

How often do I have a VIP review?

Each team member should have a review twice a year. Although this may feel like extra work, we have condensed the forms down and focussed the questions to encourage a conversation. Research shows that shorter, more frequent reviews have a higher success rate than a lengthy yearly appraisal. This is because the discussion is more direct and current. By reviewing goals half yearly, more objectives can be set and current ones adapted to keep up with our rapidly changing industry. If you want to do a more regular review with your team then this is fine too. It may not have to even be the full review, just look over the last objectives you set.

How do I prepare for a VIP review?

Invite your team member to their review with at least two weeks notice. Plan a room, time and date and don't let anything get in the way of this. A review shouldn't be on the spur of the moment. By planning the review and treating it as an important event, your team feel valued and in turn will be more on board with what is being talked about. Allocate at least 30 minutes for each review. The objectives set in previous reviews should be revisited and reflected on. Have specific examples and evidence of how they have performed to avoid generalisations.

Who fills in what?

When you invite your team member to their review, hand them a copy of the form, make sure they understand it and answer any questions. They should then take it with them and fill in what they can prior to meeting with you. By doing this, the conversation is instigated by them and how they see their role and performance in practice. As they have had chance to review and fill in the pack themselves, they know what is expected and can have real examples of their performance ready to talk about, rather than having to think on the spot, allowing for a more meaningful conversation.

Which review do I use?

VIP FISH

This review is used for FISH / Practice Managers. The FISH reviews are focused more towards how they coach their team to deliver an amazing patient journey.

VIP Review

This review is used for all other practice staff who are not FISH or practice managers. The VIP review is tailored towards how the individual contributes to the patient journey.



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VALUING INDIVIDUAL PERFORMANCE (VIP) REVIEW

What do we talk about?

We still follow our philosophy of FISH – Finding Inner Self Happiness. The review is a tool to be used to explore what delights your team, what frustrates them and how they fit in to your practice. Tailor their objectives so they support the individual but also work into your practice goals and values. Consider the team member's career plans and how you both fit in to this mutually.

How does the VIP Review link to poor performance?

Sometimes we have members of the team who aren't performing in line with the requirements of their role. A review can be used to highlight poor performance but shouldn't be the first time it's mentioned. A review shouldn't contain any surprises and a more informal approach to any poor performance should have been taken before it is raised in the review. If you have any performance issues in practice then please contact HR@hakimgroup.co.uk for support.

What do I do with the review afterwards?

Once you've completed the review, email a scan to HR@hakimgroup.co.uk who will upload this on to PeopleHR. The VIP review is a working document and by having it on PeopleHR, is accessible to both you and your team. When the next review is due, you both know where to find it.

More information

For more information on how to nail a VIP review, here are some links which can help:

<https://www.breathehr.com/blog/six-tips-on-how-to-conduct-an-effective-performance-appraisal>

<https://smallbusiness.co.uk/how-to-conduct-staff-appraisals-23579/>

<https://www.traininghand.com/staff-appraisal-tips/>

For any help or guidance, please contact HR@hakimgroup.co.uk



VALUING INDIVIDUAL PERFORMANCE (VIP) REVIEW

Timeline

Plan in the review date, time and a room. Allocate at least 30 minutes per review



Invite the team member to their review with at least one week's notice. Give them the relevant VIP review to take away and complete ready for when you meet



At the review, talk through their form and build objectives based on your conversation and feedback



Scan the VIP review and send it to HR@hakimgroup.co.uk



Plan the next review in for 6 months' time



Keep coaching conversations and feedback alive between VIP reviews