



## About

Eve Ovendon is an Independent Children's Occupational Therapist, taking referrals from parents and case managers for children with a physical disability.

She found that she was spending a lot of time on admin; thinking about the processes, learning business on her feet and worrying she was missing something or could be doing things in an easier way.

## Solution

Eve and I first worked through the half-day business boost, she received a full comprehensive report on her business. Eve already knew she wanted further support so immediately signed up to work with me on the 3-month intensive Strategic Operations Service.

We worked together to help review her therapy packages and pricing. From that putting together some invaluable brochures. We worked on setting up a brand new system to enhance her business even further. We met weekly to work through these using a working document with action points in between our meetings. Always on hand to give advice and support.

## Results

Eve now has clear therapy packages in place that are easy for parents and case managers to understand. These have clear parameters so everyone knows what to expect. We reviewed her fees and adjusted them to reflect the market and her costs and time.

She now also has systems in place with a clear customer journey. Her notes systems, templates and diary links are now saving so much time that she can take on an additional client, thereby increasing her income.

***"I now have a professional-looking business, that I am sure will help build my reputation. I have more headspace, I know what I am doing, and this helps me to switch off at the end of the day to spend time with my family."***

***I really lacked confidence at the beginning of the process, but Becky was reassuring and took things at a pace that felt comfortable. She was professional, yet very friendly, always contactable and responded to me quickly. Becky was efficient and always delivered on what she promised. I will be seeking her support again in the future."***



Eve Ovendon, Eve Occupational Therapy  
<https://eveot.co.uk>