

# Putting the Patient First

## Customer Care & Communication Skills in the NHS

### Onsite Training Workshops 2018

*“The patients must be the first priority in all of what the NHS does. Within available resources, they must receive effective services from caring, compassionate and committed staff, working within a common culture” Francis Report, 2013*

This is a one day workshop aimed at all NHS Staff. Delivered on your premises to your team, this workshop will be tailored to your training requirements. The trainer will work closely with you to ensure the content of your workshop reflects your objectives and requirements, always ensuring the outcomes are successful and can be measured. The workshop is designed to increase the awareness of service user relationships, and its importance and impact on your organisation.

- Attendees will:**
- Understand the impact of your behaviour on others
  - Learn how to handle challenging situations & people
  - Develop effective communication techniques
  - Understand patient expectations
  - Identify how and why perceptions are formed
  - Demonstrate a positive attitude
  - Take ownership

This workshop can also be used as evidence to the **CQC** of your commitment to improving patient care through staff training and contribute towards achievement of the **Knowledge and Skills Framework**. It also supports the

#### What the delegates say:

*“Great engagement opportunity to reflect on previous failings and recognise how to move forward in the future.”* NHS South Worcestershire CCG

*“This workshop should/could be disseminated and repeated to all staff grades.” “Very useful to stop & think about the impression we may give & how we can create a better impression.”* The Calderdale Royal Hospital

*“I have seen a general uplift in staff returning from this session. Thanks for helping getting the conversation started on the importance of values and beliefs in ourselves, each other and the service we deliver.”* HSSD, Jersey

*“Even though I have worked for the NHS for 28 years & dealt with people both face-to-face and on telephone, this workshop still made me think about my own communication skills etc. I found this extremely useful & informative & would recommend to other colleagues, including GPs!”* Dr Tyreman & Partners, Barnsley

**Interested?** Please contact Marie Cherry for further details:

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