

# Putting the Patient First

## Customer Care and Communication Skills in the NHS Virtual Training Workshop

This is a one-day virtual workshop for NHS professionals, reinforcing customer care best practice so that patients receive the best possible experience through our people, always Putting the Patient First.

### Examples of workshop content:

- ✓ Understanding the impact of your own behaviour on others
- ✓ How to handle challenging situations and people
- ✓ Effective communication techniques
- ✓ Understanding and managing patient expectations
- ✓ Identifying how and why perceptions are formed
- ✓ Proactive versus reactive behaviour
- ✓ Demonstrating a positive attitude
- ✓ Taking ownership

The workshop is designed to look at an individual's attitudes and behaviours and how they impact on the provision of service to both service users and colleagues.

### Who is this workshop aimed at?

This workshop is aimed at all NHS staff and provides the necessary skills and tools for them to take back to the workplace and implement immediately.

From trainee and qualified medical staff to front of house staff and administrators - any member of staff communicating with patients, co-workers and stakeholders are welcome to attend.

### About the workshop

- ✓ 'Bespoke' to each organisation's needs – looking at your requirements and ensuring the content reflects your objectives and that the outcomes are successful and can be measured.
- ✓ Participative in nature and specifically designed to increase the awareness of service user relationship building, and its importance to the organisation.
- ✓ Using exercises and various other materials including self- assessment tools which will help to challenge behaviours and attitudes helping promote an excellent service to all service users and work colleagues.
- ✓ Length of workshop: 1-day start/finish times to suit individual organisations.
- ✓ No of attendees: Minimum 8 - Maximum 12
- ✓ A virtual workshop delivered to your chosen team.

### Further workshop benefits

- ✓ Can be used as evidence to the CQC of your commitment to improving patient care through staff training
- ✓ Supports the appropriate "Francis Report Recommendations" that relate to the service that is provided
- ✓ Contributes towards achievement of the Knowledge and Skills Framework
- ✓ Development of 'Actions Plans'

As a result of this comprehensive training workshop the staff would then be inspired by the service they provide and want to apply best practice techniques to develop and support not only patient relationships but also each other.

*"Best course I've been on regarding customer care/verbal skills etc."* The Huddersfield Road Partnership, Barnsley

## Price and Package

All onsite virtual workshops booked before the 14<sup>th</sup> December 2020 will receive the discounted rate of just £995. This can work out as little as £83 per attendee (based on 12 delegates). This includes:

- ✓ CPD Certificates of attendance, to contribute to members' continue professional/personal development
- ✓ All materials – including hand-outs and evaluation analysis

## Contact Us

To discuss any of the above please contact Marie Cherry, National Performance Advisory Group:

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## Client and Delegate Testimonials

Cynthia Wilson from South Tees Hospitals NHS Foundation Trust contacted NPAG to deliver Putting the Patient First. Her Trust has now had 14 successful training days with NPAG. Read their story:

*“Following Patient Experience surveys and interviews an area of concern identified by service users was the attitude of some of our receptionist staff. Users advised us that they felt ignored, a nuisance, that there was lack of a smile or eye contact. This was contrary to the Trust’s philosophy “Of Putting the Patient at the Centre of everything we do” and as reception is the window to the organisation it was not a perception that the Trust wanted for our users. As a result, the Organisation wished to pursue Compassionate Customer Care Training, initially for our receptionist staff.*

*An internet search identified several companies which would provide this training; evaluations of those lead us to choose NPAG. Following discussion with Sheila Fisher, the course deliverer, a bespoke course was developed which concentrated on behaviours and impact of those on our service users. Sheila was very committed to working with us to develop the course around our Trust core values.*

*We have now had 14 days of training delivered by Sheila with demand for attendance outstripping capacity. Feedback from attendees has been extremely positive with the message spreading to more staff who are asking for the opportunity to attend training. The wish to attend has spread beyond receptionists and has been opened more widely. More than 95% of attendees rated the course as excellent or very good and a frequent comment has been that it is the best course ever attended.*

*NPAG have been great to work with and we would highly recommend them to any organisation wishing to offer similar training to their staff.”*

*Cynthia Wilson, Divisional Manger Radiology, South Tees Hospitals*

## What the Delegates Have to Say:

***“Excellent session. Really thought provoking, very inspiring.”*** NUPAS

***“A great mix of attendees working together. Thoroughly enjoyed the practical work and tailored to our needs.”*** Stockport NHS FT

***“I think that this workshop should be set out as mandatory for people, to take a step back, think and realise are they delivering 100% care and compassion.”*** Alder Hey Children’s Hospital NHS FT

***“Thank you for a very thorough workshop.”*** Richmond Community Education Provider Network

***“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 to get the conversation started on the importance of values and beliefs in ourselves, each other and the service we deliver.”*** HSSD, Jersey

***“I think this course should be compulsory to all staff on a 2-year turnover. To remind them what we are trying to implement within the trust.”*** Leeds & York Partnership NHS Trust

***“Everyone in the trust should have to attend this training annually so that we always aim to put patients first!”*** Hounslow & Richmond Community Healthcare NHS Trust