

Putting the Patient First

Customer Care & Communication Skills in the NHS Virtual Organisational Training Workshops 2020/21

To be passed to:

Directors of Nursing, Directors of Training,
Directors of People and Culture
Education & Learning

“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 workshop was originally developed as a direct response to the Francis Report recommendations. The workshop has since evolved to further embrace the **NHS People Promise**: *“This is a promise we must all make to each other—to work together to improve the experience of working in the NHS for everyone.” NHS England and NHS Improvement.*

This one-day virtual workshop is aimed at all NHS Staff. The agenda is designed to increase the awareness of the service user relationships, and its importance and impact on your organisation. The programme is bespoke to your objectives and will reflect on your organisational core values, ensuring the outcomes are successful and can be measured.

By the end of the day participants will have a skill set that enhances their ability to:

- ★ Understand the impact of their 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

Further workshop benefits include:

- ★ Evidence to the CQC of your commitment to improving patient care through staff training
- ★ Supports the “Francis Report Recommendations” that relate to the service that is provided
- ★ Contributes towards achievement of the Knowledge and Skills Framework
- ★ Development of ‘Actions Plans’

Attendees will 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.

“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 & the service we deliver.” HSSD, Jersey

Meet the Trainers

Sheila Fisher, Training Consultant

Impact Training Consultancy Services Ltd

Sheila has 27 years of experience as a qualified Training and Development professional, 9 years of which within the NHS as the Organisational Development Training Manager in a large Acute NHS Trust. Sheila is enthusiastic, dedicated and a self-motivated person who enjoys supporting change in the workplace through existing and new initiatives. Sheila’s passion is in Organisational Development working closely with teams to enable them to be efficient and effective within their role to provide a quality service not only to their colleagues but to their clients. Sheila’s diagnostic approach enables her to design, develop and provide the right bespoke packages to meet the needs of any organisation that she works with. Sheila is experienced in working in multi-disciplined environments and has worked a variety of sectors inside and outside of the NHS.

Jaskiern Kaur, Training Consultant

“People are my passion. We will all at some point in time be in receipt of the services we deliver. Working in the NHS for over 15 years I have progressed through operations to senior management level enabling me to understand both operational and strategic challenges. Currently leading the Equalities agenda through an Organisational Development lens at a large NHS trust allows me to bring current challenges to the table at all levels. To support this, I am also a specialist Advisor for the CQC.

Values led programmes of work are close to my heart, supported with real time data I have a niche platform to which I am able to highlight and debate our unconscious bias that challenge our everyday practices.”

Interested? Please contact Marie Cherry for further details:

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