

In house Enhancing Customer Care Session

This enjoyable, interactive workshop will increase all delegates understanding of the importance of every single interaction with a patient in order that they may represent their practice with warmth in a professional manner

With patient expectations rising and increases in aggression, it is essential that teams are skilled at managing conflict safely and constructively

The course gets the delegates/ teams to think about their personal reactions to patients and what they can do differently

Using a mixture of theory, practical exercises and discussion this training will give delegates the skills to be able to deal with patients confidently, professionally and with warmth

This session is vibrant, fun and challenging, but sends the delegates/ teams away with a real strategy to make a difference

Session Overview

- What is customer care in a surgery?
- Some facts about customer care
- So what do our patients expect?
- The difference between face to face and telephone communication
- Guidelines for excellent telephone behaviour
- Building relationships with our patients

Objectives

By the end of the session delegates will have understanding of:-

- anger and why different staff groups are treated differently
- why some patients arrive 'ready for a fight'
- the patient's perspective
- how to manage your response
- calm the patient
- generate trust
- not to take it personally

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Feedback from October 2013 In house session

I knew that I could confidently rely on Spot on Solutions to provide us with a training course that very specifically met our needs, and that's exactly what we got - even better the trainer motivated all our members of staff to go away and put into practice our new approaches - absolutely Spot on!

Melanie Ward, Practice Manager, Gladstone House Surgery

Just a short note to say how impressed we were with the training delivered by Spot On Solutions. It was engaging, thought provoking, and the trainer's enthusiasm for the subject showed through. Thank you for organising such a helpful session

Dr Arvind Mistry Gladstone House Surgery