

Customer Service in Health & Social Care Setting



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Overview

Delivering Service Excellence in Health and Social Care has been designed to help participants provide world-class service to patients, other service users and partner organisations. In this sector where excellent service and effective communications can make all the difference to the customer experience, high quality customer service is crucially important to improve the experience of patients and their relatives, many of whom are likely to be in a stressful situations.

Course content:

The following topics are covered in this course.

- Service in Health and Social Care
- Identify the needs and expectations of patients, residents, their relatives, friends and carers, visitors and your colleagues
- Develop the skills needed to provide excellent customer service on a consistent basis
- Encourage effective internal communication and teamwork
- Deal with difficult situations more effectively
- Enhance your image and reputation and service
- Promoting your organisations
- Improving Care

Entry Requirements:

This programme is designed for people who work in health and social care. This programme delivers a mix of lively instruction, group activity and self-assessment, enabling participants to develop an insight into the importance of customer service as well as showing them how to improve their own performance.

Assessment:

We can deliver this course on your premises, reducing costs in respect of additional time out and travelling. Our trainer will carry out on going assessments.

Qualification

On completion of the course. All delegates will receive Certificate of Attendance

Duration of course

Depending on module

Attendance Options

Days/Evenings/Weekends