

Receptionist Training

There are four subjects covered in the receptionist training being provided, the detail of each sessions shown below.

Each course will run during Target (13.00 – 16.30) on the dates shown below and there are 15 places for each course. If you would like to attend one or all courses which are in your Target Group, please send expressions of interest to leeds.confedtraining@nhs.net.

Exceptional Customer Service

Learning Outcome:

The key objective of this workshop is to enable primary care staff to consistently work towards delivering exceptional customer service while working under pressure. The workshop will provide delegates with an opportunity to enhance their customer service skills in line with patient need and practice requirements.

Improving the Patient Experience

Learning Outcome:

By the end of this interactive workshop, delegates will understand the importance of the Patient Experience Survey and the access and choice targets that should be reached. They will have examined the expectations of the patients and looked at creative ways to manage these effectively using a range of communication tools.

How to Deal with Violent and Aggressive Patients

Learning Outcome:

This workshop provides operational front-line staff, in Primary Care, with the skills and understanding to be have greater confidence in dealing with any aggressive behaviour, which they may experience, safely. It also provides the opportunity for personal reflection as well as peer-to-peer learning.

Promoting Quality and Handling Complaints

Learning Outcome:

By the end of this workshop delegates will understand the NHS complaints procedure and be able to identify the key responsibilities and actions required at each stage. Delegates will also be able to handle complaints in primary care effectively using this procedure. This workshop will also focus on the need for a quality approach and quality standard. Delegates will be able to identify the needs of patients and service users and design and implement quality standards to meet these. This programme will conclude with delegates completing a quality action plan to implement their standards and plans for their evaluation.

Target Group A		Training (15 delegates)	Training (15 delegates)	Training (15 delegates)	Training (15 delegates)
June	17-Jun	Exceptional Customer Service	Improving Patient Experience	Violent and Aggressive Patients	Promoting Quality and Handling Complaints
September	09-Sep	Exceptional Customer Service	Improving Patient Experience	Violent and Aggressive Patients	
November	11-Nov	Exceptional Customer Service	Improving Patient Experience	Violent and Aggressive Patients	
February	03-Feb	Exceptional Customer Service	Improving Patient Experience	Violent and Aggressive Patients	

Target Group B		Training (15 delegates)	Training (15 delegates)	Training (15 delegates)	Training (15 delegates)
June	22-Jun	Exceptional Customer Service (2)	Improving Patient Experience (2)	Violent and Aggressive Patients (2)	Promoting Quality and Handling Complaints
September	14-Sep	Exceptional Customer Service	Improving Patient Experience	Violent and Aggressive Patients	
November	16-Nov	Exceptional Customer Service	Improving Patient Experience	Violent and Aggressive Patients	
February	08-Feb	Exceptional Customer Service	Improving Patient Experience	Violent and Aggressive Patients	
Target Group C		Training (15 delegates)	Training (15 delegates)	Training (15 delegates)	Training (15 delegates)
June	01-Jul	Exceptional Customer Service	Improving Patient Experience	Violent and Aggressive Patients	Promoting Quality and Handling Complaints
September	23-Sep	Exceptional Customer Service	Improving Patient Experience	Violent and Aggressive Patients	
November	25-Nov	Exceptional Customer Service	Improving Patient Experience	Violent and Aggressive Patients	
February	17-Feb	Exceptional Customer Service	Improving Patient Experience	Violent and Aggressive Patients	