Kathy Howarth - Commercial Director

Hannah Harwood - Operations Director

Your Trusted Training Provider

We've been around since **1983**

We're rated **'Good'** by Ofsted

We've been a trusted NHS training partner for **over 10 years**

Who we work with…….and more

NHS
Oakwood Surgery - Notts
Church Street, Mansfield Woodhouse, Notts, NG19 8BL

NHS
Abbey Medical Centre

NHS
Nottingham
University Hospitals
NHS Trust

NHS
East Midlands
Ambulance Service
NHS Trust

NHS
East Bridgford Medical Centre

plainsview
est. 1953
surgery

Orchard
Medical Practice

NHS
Eastwood Primary Care Centre

PLEASLEY
SURGERY

NHS
Danes Camp Medical Centre

NHS
Bilsthorpe Surgery

NHS
Greenfields Medical Practice

plainsview
est. 1953
surgery

KINGFISHER FAMILY PRACTICE

NHS
Tudor House Medical Practice

Melbourne
Park
Medical
Centre

NHS
Eastwood Primary Care Centre

Fairfields
Practice

NHS
Newthorpe Medical Practice

Business Administration Apprenticeship

- Level 3
- 15 - 18 month duration
- Start dates flexible

Customer Service Apprenticeship

- Level 2 and 3
- 12 - 15 month duration
- Start dates flexible

Learning Skills Mentor Apprenticeship

- Level 4
- 12 - 18 month duration
- Start dates flexible

Team Leader Apprenticeship

- Level 3
- 15 - 18 month duration
- Start dates flexible

Healthcare Support Worker Apprenticeship

- Level 2 and 3
- 12 - 21 month duration
- Start dates flexible

Half Day Workshops

Boost your team’s skills with practical, interactive sessions designed to deliver immediate impact.

- Effective communication
- Presentation skills
- Conflict management
- Resilience coaching

Mental Health Courses

Accredited courses

- Mental Health Awareness (½ day)
- Mental Health Champion (1 day)
- Mental Health First Aid (2 days / 4 x ½ days)
- Mental Health Skills for Managers (½ day)
- Supporting Team Mental Health and Performance (2 x ½ days)

Non-Accredited courses

- Managing Mental Health in the Workplace (½ day)

Bespoke Programmes

Customised learning solutions to enhance workforce skills

- We deliver bespoke programmes developed with employers to meet specific skill gaps and operational goals.
- We provide flexible delivery options on-site, online, or through blended learning to fit seamlessly with workflows.
- We offer employer support and free recruitment service

Enhancing patient experience through effective communication

Enhancing the patient experience

By the end of the session, you will:

- Understand what great customer service looks like in the NHS.
- Recognise the principles of customer service in the NHS.
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- Learn how to handle challenging interactions with empathy and professionalism.
- Understand how to embed the NHS values in practice.

Enhancing the patient experience

Two Myths and a Truth – NHS Edition

A. Non-clinical staff don’t influence patient experience.

B. NHS staff handle over 1 million patients every 36 hours.

C. Using medical jargon helps reassure patients.

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Two Myths and a Truth – NHS Edition

The age category of the most frequent users of the NHS is…..

A. 65-74
B. 75-84
C. 85+

(Fuchs, 2018)

Enhancing the patient experience

Two Myths and a Truth – NHS Edition

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Enhancing the patient experience

Two Myths and a Truth – NHS Edition

The age category of people most likely to complain about the NHS is…..

A. Under 55s
B. 55 – 65 years old
C. Over 65s

Older generations most likely to use the NHS but least likely to complain if unhappy | Parliamentary and Health Service Ombudsman (PHSO)

Enhancing the patient experience

Two Myths and a Truth – NHS Edition

The age category of people most likely to complain about the NHS is…..

A. **Under 55s – 48% - likely to complain**
B. 55 – 65 years old – 44% likely to complain
C. Over 65s – 41% likely to complain

Older generations most likely to use the NHS but least likely to complain if unhappy | Parliamentary and Health Service Ombudsman (PHSO)

What does great service look like?

- Safe
- Effective
- Caring
- Responsive
- Well-Led

(CQC, 2022)

Core Principles of NHS customer service

- Personalised
- Reasonable adjustments
- Clear language
- Shared decision making
- Contact point for patients
- Managing appointments, delays and cancellations
- Interim information and services
- Communication methods

(NHS, 2023)

Communication that builds trust

Which do you think matters more in patient interactions:

- What you say?
- How you say it?

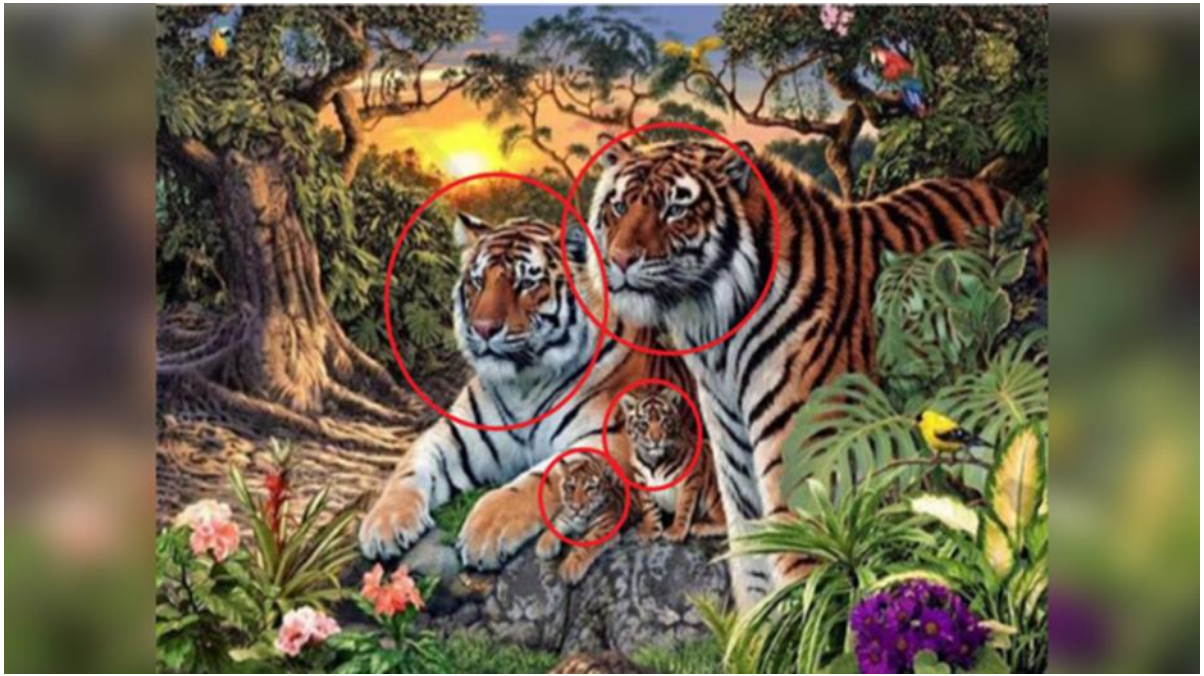
Communication that builds trust

Which do you think matters more in patient interactions:

- What you say?
- **How you say it?**

Communication that builds trust

Communication that builds trust



Communication that builds trust

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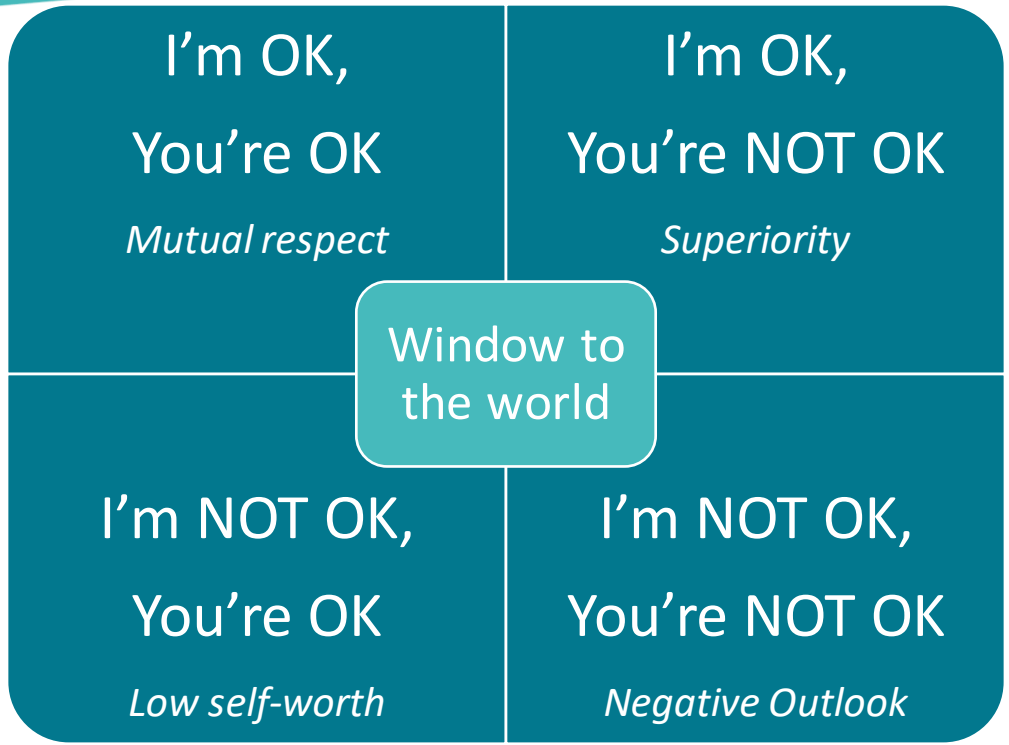
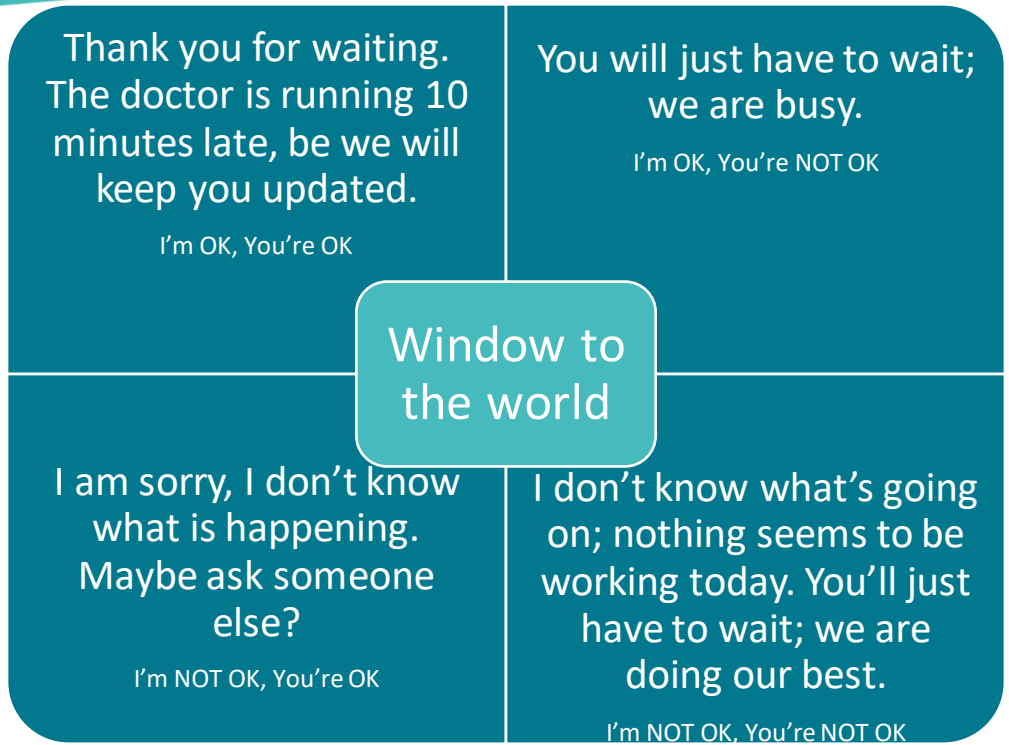


Communication that builds trust



Communication that builds trust

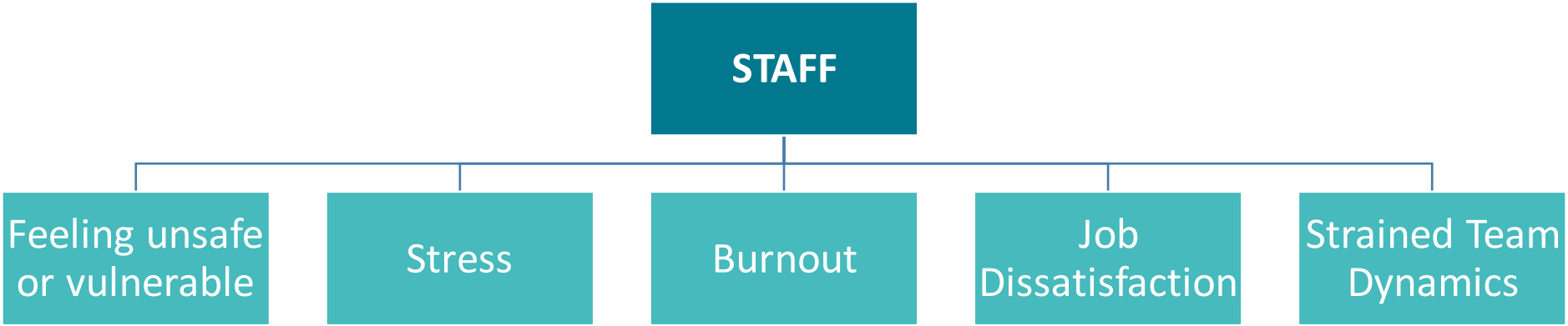
Managing challenging interactions

Why it happens?

- Stress
- Fear
- Pain
- Confusion
- Unmet expectations
- System delays

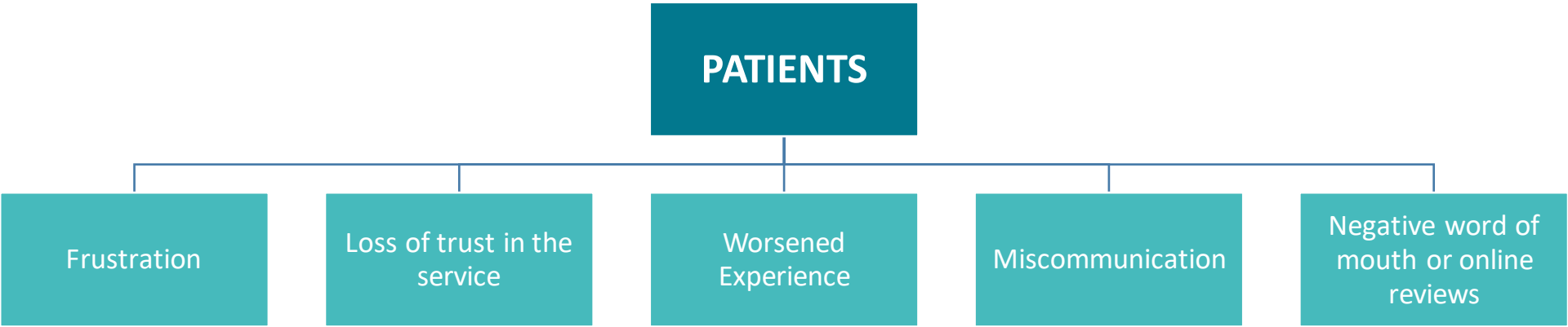
Managing challenging interactions

The Impact



Managing challenging interactions

The Impact



Managing challenging interactions

How to Respond.

L Listen

E Empathise

A Acknowledge

P Provide next steps

Managing challenging interactions

L – Listen (actively)

- Give the person your full attention.
- Let them finish speaking without interruption.

Managing challenging interactions

E – Empathise

- Show you understand their feelings.

  “I can see this is upsetting for you.”

  Empathy doesn’t mean agreeing, it means acknowledging emotion.

Managing challenging interactions

A – Acknowledge

- Validate their concern and clarify the issue.

  “Thank you for explaining that. I understand why this matters to you.”

Managing challenging interactions

P – Provide next steps

- Offer a clear, calm plan.

  “Here’s what we can do now…”

  Even if the solution isn’t immediate, giving a next step reduces uncertainty.

Embedding NHS values

NHS Values:

- Respect and dignity
- Commitment to quality of care
- Compassion
- Improving lives
- Working together for patients
- Everyone counts

Embedding NHS values

Respect and Dignity

- *Every patient deserves to feel valued and respected*

Commitment to Quality of Care

- *Excellence in care starts with excellence in communication.*

Embedding NHS values

Compassion

- *Kindness is remembered long after the words are forgotten.*

Improving Lives

- *Every interaction is a chance to make someone's day better.*

Embedding NHS values

Working Together for Patients

- *Great care doesn't happen alone; it happens when we support each other to support our patients.*

Everyone Counts

- *Every patient. Every colleague. Every time.*

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Final Thought

You may be the first voice they hear, the first face they see,

and it may be the first moment they feel cared for.

ACCESS TRAINING
Est. 1983

Thank you
Q&A

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Want to explore how Access can support your organisation?

Speak to our Engagement team today.