

# PATIENT CUSTOMER SERVICE SKILLS

COURSE CONTENT OVERVIEW

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This online Patient Customer Service Skills course is designed to help those who work in the health and social care sectors improve their patient care skills, including listening, body language and communication, in order to exceed patient's expectations and provide them with the best customer service every time.

The course looks at the NHS standards and compassion drive in order to ensure learners are up-to-date with their knowledge about patient care and customer service.

### **Module One: Introduction**

This module looks at why patient customer service is important and outlines both the NHS and CQC care standards. The module explains how you can identify patients' needs and ensure you go above and beyond with your service.

- The importance of customer service
- The cost of poor customer service
- Who does customer service refer to?
- NHS standards
- CQC standards
- Patient expectations
- Going above and beyond
- Types of patient

- Asking questions
- Explaining and apologising
- Admitting to mistakes
- Being empathetic
- Handling complaints and abuse
- What to say
- Personal safety
- What to do next
- Evaluating your customer service

### **Module Two: Body Language and Listening**

This module explains the importance of using body language to create rapport and trust and looks at how you can ensure you are listening actively to your patients.

- Your appearance
- Open and closed body language
- Creating rapport and trust
- Honesty gestures
- Eye contact
- The importance of listening
- Active listening

### **Module Three: Communication**

This module shows how you can improve your communication skills in order to acknowledge needs, remain polite and look after your patients well. The module also looks at the NHS compassion drive.

- Types of communication
- Self-awareness and confidence
- Politeness
- Acknowledging needs
- Being compassionate
- Positive phrases
- Avoiding jargon
- Beginning and ending interactions
- Being professional
- Over the phone

### **Module Four: Dealing With Complaints**

This module explains how to effectively ask questions, apologise for mistakes and remain empathetic to ensure patient complaints are understood and dealt with appropriately. The module looks at personal safety what to do if a patient becomes abusive.

## Aims of the Training

By the end of this course, learners will:

- Understand the importance and benefits of having excellent patient customer service skills.
- Know the expected care standards set by the NHS and CQC.
- Understand how body language and listening play an essential role in providing good customer service.
- Be able to adapt their communication style to the individual patient and their needs.
- Understand the importance of being compassionate.
- Understand how to deal with patient complaints effectively and safely.
- Know how to evaluate patient customer service through feedback and staff training.