

Customer care training

Our tried and tested customer care training has been co-designed with NHS colleagues to address critical aspects of patient and customer interactions.

We are proud to have worked with more than 100 NHS organisations across the past 15 years, with over 10,000 staff participating.

Our customer care training options



Improving the Patient Experience

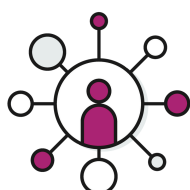
Audience – Primarily patient facing staff

Delivery – Face to Face

Time – Full Day

Attendees – min 6, max 20

Our gold standard offer for patient-facing staff includes a full-day session with an expert facilitator to explore excellent customer experience and how to support each other in delivering it. Participants will leave with a personalised action plan for team and individual improvements.



Empathic Telephone Communication

Audience – Primarily patient facing staff

Delivery – Live online

Time – 3hrs

Attendees – max 24

As patient interactions move to phone and virtual spaces, this session supports staff in roles where this is key. Participants will enhance their skills in communicating effectively, offering support and reassurance in both routine and challenging conversations.



Customer Care for Corporate Staff

Audience – Corporate & non-patient facing staff

Delivery – Live Online

Time – 3hrs

Attendees – max 24

Caring for our staff is just as important as caring for patients. This session supports staff working with colleagues, departments, and partners eg. staff working in Payroll, OD & Training, IT, Finance and Communications. Participants will reflect on how effective communication can improve relationships, well-being, and productivity.



Customer Care Online Course - NEW

Audience – All staff

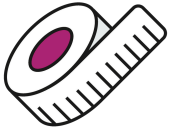
Delivery – Self-directed online

Time – Approx 90mins total

Attendees – unlimited

Our self-paced online course lets staff explore customer care from anywhere. With interactive modules and a CPD-accredited certificate, it's a great way to engage staff and complements our full-day offering.

Tailored Support



While our standard offers meet the needs of most teams, we're happy to discuss any specific requirements.

We have experience adapting solutions for Ambulance Services, 999 Call Handlers, and Pathology Networks. We can also help create a tailored package to suit your organisational needs. Get in touch to see how we can add value for you!

Why choose us?

Our facilitation team

Our facilitation team is what sets us apart. Each member of the team brings a wealth of experience and knowledge to the training they deliver. Perhaps more importantly, they also bring kindness, empathy and understanding to each and every session.

How you will benefit

Our customer care training enhances patient satisfaction by equipping teams with the skills to communicate empathetically, manage challenging interactions, and create a supportive environment. This not only improves the patient experience and builds trust but also aligns with NHS values of compassion and respect.

What NHS staff say

” *The session was unlike other communication skills sessions...with practical advice and a realistic outlook with the patient as a customer.*

” *I am very glad to report that, since the team attended the training, we have had no complaints at all in the outpatient area.*

” *To be honest, your course has changed my staff's outlook. From those that attended, I have already seen two promotions within the hospital, and much improvement in terms of ensuring follow-through.*

Contact us

To find out more or book training for your organisation, please email admin@nhselect.org.uk. You can also [find out more on our website](#).