

Improving the Patient Experience Overview

Description:

COVID 2020 seemed to have change much of what we know as good empathetic communications with patients, family and carers. We have swapped closeness and empathetic touch with distance and virtual. Communications through masks and PPE have certainly added an extra dimension to the way we use body language in our communications but the core premise to good patient experience is combining great clinical outcomes with empathetic, personalised care and communications. As Maya Angelou once said ‘...people will forget what you said, people will forget what you did, but people will never forget how you made them **feel**’.

This course takes you on an emotional journey of reflection, feelings and seeing patient experience from a different perspective from our own. It will inspire you to do better, share your experiences, create empathetic teams and re-engage on the reasons why last month or 25 years ago you applied to work in the national health service.

The workshop will cover:

- Reflecting on social trends, latest thinking and consumer behaviour on customer service in a pandemic and how these are displayed in healthcare
- Exploring what contributes to an excellent patient experience in a healthcare setting
- Developing skills in listening, oral, video and written communication, maximising the human component of customer interactions
- Become far more skilled in reading the nonverbal clues your customers are providing—in person and on the phone / video
- Learn how to respond in ways that create a far more satisfying customer experience.

The following will be used to aid learning: online quizzes, videos, Slido interaction, break out discussion groups and ‘how would you react’ scenarios (depending which online platform your organisation uses).

Outcomes:

- Understand what a patient / customer focussed service feel and look like
- Identify objective measures by which improvements can be demonstrated
- Improve your emotional listening skills for clues to what patients and their family want

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