

GP & Practice Staff Event

Improving Customer Service in General Practice



Essential workshop for GPs and Practice Staff

Wednesday 7 May 2014

Led by [Clarimed Medical Training](#), this highly popular customer relations training course is fun, interactive and highly relevant for practice staff working face to face or on the telephone with patients or relatives. Delegates will study communication skills and recognise behaviour patterns by taking a third party position when interacting with the highly professional actress workshop. Using an action plan, delegates can discuss and swap ideas when considering a patient centred service within their practice.

Time: 1.00pm – 5.00pm (registration and lunch from 1.00pm – 1.30pm)

Venue: Holiday Inn Kings Cross Bloomsbury, 1 King's Cross Rd, London WC1X 9HX

Cost: £75 (inclusive of VAT) for attendees from Londonwide practices
£90 (inclusive of VAT) for attendees from practices from other areas

Please complete the [booking form](#) to reserve your place. Please keep terms and conditions for your reference.

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GP & Practice Staff Event

Workshop name	Improving Customer Service in General Practice
Target Audience	GPs, Practice Managers, Practice Nurses and Healthcare Assistants
Duration	3½ to 4 hours
Format	With a combination of presentations, discussions, practical exercises and an actress workshop this event is a thorough and effective educational experience.
Presenter	Claire Duncan has more than 20 years' experience working with health professionals. She trained as a registered general nurse at Guy's Hospital in London, has worked as an A&E Sister and a practice nurse and founded Clarimed Medical Training in 2005. Claire has a contagious enthusiasm for delivering high quality, stimulating training.
Overview	<p>The programme enables understanding and learning in the following areas:</p> <ul style="list-style-type: none">• Seven stages of success• Gaining trust and building rapport• Face to face service and attitudes of practice staff• Telephone communication• Making your practice 'patient centred'
Aims	That each delegate achieves a level of self awareness so their behaviour, thinking and service can be adapted to differing situations ensuring a consistently excellent patient journey. The delegate will attain the skills to work towards completing a customer service competence at work within 12 weeks following attendance at this workshop.
Learning outcomes	<p>By the end of this training course, participants will be equipped to:</p> <ul style="list-style-type: none">• List the seven stages of success in customer service• Construct a personal action plan for delivering excellent customer service and a patient centred practice• Identify the importance of team work• Direct an actress workshop which will identify skills to effectively build and break rapport• Recognise and effectively use a communication tool when handing over to patients and staff colleagues• Gain a patient perspective

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Booking Form: Improving Customer Care in General Practice
Wednesday 7 May 2014

The cost for attendance at this workshop is **£75 for attendees from Londonwide practices** and **£90 for attendees from practices** from other areas. Places are limited so please complete the form below and return it with your cheque, payable to 'Londonwide Enterprise Ltd', or tick the box if you wish to pay by BACS, for the attention of Karen Cooper Karen.Cooper@lmc.org.uk at Londonwide LMCs, Tavistock House North, Tavistock Square, London WC1H 9HX by **Friday 2 May 2014**.

Name: _____
Practice/contact details: _____
Postcode: _____
Email address: _____
Dietary/Access requirements: _____



Please tick this box if you would like to be invoiced and pay by BACS

Terms and Conditions

Londonwide LEAD – All bookings are subject to the terms and conditions set out below. The person making the booking accepts all terms and conditions as set out herein on behalf of those named. The fee includes refreshments and a copy of the event documentation and is inclusive of VAT.

Booking Conditions – A confirmation will be sent by email within five working days from receipt of your booking. Please contact us if you have not received confirmation within ten working days. You can choose to pay online via credit card/debit card or request an invoice to secure your booking. An invoice will be sent to you by email within ten working days of the request. Payment must be received before the event date.

Cancellations/Substitutions – Cancellations made at least four weeks before the event date will be charged at 10% of the invoice total. Cancellations made between this date and at least two weeks before the event date will be charged at 50% of the invoice total. Cancellations made after this date will be charged the full invoice total. We regret that any cancellation after this date cannot be refunded, and that refunds for failure to attend the event cannot be made. However you can send a substitute delegate at any time. Cancellations and substitutions must be made in writing to lead@lmc.org.uk.

Access Requirements – To help us ensure that all delegates attending the event are able to participate fully, please let us know about any requirements you have when you complete the form.

Dietary Requirements – We always provide vegetarian options at our events, but please inform us on the form if you need us to cater for any other dietary requirements.

Data Protection – Londonwide Enterprise Ltd and Londonwide LMCs Ltd are committed to protecting your privacy and security. In order to deliver our services to you, we need to process and store your personal information. By entering your details, you agree to allow Londonwide Enterprise Ltd and Londonwide LMCs Ltd to contact you (by mail, email, telephone, SMS or fax) regarding its services and activities.

Events may be supported by external companies, including pharmaceutical suppliers. Your name, profession and location area may be shared with these carefully selected exhibitors and sponsors at events. If you do not wish to receive such communications or details outlined, please inform Londonwide Enterprise Ltd in writing to lead@lmc.org.uk.

Event Language – English

Alterations to the advertised event – It may be necessary for reasons beyond the control of Londonwide Enterprise Ltd to alter the timing of the event, the identity of the speaker, the date or the venue but the event objectives will remain the same. In the unlikely event that the scheduled event is cancelled by Londonwide Enterprise Ltd (as opposed to postponed), we will refund you the registration fee, but to the fullest extent permitted by law, we will not be liable to you for any other costs or losses, whether direct or indirect. This does not affect your statutory rights. Londonwide Enterprise Ltd shall not be liable for loss of profit or business damage, whether direct, indirect or consequential, howsoever caused.

Venue policies – Delegates in attendance will be expected to comply at all times with the rules and regulations imposed by the venue and may be removed from the event for failure to do so. Any loss of personal property at the venue is at your own risk. You may be held liable for any damage you may cause at the venue.

Feedback, Complaints, Comments and

Suggestions – If you have any feedback, complaints, comments or suggestions about an event then please contact us in writing to lead@lmc.org.uk. We will acknowledge this within ten working days and agree an appropriate timescale with you in which to respond to your request.

Equality – Londonwide Enterprise Ltd is committed to equality for all. Londonwide Enterprise Ltd does not tolerate any form of exclusion, harassment, victimisation, bullying or other unfair discrimination on any grounds including protected characteristics as described in the 2010 Equality act. All participants (including wider groups of individuals connected to the organisation) are expected to value and respect each other.

The behaviour of non-employed associates of the company will be addressed where they are in breach of this principle and may be subject to the following actions:

- Contractors/speakers/exhibitors may have their contract terminated.
- Course delegates may be removed from their programme.

Force Majeure – Londonwide Enterprise Ltd shall not be liable for any failure to perform its obligations where caused by circumstances beyond its control including for example acts of God, war, riot, explosion (including terrorist attack), abnormal weather, or natural physical disaster, fire, flood, strikes or Government, or Government agency, action or regulations.

VAT Registration – All payments are subject to VAT and Londonwide Enterprise Ltd VAT registration number is 130 1454 66.

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