

Tailored Training For PALS - Advanced Customer Care

Our Personal Development trainer, David Tee, has spent a lot of time developing and tailoring the Advanced Customer Care course to suit the specific needs of the Patient Advice and Liaison Service. David worked with Christopher Hayes of South East Regional Association of Community Health Councils and Mary Adams, PALS Manager at Frenchay Hospital to develop a course that would be particularly relevant to those staff involved in the creation and provision of PALS.

We are aware that the majority of delegates are currently working within the Community Health Councils and have existing experience in dealing with patients. With this in mind, the course is designed at a more advanced level to encompass current experience and develop new skills.

The course is highly participative and provides the delegates with opportunities to work together in team exercises. Throughout, the emphasis is on applying the principles and methodologies discussed to 'real world' scenarios experienced in a PALS environment. This maximises the relevance of the material and the probability of learning being transferred from the course to the workplace.

Some of the topics explored during the two-day programme include:

- The benefits of establishing PALS;
- Relating the principles of customer care to NHS 'customer' expectations.
- Identifying the critical skills and attitudes required to ensure PALS personnel provide an excellent service.
- Practical advice on overcoming any barriers to Customer Care within the NHS.

"Enjoyed the course very much, particularly the interactive sessions"

"Interaction was brilliant!"

"I felt the course to be well balanced, with time to expand on areas more fully where required. Overall, very enjoyable, interesting, informative and useful"

"I have achieved my objectives in terms of gaining awareness, skills and confidence in developing this role"

"It was good to share experiences. The trainer was a very good communicator so made the course easier."

**Delegate Comments From Courses
Held In Worthing and Wroxtton**

The course is continually being fine-tuned as PALS is evolving. Course feedback forms establish how the delegates have evaluated each course. So far the courses have been very successful. Class sizes are between 6 and 12 delegates. This enables our trainer to address individual suggestions and concerns during the course whilst creating an environment where delegates can share best practice advice with one another.

If you would like to discuss this course further please do not hesitate to contact our sales team at Headline Training and Consultancy Ltd. E-mai: info@headlinetraining.co.uk

A full copy of PALS guidance can be found at <http://www.doh.gov.uk/patientadviceandliaisonservices/index/htm>.

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The Patient Advice and Liaison Service*

