



Network for
Practices Ltd

www.networkforpractices.co.uk

Consultant Information

Deryl Dix works independently as a facilitator, trainer & consultant with considerable experience in developing leadership programmes and in well-being and mental health in the workplace.

In addition to working throughout the UK, Deryl has worked internationally, frequently delivering programmes in France, Belgium, Germany, China, India, and Singapore.

Deryl's professional experience has included being Director of FPA Wales for ten years and employment at Director level in a further two UK wide charities. In addition, Deryl is affiliated to numerous organisations as an associate. With a background in drama and theatre, creative methods are frequently utilised in her delivery. Deryl is also qualified to teach Mindfulness-based stress reduction (MBSR) courses.

Booking Information

To book a place/s email

bookings@networkforpractices.co.uk

Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £45 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.

Customer Service Excellence

Date: 4th December 2025
Times: 1330-1700
Venue: Zoom Online Platform

Places available: 12

Fee/s:	NfP Members	£60
	Non Members	£105

This workshop is suitable for: Care Navigators and Reception Staff

Introduction:

Amidst ongoing changes within the healthcare sector, delivering a service that not only meets but exceeds patient expectations has never been more essential. Your ability to effectively signpost and communicate with patients is crucial to their experience. This workshop is designed to equip you with the skills and confidence needed to consistently provide exceptional service within your Practice, regardless of the evolving landscape.

Aim:

To enhance your customer service delivery for all your patients

Outcomes:

By the end of this session participants will have:

- Identified what excellence looks like for your practice
- Reflected on patient expectations and identified strategies to foster a culture of continual improvement within your Practice
- Increased your confidence and sensitivity when assessing patients' needs and developed an excellence mindset
- Appreciated the significance of active listening and effective questioning techniques as foundational skills for delivering an excellent service
- Analysed real-life scenarios and developed strategies for handling them with greater assurance in the future
- Recognised your contribution to enhancing the overall patient journey
- Explored your responsibilities as a proactive member of a high-performing team
- Created a tailored, action plan to implement in your daily work and considered your next steps

In order to ensure everyone experiences the optimum learning environment, we require candidates to join with a working microphone and camera. If the computer does not have a microphone, or headset, candidates can join on their phones also (just turn off the audio on the computer to avoid feedback).

Registered Office: Frome Medical Centre, Enos Way, Frome, Somerset, BA11 2FH

Network for Practices Ltd Company No 06435074. - Incorporated at Companies House, Cardiff 22nd November 2007