



# Customer Service for Health Care Settings

One of the simplest, least complicated, yet often overlooked aspects of delivering health care is practicing good customer service skills. Patient satisfaction surveys repeatedly show that health care worker attitudes, manners and amenities encountered during patients' experiences at medical facilities weigh with similar importance to treatment processes.

## Course Content

- Develop an awareness of customer service in health and social care
- Understand how to communicate effectively
- Understand the needs of customers who access health and social care services
- Understand teamwork in health and social care settings

## Mandatory units

- Preparing to deliver customer service in health and social care settings
- Effective communication for health and social care
- Understand the specific needs of customers accessing health and social care services
- Teamwork in health and social care settings

### Qualification

Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning  
Hours

94

Course length ? weeks



To enquire about this course, call Claire at CQM Learning  
0114 281 5761 or [claire.eley@cqmlearning.co.uk](mailto:claire.eley@cqmlearning.co.uk)