

Workshops

Teamwork, Customer Service and Health & Safety

About the Workshop:

This course is aimed at any staff working full or part time in the practice. The course covers the key points of Health & Safety, Customer Service and Teamwork in a surgery environment. The course supports the content of the NVQ2 or Equivalent course and also promotes continuing professional development.

Workshop Structure:

- Introduction to Risk Assessment
- Delivering Information
- Working as a Team
- Workshop Activities - Group work involving Teamwork Activity, Customer Service, Conduct a Risk Assessment

At the end of the workshop students will:

- Conduct a risk assessment
- Work as a team
- Offer appropriate customer service

All subjects covered meet the requirements of the Dispensary Services Quality Scheme.

To book please contact Buttercups on: 0115 937 4936 or email: training@buttercups.co.uk with your details.

Courses can also be run within your practice or at a venue close to you; please email us with your contact details and preferred location, as courses can be organised.



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w: www.buttercups.co.uk

