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Bwrdd Iechyd Prifysgol
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Do you want to know more about Customer Care? Patient Stories?

The Service User Experience team are running half day sessions in **July and August 2018** for Customer Care:

- if you have regular contact with patients, relatives and carers
- if you have a desire to 'make things better'
- if you would 'hints and tips' on effective Customer Care
then this training is for you

in **September 2018** for Patient Stories:

- 'listening and learning' from Patient Stories to improve services

Who are the session designed for?

- The sessions are aimed at all BCUHB staff – both clinical and non-clinical.

Friday 6th July 2018 – Customer Care
Wednesday 15th August 2018 – Customer Care
Wednesday 12th September 2018 – Patient Stories

**Training Room A,
IM&T Headquarters (formerly Trust HQ)
Wrexham Maelor Hospital**

To book a place on any of the above course dates please contact the East Area Concerns Team by emailing: andrea.owen2@wales.nhs.uk.
Important – Please include the name, date you wish to attend, employee number and a