



the **skills** network

Improving Service User Experience in Health and Social Care



Course overview

The delivery of excellent customer service is invaluable in various sectors, but none more so than the health and social care sector. Healthcare leaders are increasingly acknowledging healthcare as a customer-focused service in the same way that other service industries are, with good service being directly related to patient satisfaction. It is vital that those working in the health and social care sector are aware of the impact of customer service and are able to identify the needs of every customer who accesses health and social care services.

This course will equip learners with a detailed understanding of customer service in health and social care, effective communication and team work in health and social care settings and the needs of customers who access health and social care services.



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Who is suitable?

This course is ideal for learners who wish to develop an awareness and understanding of how to deliver effective customer service in health and social care settings. Anyone who currently works in the health and social care sector and wishes to progress their career would benefit from this course, as would anyone who is looking to work in the sector. The qualification is suitable for learners aged 14 and above.

Learning method

Studying via distance learning means you can choose when and where you study. We ensure you get all the support you need throughout your course in the form of a Personal Tutor and a Learner Support Advisor.

This course is available:



Paper-based



Paper-based learning with online assessments.

All of our award-winning, paper-based learning resources are of the highest quality and are designed to be engaging and interactive to keep you focused on your learning at all times.

What you will learn

This course is split into four manageable units:

- Unit 1:** Preparing to deliver customer service in health and social care settings
- Unit 2:** Effective communication for health and social care
- Unit 3:** Understand the specific needs of customers accessing health and social care services
- Unit 4:** Team work in health and social care settings.

Benefits

- Gain a nationally recognised qualification
- Establish a long-standing career pathway within the health and social care sector
- This course is delivered via distance learning, allowing you to choose when and where you study
- Study will enhance both your personal skills and professional development
- Personal Tutors are assigned to you to ensure you have the support needed to succeed.