



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 £25 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.

Customer Service Excellence

Date: 5th November 2025
Times: 1330-1700
Venue: Zoom Online Platform
Places available: 12

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

This workshop is suitable for: Non-Clinical Staff

With all the changes taking place, it has become more and more important that the service you provide exceeds patient expectation. Your signposting skills are even more important. The way you communicate is key. This workshop will ensure you know how to provide an outstanding service at your Practice.

AIM:

In these constantly changing times to continue to improve upon your customer service for all your service users.

OUTCOMES:

At the end of the workshop you will:

- Discuss the patient expectations and the culture of improvement you want to create at your Surgery
- Having confidence and sensitivity in determining patient need
- Understand the importance of listening and questioning
- Have discussed situations you may face and how to deal with them in future with more confidence
- Have explored how you contribute to a better patient journey
- Consider your role in working as part of a pro-active and excellent team
- Have developed a personal and positive action plan

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