

Customer Care Commitment

We will...

- Welcome you by
 - Making eye contact when face to face
 - Smiling and using an appropriate tone of voice
 - Having a friendly approach
- Tell you our name and wear our name badge
- Adhere to the professional dress / uniform code
- Be open and honest, encourage questions and keep you informed
- Make you feel valued and important
- Treat you with dignity and respect
- Listen, be aware of and acknowledge each of your individual needs
- Do all we can to help you
- Not make assumptions of your ability to understand
- Go the extra mile for you

Our commitment applies to patients, carers and colleagues

