

# BHR Community Education Provider Network (CEPN)



Are you a Practice Manager, Receptionist, Clinical Practitioner or Social care staff-member...?

Do you care how people experience your service?

Come along to a free workshop. Hear real examples and experiences (good & bad) that people have had in your area.

You will leave this interactive session with a practical toolkit for how you can improve the way that the public experience your service.

This workshop is completely **FREE** and is delivered by **Healthwatch**.

Places are strictly limited, so don't delay – book your place now!

Please email [libby.blackett@thecommunitymatters.co.uk](mailto:libby.blackett@thecommunitymatters.co.uk) for more information or to register to attend.

Barking & Dagenham	Redbridge	Havering
<b>Thursday 24 November</b> 1230 - 1530 At <b>Harmony House</b> , Baden Powell Close, RM9 6XN	<b>Wednesday 30 November</b> 1430 – 1730 At <b>Redbridge Central Library</b> , Ilford (York Room)	<b>Thursday 12 January</b> 0930 – 1230 At <b>Mardyke Community Centre</b> , Rainham, RM13 8PJ
<b>Wednesday 18 January</b> 1800 - 2100 At <b>Harmony House</b> , Baden Powell Close, RM9 6XN	<b>Thursday 19 January</b> 1000 – 1300 At <b>St Barnabas Church Hall</b> , Snakes Lane, IG8 7HX	<b>Wednesday 25 January</b> 1300 - 1600 At <b>Queens Hospital</b> , Education Centre (Seminar Room 3)
<b>Thursday 26 January</b> 1000 - 1300 At <b>Care City</b> , Maritime House, Linton Road, Barking IG11 8HG		

**Other venues and sessions will be announced soon**

*Please note, refreshments and food will be provided.*

