

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 on understanding the experiences of those who access care services. 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 for more information or click on the dates below to register to attend.

Barking & Dagenham	Redbridge	Havering
<u>Wednesday 18 January</u> 1800 - 2100 At Harmony House , Baden Powell Close, RM9 6XN	<u>Wednesday 15 February</u> 1330 – 1630 At King George Hospital , Education Centre (Lecture Theatre)	<u>Thursday 12 January</u> 0930 – 1230 At Mardyke Community Centre , Rainham, RM13 8PJ
<u>Thursday 26 January</u> 1000 - 1300 At Care City , Maritime House, Linton Road, Barking IG11 8HG	<u>Thursday 23 February</u> 1300 – 1600 At St Barnabas Church Hall , Snakes Lane, IG8 7HX	<u>Wednesday 25 January</u> 1300 - 1600 At Queens Hospital , Education Centre (Seminar Room 3)
<u>Thursday 9 February</u> 1000 - 1300 At St Marks Church Centre , Rose Lane, Chadwell Heath, RM6 5NR	<u>Thursday 2 March</u> 1300 – 1600 At King George Hospital , Education Centre (Seminar Room 2)	<u>Thursday 2 March</u> 0900 - 1200 At Queens Hospital , Education Centre (Seminar Room 2)
<u>Thursday 22 February</u> 1000 - 1300 At St Marks Church Centre , Rose Lane, Chadwell Heath, RM6 5NR	<u>Thursday 9 March</u> 1230 – 1530 At Jack Carter Pavilion , Fencepiece Road, IG6 2JL	<u>Friday 10 March</u> 1230 - 1530 At Salvation Army Centre , High Street, Romford RM1 1JJ

Refreshments and food will be provided.

