

Groot *DermaSurgery* Centre

CERTIFIED NON-HOSPITAL SURGICAL CENTRE

Participant comments from Jeff Mowatt's presentation held January 14, 2000

"The session provided many ways of improving patient services and establishing a trust with the client, verbally and nonverbally."

Mary Knowles, Registered Nurse

"I appreciated the tips. They sound so simple yet probably mean so much to customers."

Ginette Larique, Registered Nurse

"It reinforced what we already do and what we have been telling out staff. It provided new information of value to all of us."

Patricia Johnston, Owner/Operator

"A day concentrating on how to make things better is always spent well. Very good suggestions made."

Dana Jurykovsky, Medical Receptionist

"Worthwhile for all staff to make changes to improve service."

Kate Lavery, Registered Nurse

"Great to see problem areas and address them as a team."

Sandra Sorestad, LPN

"Insightful."

Daphne Simkin, Nurse

"Team communication"

Don Groot, Dermatologic Surgeon

"Was worthwhile learning how to build trust with the patient and make more use of eye contact."

Elaine Schmitz, Receptionist/File Clerk