THE TIPS GOLDEN THREAD

PEOPLE • PRACTICE • POTENTIAL

A simple way to remember what excellent Patient Services keeps returning to.

PEOPLE	PRACTICE	POTENTIAL
See the person. Listen. Communicate clearly. Respect dignity. Understand the deeper question.	Work safely. Know your role. Protect information. Use good systems. Escalate when needed. Learn from problems.	Keep growing. Build confidence. Help colleagues. Improve services. Develop your skills and career.
Ask yourself: **How am I helping the person in front of me?**	**Ask yourself:** **Am I working safely, reliably and within my role?**	**Ask yourself:** **What can I learn, improve or contribute next?**

THE GOLDEN THREAD IS NOT A TEST. It is a prompt to help you pause and reconnect your work with the person, safe practice and continued development.