

## Appendix 2

### **Customer Services Strategy - Next Steps**

- Introduce an on-line appointment system for visiting our receptions / services
- Re-introduce the Meet & Greet service at BRTH & CC to assist customers
- Develop our Webchat Service to include more Service areas
- Encourage customer feedback – identifying ways to make this easier for our customers
- Review all feedback received to improve service delivery
- Continue to provide Staff Training across the organisation