



Professional Training for the Healthcare Industry

Management, Sales & Marketing, Customer Care,
Finance & Planning and Personal Development

Used by over 40% of FTSE 100 companies



Practical Training for Professionals

www.ptp.co.uk



Why do Healthcare Companies choose PTP for their Training?



PTP is one of the UK's leading training companies offering quality and inspirational training throughout the UK. It has worked with a significant number of clients within the healthcare industry and lists companies such as NHS Direct, Nuffield Hospitals, BUPA Care Homes and Baxter Healthcare among its client portfolio.

Healthcare companies choose PTP for training because of their pedigree. PTP provide high quality training, delivered via small groups, allowing practical and enjoyable sessions which aim

to be 100% relevant and beneficial to every delegate's professional life. All groups, whether public or in-house, are limited to a maximum of ten attendees to ensure the full involvement and interaction of all delegates.

Our training for healthcare professionals is designed to motivate and stimulate them as well as provide vital additional skills and competences which they can implement immediately and which have a positive impact on how they work. All PTP's courses have been approved for CPD (Continuous Professional Development) by the Law Society. The Law Society adopts the same high standards within training that would be demanded by all the major healthcare professional bodies.

Delegates within the healthcare industry will also benefit from PTP using only the most talented of training consultants. They undergo the most rigorous of selection procedures to be part of our elite team – which even includes training PTP's own MD! Our consultants are chosen from hundreds of applicants every year for their passion and enjoyment of the subjects they are delivering as well as their excellent business skills and impressive track records.

A winning combination of stimulating training programmes and the best trainers in the country means we have an impressive client list including Airbus UK, Coca Cola, Nokia, The Ombudsman Service, Panasonic and Deloitte. In fact over 40% of FTSE 100 companies use PTP for their training needs.

Our Experience within the Healthcare Industry

Since its inception in 1991, PTP has worked closely with professional people working in the healthcare industry to help enhance their skills across all business areas.

Clients include:

- Barking & Dagenham Care Trust
- Baxter Healthcare Ltd
- Bolton Hospitals NHS Trust
- BUPA Care Homes
- Central Manchester and Manchester Childrens University Hospitals NHS Trust
- GlaxoSmithKline
- NHS Direct Online
- NHS Wales
- Nuffield Hospitals
- Royal College of Midwives
- St John Ambulance
- The British Dental Association
- The British Psychological Society
- United Bristol Healthcare NHS Trust

A Practical Example: PTP and Baxter Healthcare

PTP provided a programme of 'Exceptional Customer Care' training to help a specific team in the Renal division of Baxter Healthcare. The team were responsible for providing the full range of dialysis products for the treatment of chronic and acute renal failure. Training included:

- Providing a range of Customer Care programmes to equip the team with the skills and sensitivity needed when dealing with vulnerable people
- Seeking an end result which enables the team to deal professionally yet sympathetically with customers
- Encouraging team support
- Enhancing customer satisfaction

Positive delegate feedback:

“It was a fascinating course, far more in-depth than I expected.”

“A fun and very informative course.”

“I was interested from start to finish and have gained some invaluable new skills.”

“Very interesting approach to training. It is far more valuable to understand the psychology behind what we say rather than just being told to do it.”

Your Training Options

PTP offer some of the best value for money training on the market today providing the flexibility to ensure its programmes suit the needs, budgets and time restrictions of their clients.

To this end it offers four training options:

- In-house training package for up to 10 delegates
- Small group public courses held at major towns and cities across the UK
- U-Choose – with a minimum of two delegates you can choose a venue, date and training programme specifically to suit you
- 1-2-1 Training and 1-2-1 Director Training – individual training at your work premises

Companies and individuals can choose from over 150 programmes in the core subjects of Management, Sales and Marketing, Finance and Planning, Customer Care and Personal Development. All our programmes can be tailored to meet the specific needs of our clients and training involves using delegates' own real work situations rather than using hypothetical situations. This gives more meaning and relevance to the training.

All training packages include:

- A top UK training consultant
- Fully comprehensive training course manuals for every delegate
- Framed certificate of attendance for every delegate
- A delegate evaluation form
- An action plan allowing for follow up actions and targets to be monitored

In-house programmes additionally offer:

- An option to choose the trainer who you believe will best suit your needs
- A pre-training conference call with the training consultant to ensure the programme content matches your requirements
- Use of your company logo on all material
- All mainland UK travel and accommodation for the training consultant included in the cost so no hidden extras

“I don’t think there is much room for improvement. I was very impressed and enjoyed hearing about facts and figures. I was interested from start to finish and feel I have gained some invaluable new skills.”

Baxter Healthcare

How to Book

Call our sales team on **0845 660 3860** to discuss how we can help you meet your training needs for healthcare professionals or visit **www.ptp.co.uk**

Head Office
Express House, 147 Loughborough Road, Leicester LE4 5LR
T: 0116 268 0066 F: 0116 268 0999 E: info@ptp.co.uk

www.ptp.co.uk