

About us

PiE consultancy works on the basis of whole organisation learning. We believe that real organisational change takes place when everyone with a stake in that change is involved in the process from conception to outcome. This means identifying all those people who can contribute to change and building relationships so that each one helps build solutions.

- PiE develops unique solutions tailored to meet your challenges
- PiE provides support to allow businesses to become excellent
- PiE provides learning & development to companies
- PiE provides people with the means to develop skills, values & relationships
- PiE provides you with the ability to promote & increase the quality of your business

PiE has experience of working with private and public sector organisations including Local Authorities, NHS Trusts and Academic Institutions.

Contact us today:

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Useful Information

http://www.cqc.org.uk/sites/default/files/media/documents/gac_-_dec_2011_update.pdf
<http://www.scie.org.uk/#>



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Seeking the Authentic Voice

helping organisations to use customer feedback



Consulting
Mentoring
Coaching
Change Management
Learning & Development

Listening to Your Customer

WHY DO ORGANISATIONS NEED TO SEEK THE AUTHENTIC VOICE?

Both the CQC and SCIE focus on the importance of listening to customer feedback and acting upon it to help deliver high quality and excellent care.

For an organisation whose priority is to give a quality service, hearing, understanding and acting upon your customer's voice, and making this seamless with your service, is crucial in the creation of excellent care.

Getting customers and keeping them are the only revenue creating activities of your business, all other activities create cost.

Pathways in Excellence (PiE) specialises in finding and creating collaborative ways of acquiring customer feedback and using it to drive organisational change and deliver extraordinary person centred care.

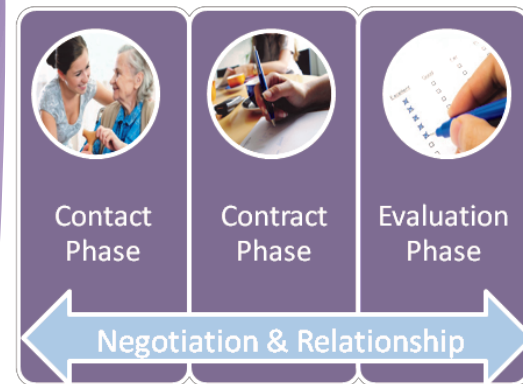
We at PiE call this seeking the Authentic Voice.



Authentic Voice

Understanding the Authentic Voice enables you to:

- Find out what an individual needs to be a happy customer
- Demonstrate how you have acted upon feedback and affected change
- Evidence how you use customer feedback to your regulatory body e.g. CQC, ISO 9001
- Demonstrate to your customers you are listening to what they need



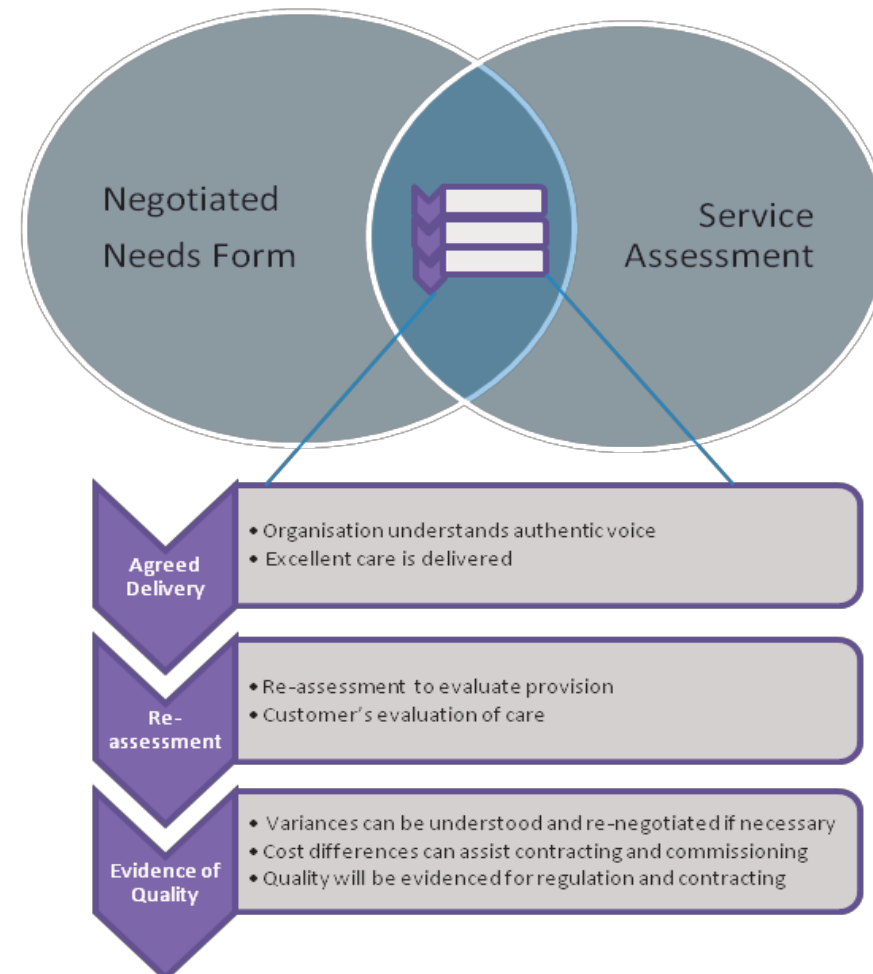
Customers enter your service via referrals from other agencies or by self referral. Building your relationship with your customer from this point allows negotiation which continues across three phases: contacting, contracting and evaluating.

Common ground can be negotiated between what customers want and what you will provide using PiE's *Negotiated Needs Form* together with your initial assessment. Working with this understanding, you can evaluate the agreed delivery of service and evidence how customers influence your care provision package.

Through evaluation you will have:

- Evidence of customer involvement
- Ability to monitor the quality of care provided and customer satisfaction
- Financial understanding of cost of delivery to enable contract/commissioning discussions

Meeting Customers' Needs in their world



Creative Solutions

Organisations require practical solutions to support change. Creating unique customer driven systems and dovetailing our work in with your needs supports you to evidence quality and grow your business



Organisation Development

Working with organisations through the development of their people is a key part of PiE's philosophy. Using a relationship focus and practical tools and methods, PiE enables organisations to unlock the hidden potential of the whole workforce.



Beyond Regulatory Compliance

The CQC's essential standards for quality and safety are central to work in regulating health and adult social care. PiE will help you to utilise customer feedback and be able to evidence your actions to the regulatory bodies.