

# The New Forest District Council Award for Outstanding Customer Care



## Forest Foot & Health Clinic

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Forest Foot and Health Clinic is made up of a small team who devote their time and efforts into going that one step further for their customers. Having been running for 23 years they started with just one patient and now have a staggering 8500 customers, some of which have been coming to the practice for the 23 years that the business has been running.

The business sees customer service as their top priority and work hard to ensure this is delivered to the highest standard. They deal with a variety of conditions and customers, some of which aren't able to care for themselves so have a carer who attends appointments with them. The staff at the clinic see caring for the patient as support for their carer as well, who is able to take a few minutes break whilst in the waiting room.

The staff at the clinic help and support customers who are going through chemotherapy by listening to them and as well as this they are there for their customers when they go through bereavement of somebody close to them. Through the relationships they develop with their customers they are able to confide in the staff in a safe a secure environment. Some of their customers don't have anybody else to speak to or who they see regularly so the staff are the only communication they'll receive, in what can be days.

They try to help and support the NHS by keeping customers returning to them and not sending them to their local GP. To send customers to the NHS would mean that they have to wait longer to be seen whereas the clinic works evenings and weekends meaning they have the time to give.



[www.forestfootandhealth.com](http://www.forestfootandhealth.com)



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