



ACCESS TO SERVICES
FIRST IMPRESSIONS COUNT: UNIT 3

To summarise this unit, it is useful to apply the ideas to your own service. Fill in the following table, using the questions below to guide you through...

	Good points	Things you could improve
<p>Think about your own reception area in terms of its accessibility and how it aids or restricts wellbeing, confidence and communication.</p> <p>Note down the good points and your suggestions for improvement.</p>		



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	Good points	Things you could improve
<p>Write down, word for word, how you would introduce yourself and your service.</p> <p>Check back against the good communication criteria, then redraft the introduction.</p> <p>There is always something which can be clarified or simplified. Make three improvements.</p> <p>Note down the good points and the aspects you need to remember to work on to aid communication and rapport.</p>		



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	Good points	Things you could improve
<p>Choose a written document you send out to service users.</p> <p>Thinking about the improvements made to Louise's letter, look at your document's layout, clarity and content.</p> <p>Is there any further information you could add to improve access?</p> <p>Are there any issues you need to clarify as a service (eg: travel, location of service, information sharing) to improve access before the document is even printed?</p> <p>With this information in mind, now redraft your document.</p>		