



NWSSP accredited with Customer Service Excellence Award in a first for NHS Wales

The NHS Wales Shared Services Partnership (NWSSP) is pleased to announce that it has been accredited with the Customer Service Excellence Award (CSE), making it the first organisation within NHS Wales to achieve the highly valued government standard.

The CSE accreditation assesses organisations and measures customer focused areas that research has identified as a priority to customers with a particular focus on; Customer Insight; Culture of the Organisation; Information and Access; Delivery and Timeliness and; Quality of Service.

Within this framework, CSE also priorities three distinct areas; as a driver of continuous improvement; as a skills development tool and; as an independent validation of achievement.

As part of the assessment NWSSP achieved 12 Compliance Pluses- which means that the organisation exceeded the standards required. This is particularly noticeable as organisations usually receive between 2-3 Compliance Pluses when assessed. Shared Services also achieved 33 Compliances where in each instance the standard required is met, with only 2 Partial Compliances / areas of Improvement which is a fantastic achievement.



NWSSP Managing Director Neil Frow OBE; "I am very proud that the Shared Services Partnership has been accredited with the CSE- and at its very first attempt. It is a first for an NHS Wales organisation and demonstrates our commitment to customer service excellence which is due in no small part to the highly professional staff that work within NWSSP."

"I would like to thank all colleagues involved in the accreditation including those who were part of the Community of Practice working group that worked hard to ensure that the assessment process ran as smoothly as it did and provided all the relevant information to the assessors."

"NWSSP has set the benchmark for customer service excellence and has now been approached by other organisations in a mentorship capacity to learn the lessons in terms of how to achieve the accreditation. Many congratulations again to all involved and thank you to all of our staff for your ongoing commitment, hard work, and dedication."