

FORUMS ON TOUR

Visit to Healix Bristol



Thursday, 18 April 2024 at 9:30 am

5th Floor, 3 Temple Quay, Redcliffe, Bristol, BS1 6DZ

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|----------------|---|
| 9am | Registration, coffee and networking |
| 9:25am | Welcome
Jane Thomas, South West Contact Centre Forum |
| 9:30am | Welcome to Healix
Ian Talbot, CEO Healix Health Services |
| 9:45am | Clinical expertise and our learning journey
The customer impact of a nurse-led service and an effective learning and development strategy
Kiera Wallis, Head of Clinical Operations and Chris Baldwin, Head of Learning & Development |
| 10:40am | Break |
| 11.00am | Planning for the future: Our expanding operation
Putting the building blocks in place within our growing team across multiple locations.
To include operational and planning insights fit for future growth.
Liam Weeks, Resource & Planning Manager and Rachel Sparkes, Operations Manager |
| 12pm | Closing Summary
Sharon Burgess, Operations Director |

Thank you to our hosts today at Healix Health Services

Check out our full list of events on our website:
www.contactcentreforum.co.uk/southwest