



SOUTHERN REGIONAL HEALTH AUTHORITY

3 BRUMALIA ROAD, MANDEVILLE, MANCHESTER, JAMAICA WI

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Mandeville Regional Hospital
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Mandeville
Ph: 962-2067/2744/1094
Fax: 625-8493

May Pen Hospital
1 Muirhead Avenue
May Pen
Ph: 986-2528/7708/6938
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Black River Hospital
45 High Street
Black River
Ph: 965-2224/2212
634-3700
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Percy Junor Hospital
Spalding P.O.
Clarendon
Ph: 964-1181/2222/2322
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Lionel Town Hospital
Bustamante Drive
Vere, Clarendon
Ph: 986-3226
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Chapelton Hospital
Chapelton P.O.
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Manchester Health Dept.
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Clarendon Health Dept.
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PRESS RELEASE

July 6, 2015

FOR IMMEDIATE RELEASE:

Health Care Workers Challenged to Replace Poor Customer Service With Customer Appreciation

Regional Director for the Southern Regional Health Authority, Michael Bent has challenged public sector health care workers to replace poor customer service with customer appreciation.

Speaking at a Customer Service Appreciation Day and Blood Drive to mark the Percy Junor Hospital's 70th anniversary on July 1, Mr. Bent pointed out that while the health sector has its challenges, this is no reason for poor customer service.

"The Southern Regional Health Authority has been focusing on improving customer service within its facilities and part of the strategy we have employed is the training of staff at different levels in customer service along with the implementation of a Customer Charter which aims to improve the quality of service offered by the Hospitals."

Mr. Bent added that the region has also rolled out in some of its facilities, informative and educational videos which customers can view while they wait for access to services. The videos inform of the services offered by the facilities, the responsibilities of the facilities as well as the rights of the customer. He noted that the initiative will be implemented in all facilities shortly.

While the Regional Director charged health care workers to improve its quality of service, he also appealed to customers to treat health care workers with respect.

The Percy Junor Hospital which hosted a week of activities to mark its 70th anniversary has been making a concerted effort towards valued customer service over the years and has implemented several initiatives promoting good customer service.

The Hospital has also received several public sector awards including Most Creative and Innovative Agency, Best Hospital and Most Innovative Agency.

Chairman: Michael Stewart; **Vice Chairman:** Carlton Bailey; **Directors:** Nancy Davis; H Doreen Evans; Claudine Heaven; Hopeton McCatty; Seymour Stewart; Dr. Lundie Richards; Grace Foster-Reid; Nadalie Walker-Rose; **Regional Director and Secretary:** Michael Bent; **Regional Technical Director:** Dr Michael Coombs; **CEO Mandeville Regional Hospital:** Alwyn Miller; **SMO, Mandeville Regional Hospital:** Dr Everton McIntosh



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Chairman: Michael Stewart; **Vice Chairman:** Carlton Bailey; **Directors:** Nancy Davis; H Doreen Evans; Claudine Heaven; Hopeton McCatty; Seymour Stewart; Dr. Lundie Richards; Grace Foster-Reid; Nadalie Walker-Rose; **Regional Director and Secretary:** Michael Bent; **Regional Technical Director:** Dr Michael Coombs; **CEO Mandeville Regional Hospital:** Alwyn Miller; **SMO, Mandeville Regional Hospital:** Dr Everton McIntosh