



*With a little
help from
my friends*

**HCA NATIONAL LEADERSHIP AND
DEVELOPMENT FORUM 2016**

14 - 15 APRIL 2016 | ACC LIVERPOOL





Turning a complaint into a compliment

Steven Storey

Patient

Elizabeth Hawkshaw

Catering Manager, Sheffield Teaching Hospitals NHS Foundation Trust



Turning a complaint into a compliment

Steven Storey

Patient





Turning a complaint into a compliment

Elizabeth Hawkshaw

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