



Londonwide LMCs

The professional voice of London general practice

Patient Complaints - The DOs and DON'Ts - two half day workshops, Thursday 7 October 2015

Are you confident that you have a complaints process that would stand scrutiny? Do you dread patient complaints? If so, there is a better way!

Patient complaints are in the regulatory and contractual spotlight. An assessment of a practice's complaints handling process is a key inspection area for the CQC, for NHS England - and increasingly for CCGs. So get it right and you will find it easier to comply with the different regulatory and contractual obligations for your practice. You will also foster a more positive relationship with your patients. Get it wrong and you may find your practice in trouble with NHS England and the CQC. Complaints will be more protracted and difficult. More of your complaints will be escalated for a decision by the Ombudsman and even the GMC. This half day course is designed help GPs to:

Understand the regulatory and contractual significance of patient complaints handling.

Help prepare for CQC inspections.

Improve their clinical leadership in this area.

Help to improve your patient complaints processes.

Date:

Wednesday 7 October 2015

Time:

Half Day Workshop Please book either the morning or the afternoon session only. Morning session: 9.30am - 12.30pm Afternoon session: 2.00pm - 5.00pm

Venue:

Londonwide LMCs, Tavistock House South, Entrance D, Tavistock Square, London, WC1H 9LG

Cost:

£85 (inclusive of VAT) for attendees from Londonwide practices £100 (inclusive of VAT) for attendees from practices from other areas

Reserve your place today by filling in the booking form or book online (AM session - PM session)
The booking form is on the third page.

Format

A combination of presentations and group discussion with plenty of opportunities to ask questions and learn from each other.

Presenters

Sharon Grant OBE, Chair, Healthwatch Haringey

Sharon has helped practices in Haringey prepare for a CQC inspection of their complaints handling process and is a national advisor on patient involvement. Sharon will talk about preparing for a CQC inspection of your practice complaint handling process.

Steven Waweru, Regional Complaints Manager for London, NHS England

As a senior NHS manager, Steven will share his intimate knowledge of the NHS E complaints process and present case studies of complaints. You will have an opportunity to examine plenty of examples of what a good- and a not so good- response to a complaint looks like.

Vicky Ferlia, Director of GP Support at LLMC

Vicky will give an overview of the regulatory and contractual requirements of a practice complaints process and explain what Londonwide LMCs can do to help you to avoid the pitfalls.

Alison Dalal, Practice Manager, West London

As a very experienced PM, Alison will explore some of the consequences of a poor process and ideas for "good practice" for patient complaint handling.

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