

GP & Practice Staff Event

PATIENT COMPLAINTS The DOS and DON'TS

Wednesday 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!

Half Day Workshop

Please book **either** the morning **or** the afternoon session only.

Time Morning session: 9:30am to 12:30pm

Afternoon session: 2.00pm to 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

Please complete the booking form to reserve your place. Please keep terms and conditions for your reference.

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GP & Practice Staff Event

Workshop name	Patient Complaints: The DOS and DON'TS
Target Audience	GPs, Practice Managers and CQC Registered Managers.
Duration	3 hours.
Format	A combination of presentations and group discussion with plenty of opportunities to ask questions and learn from each other.
Presenters	<p>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.</p> <p>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.</p> <p>Vicky Ferlia, Director of GP Support at Londonwide LMCs – 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.</p> <p>Alison Dalal, Practice Manager, West London – As a very experienced Practice Manager, Alison will explore some of the consequences of a poor process and ideas for “good practice” for patient complaint handling.</p>
Overview and Aims	<p>Patient complaints are in the regulatory and contractual spotlight.</p> <p>An assessment of a practice's complaints handling process is a key inspection area for the CQC, for NHS E 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 E 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.</p> <p>This half day course is designed to help you to:</p>

- 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

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Booking Form: Patient Complaints: The DOS and DON'TS,
Wednesday 7 October 2015

The cost for attendance at this workshop is **£85 for attendees from Londonwide practices** and **£100 for attendees from practices** from other areas. Places are limited so please complete the form below and return it with your cheque, payable to 'Londonwide Enterprise Ltd', or pay by **BACS: Sort Code: 60-80-07; A/C No: 60123338** for the attention of Karen Cooper karen.cooper@lmc.org.uk at Londonwide LMCs, Tavistock House, Tavistock Square, London, WC1H 9LG by **Friday 2 October 2015**.

Name: _____

Practice/contact details: _____

Postcode: _____

Email address: _____

Dietary/Access requirements: _____

I would like to attend the following workshop (please tick as appropriate):

Morning session (9.30am to 12.30pm) . Afternoon session (2.00pm to 5.00pm)

Please tick this box if you would like pay by BACS and please confirm that you have read our Terms and Conditions below

Terms and Conditions

Londonwide LEAD – All bookings are subject to the terms and conditions set out below. The person making the booking accepts all terms and conditions as set out herein on behalf of those named. The fee includes refreshments and a copy of the event documentation and is inclusive of VAT.

Booking Conditions – A confirmation will be sent by email within five working days from receipt of your booking. Please contact us if you have not received confirmation within ten working days. You can choose to pay online via credit card/debit card or by cheque. Payment must be received before the event date.

Cancellations/Substitutions – Cancellations made at least four weeks before the event date will be charged at 10% of the invoice total. Cancellations made between this date and at least two weeks before the event date will be charged at 50% of the invoice total. Cancellations made after this date will be charged the full invoice total. We regret that any cancellation after this date cannot be refunded, and that refunds for failure to attend the event cannot be made. However you can send a substitute delegate at any time. Cancellations and substitutions must be made in writing to lead@lmc.org.uk.

Access Requirements – To help us ensure that all delegates attending the event are able to participate fully, please let us know about any requirements you have when you complete the form.

Dietary Requirements – We always provide vegetarian options at our events, but please inform us on the form if you need us to cater for any other dietary requirements.

Data Protection – Londonwide Enterprise Ltd and Londonwide LMCs Ltd are committed to protecting your privacy and security. In order to deliver our services to you, we need to process and store your personal information. By entering your details, you agree to allow Londonwide Enterprise Ltd and Londonwide LMCs Ltd to contact you (by mail, email, telephone, SMS or fax) regarding its services and activities.

Events may be supported by external companies, including pharmaceutical suppliers. Your name, profession and location area may be shared with these carefully selected exhibitors and sponsors at events. If you do not wish to receive such communications or details outlined, please inform Londonwide Enterprise Ltd in writing to lead@lmc.org.uk.

Event Language – English

Alterations to the advertised event – It may be necessary for reasons beyond the control of Londonwide Enterprise Ltd to alter the timing of the event, the identity of the speaker, the date or the venue but the event objectives will remain the same. In the unlikely event that the scheduled event is cancelled by Londonwide Enterprise Ltd (as opposed to postponed), we will refund you the registration fee, but to the fullest extent permitted by law, we will not be liable to you for any other costs or losses, whether direct or indirect. This does not affect your statutory rights. Londonwide Enterprise Ltd shall not be liable for loss of profit or business damage, whether direct, indirect or consequential, howsoever caused.

Venue policies – Delegates in attendance will be expected to comply at all times with the rules and regulations imposed by the venue and may be removed from the event for failure to do so. Any loss of personal property at the venue is at your own risk. You may be held liable for any damage you may cause at the venue.

Feedback, Complaints, Comments and Suggestions

– If you have any feedback, complaints, comments or suggestions about an event then please contact us in writing to lead@lmc.org.uk. We will acknowledge this within ten working days and agree an appropriate timescale with you in which to respond to your request.

Equality – Londonwide Enterprise Ltd is committed to equality for all. Londonwide Enterprise Ltd does not tolerate any form of exclusion, harassment, victimisation, bullying or other unfair discrimination on any grounds including protected characteristics as described in the 2010 Equality act. All participants (including wider groups of individuals connected to the organisation) are expected to value and respect each other.

The behaviour of non-employed associates of the company will be addressed where they are in breach of this principle and may be subject to the following actions:

- Contractors/speakers/exhibitors may have their contract terminated.
- Course delegates may be removed from their programme.

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VAT Registration – All payments are subject to VAT and Londonwide Enterprise Ltd VAT registration number is 130 1454 66.

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