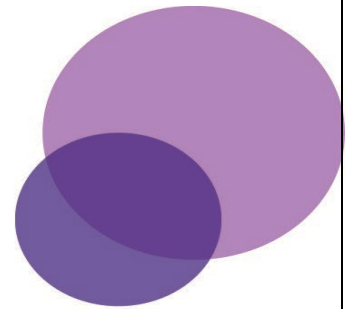


logic health

supporting your career development



Stepping Hill

22nd February 2022

**Managing Complaints and Learning from mistakes
for Senior Doctors**

Course Outlines including agenda and Learning Outcomes:

6 CPD points

Course introduction: At the heart of the NHS strategy is service improvement and patient satisfaction. At its' core lies the principles of clinical governance.

This workshop studies the key element of complaints, which organisations must deal with in a timely and fair way for the public, and what the NHS constitution says are the rights of the individual. This links directly to clinical governance, as does the responsibility and accountability of doctors to ensure they treat this with respect and due diligence.

A practical, hands-on approach is used to help doctors highlight their own responsibilities within the complaints procedures (and what they should expect also) and also a reminder of their direct accountability for actions they take in maintaining the Organisations' key strategies.

By the end of this workshop, delegates will be able to:

- List three elements of the NHS constitution
- Describe the process of how complaints should be dealt with
- Develop 4 solutions to suggest to team leader when a complaint has been made
- Understand and list 4 communication requirements which must be maintained with the complainant
- Describe the 7- part process for reflection to improve the local health service
- Name and describe the 6 principles of Clinical Governance
- Define Clinical Accountability
- List 2 framework standards within the NHS
- Give three examples of how you would evaluate someone's performance
- Describe 3 ways why an effective appraisal system helps clinical accountability

The Programme agenda:

- Welcome, introduction, review personal objectives

Module 1: The rights of the patient:

- The NHS Constitution
 - How a complaint is dealt with
 - Complaint investigation
 - Parliamentary and Health Service Ombudsman
 - Judicial Reviews
 - Making Suggestions and solutions

Module 2: Dealing with Complaints: What the patient and doctor should expect

- The Local Authority Social Services and NHS Complaints (England) regulations 2009
- Knowledge of requirements
- Initial contact and communications
- Exploring what happened and research

- Fit for purpose response
- Local processes for complaints

Module 3: Complaints as a driver for Service & Clinical Improvement:

- Reflection processes
- Clinical Audit

Bridge from Complaints to Clinical Accountability: Clinical Governance-a reminder

Module 4: Clinical Accountability

- Definitions
 - Individual accountability
 - Accountability of Health professionals
 - Six principles of clinical governance
 - Standards and Frameworks
 - Accountability for the education of others
 - Evaluating performance and appraisals
- Review personal objectives, reflect, set action plans & close