

Dental Postgraduate Department

**When patients bite back!
(SW17-03-16-1)**

Date and venue:

Thursday, 16th March 2017
The Mount Somerset Hotel, Taunton

Course Organiser:

Lucy Silk

Course Lecturers:

Anthony Asquith

Programme:

09-15-09.30 Registration and Coffee

09.30-11.15 Introduction, discovering what delegates are looking for from the day,
psychology of complaints and risk management strategies exercise

11.15-11.30 Coffee

11.30-13.00 Risk management strategies, requirements for handling complaints,
examining the correct approaches and complying with legislation

13.00-14.00 Lunch

14.00-15.00 Human Behaviour Strategies to avoid complaints and manage these
successfully for happy outcomes

15.00-15.15 Tea

15.15-16.30 Human Behaviour Strategies to avoid complaints and manage these
successfully for happy outcomes

Review of topic and questions