

Date and venue:  
Staying out of Trouble  
Friday 17<sup>th</sup> July 2015  
The Gables Hotel  
Bristol Road  
Falfield  
Gloucestershire  
GL12 8DL  
Course Organiser:  
Mr Keith George  
Course Lecturers:  
Mr Stephen Henderson

**Programme**

09.30- 09.45	Registration and Coffee
09.45 -11.15	Session 1: Avoiding the general dental council and the role of the council.
11.15 -11.30	Coffee
11.30-13.00	Session 2: Good record keeping and clinical negligence.
13.00-14.00	Lunch
14.00-15.15	Session 3: Complaint handling and resolution.
15.15-15.30	Tea
15.30-16.30	Session 4: The role of the indemnity provider.
16.30-16.45	Questions and feedback.

**COURSE AIMS-**

- 1- To update knowledge and understanding of the do's and don'ts of record keeping.
  - 2- To realise the key areas of dental litigation.
  - 3- To understand the importance of correct and prompt complaint handling.
  - 4- The role of indemnity providers and the benefits of membership.
- .

**COURSE OBJECTIVES-**

After the course participants will have a better understanding of-

- 1- Good record keeping is important for the provision of effective dental care and a key risk management tool.

- 2- Effective complaint resolution.
- 3- The expectation of the general dental council.
- 4- The role of the indemnity provider