

**MANAGING PATIENTS COMPLAINTS AND PROVIDING
EXCELLENT CUSTOMER CARE
SW15-04-24-1**



Date and venue:
24th April 2015

Course Organiser:
Paul Woodhouse

Course Lecturers:
Anthony Asquith Dip Hyp Psych UK

Programme

0900- 09.30 Registration

09.30 -11.00 Session 1: Examines the complaints and litigation situation in the UK how dental staff can use successful risk management strategies to manage the potential of problems occurring

11.00 -11.15 Coffee

11.15-12.45 Session 2: Looks at what to do when complaint is received, the steps you should be taking immediately to manage this in practice, additionally explores the current GDC process's and investigates other routes where complaints arise.

12.45-13.30 Lunch

13.30-14.45 Session 3: Examines the use of psychological influence techniques including micro-expressions and examines human behaviour in the dental practice to help staff to navigate this often complex area of business management

14.45-15.00 Coffee

15.00-16.15 Session 4: Completes session 3 and then round up and final questions