

A white circular badge with a red border containing the text '3 hrs verifiable education' in red and black.

3 hrs
verifiable
education

VENUE:

Royal Preston Hospital
Sharoe Green
Lane North
Fulwood
Preston
PR2 9HT

DATE:

Friday 20th October 2017

TIME:

1.30pm – 5.00pm
(Registration from 1.00pm)
Refreshments provided

COST:

NHS £15.00
Non NHS £30.00

SPEAKER:

Stuart Allen

A close-up photograph of a pair of black-rimmed glasses resting on a white document titled 'complaint form'. The text on the form is partially visible, including 'to tell us about your complaint – so we can see if we've got anything – or have any difficulties filling in this form' and 'Details'.

Dental Record Keeping and Complaints Handling:

A course for the dental team

Overview:

This course will provide you with the understanding of how to maintain adequate records with reference to the RCS guidance .

It will also discuss why patients complain and how to deal with the complaint effectively whilst respecting the requirements of the NHS.

For full aims, objectives, learning outcomes and to reserve your place visit the Maxcourse website:
www.maxcourse.co.uk/henw

Refunds will only be given up to 4 weeks prior to the course date.
However, places can be transferred between colleagues if necessary at any time.

