

Record Keeping and Complaint Handling:

A course for the whole Dental Team

Aim:

To look at the current standards used in record keeping and to understand its importance in general dental practice. To provide a checklist for handling complaints in line with the principles set out in 'Standards for dental professionals'

Objectives:

- To review the records which a dental practice has to make and which records it is good practice to make
- To discuss how and when records ought to be made, how they should be maintained and retained
- To discuss when and how records ought to be destroyed or archived.
- To discuss how complaints arise
- To discuss how complaints are handled respecting the requirements of the NHS

Learning Outcomes:

- Delegates will be able to assure record keeping is comprehensive, complies with current regulations, guidelines and good practice.
- Delegates will be able to handle patient complaints in accordance with their contractual requirements and current ethical guidance.

This course qualifies for 2.5 hours verifiable CPD

To reserve your place on this course, please create your MAXCOURSE profile and follow instructions online

Go to www.maxcourse.co.uk/henw

Closing date: 4th November 2014

Speaker:

Stuart Allan
DPA, HENW

Venue:

Furness General Hospital
Dalton Lane
Barrow-in-Furness
Cumbria
LA14 4LF

Date:

Thursday 4th December 2014

Time:

9.30 am – 12.15 pm
(Registration from 9.00 am)

Cost:

NHS	£15.00
Non NHS	£30.00

