

# 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](http://www.maxcourse.co.uk/henw)

Closing date: 16<sup>th</sup> January 2015

### Speaker:

Stuart Allan  
DPA, HENW

### Venue:

Learning Centre  
Royal Blackburn Hospital  
Haslingden Road  
Blackburn  
Lancashire  
BB2 3HH

### Date:

Friday 13th February 2015

### Time:

9.30 am – 12.15 pm  
(Registration from 9.00 am)

### Cost:

|         |        |
|---------|--------|
| NHS     | £15.00 |
| Non NHS | £30.00 |

