

LANCASHIRE & SOUTH CUMBRIA LDC EVENT

5.5
Hours
eCPD

The Dental Guide to Staying out of Trouble

FRIDAY 6TH DECEMBER 2019

Holliday Inn - Lancaster
Waterside Park, Caton Rd, Lancaster LA1 3RA

9:30am- 4:30pm
Registration from 9am
Lunch will be provided on this course

Receiving a complaint from a patient, inspection from the CQC or letter from the GDC can be distressing. This FREE event aims to help improve your knowledge of the regulatory process surrounding dentistry on a local and national level. Learn about NHSE performance processes, how to address local concerns, reduce the risks of a complaint and ensure your practice is GDC and CQC compliant.

Sessions & Speakers

Complaints & Concerns: A Matter for the CQC

John Milne
Senior Dental Advisor - CQC

Managing Concerns about Performance the Area Team Way

Mike Cheadle
Discipline Specific Practitioner (Dental) - LASC

Supporting Practitioners in Difficulty (DPASS)

Bernard Alston
LASC Dental Practitioner Advice & Support Scheme Lead

Complaints, a Tactical Team Approach

John Makin
Head of the Dental Defence Union

For more information or to book your place, please visit
www.maxcourse.co.uk/henw