

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 current trends in litigation
- To discuss effective risk management strategies for the dental team
- To discuss the GDC's ethical guidance and its impact on everyday practice

Learning Outcomes:

- Delegates will be better informed about current trends in litigation
- Delegates will be able to implement effective risk management strategies
- Delegates will have a better understanding of the GDC's 'Standards' guidance

Speaker:

Raj Rattan
GDP
Senior Dento-Legal Consultant

Venue:

HENW
Three Piccadilly Place
Manchester
M1 3BN

Date:

Tuesday 29th September 2015

Time:

9.00 am – 1.00 pm
(Registration from 8.45 am)

Cost:

NHS	£15.00
Non NHS	£30.00

This course qualifies for 3.5 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: 1st September 2015

