

**Successfully Handling Patient Complaints and Increasing
Personal Confidence
(SW11-04-01-1)**

Date and venue:

1st April 2011
Salisbury District Hospital

Course Organiser:

Jackie Gazzard

Course Lecturers:

Anthony Asquith & John Moore

Programme

8.30am	Set up
9.00am	Registration for the course
1.00pm	Lunch
4.30pm	End of course

Scheduled coffee breaks at 9.00am/ 11.20am/ Lunch 1.00pm/ and final afternoon coffee break at around 3.20pm

Aims

- Participants will develop strategies for handling complaints effectively
- Participants will learn about proactive risk management to avoid complaints
- Participants will learn too about what principles practitioners who don't get sued follow in their work.
- As well as the predisposing factors and precipitating factors as to why people take these matters further.
- Participants will also learn about the body language of dissatisfaction and what to do when these signs become visible.

Objectives

- Developing a positive attitude towards handling patients who are distressed and not fearing complaints
- An understanding of complaints procedures and the stages involved as per GDC regulations.
- Different people complain for a variety of reasons and you'll discover how best to work with them as well as how to be confident in spite of adversity and maintaining a sense of perspective