

**“Successfully Handling Patient Complaints
– a neuro-linguistic perspective”
Thomas Sydenham Education Centre, Dorset County Hospital,
Dorchester
Friday 25th November 2011**

Course Tutors – Anthony Asquith and Sarah Thompson

Our speakers quote research which demonstrates that over 50% of patients who take things further against you and your team will have decided to do so because they don't like you and that this is commonly something they have thought about doing even before any act of alleged negligence has occurred.

Programme

09.00	Registration
09.30	Dental Practices with few or no complaints historically don't get sued...What principles are they working with? How do you and your team compare? What changes might you consider in your daily methods of operation?
11.15	Tea/Coffee
11.30	Proactive Risk Management. Balancing the odds in your favour! Understanding the predisposing and precipitating factors as to why people take things further against you.
12.40	Lunch
13.30	Understanding the complaints procedures you need to follow. Strategies for working towards solutions. Spotting the body language of underlying anger, disgust and dissatisfaction and, what to do to avoid escalations.
15.00	Tea/coffee
15.15	Handling yourself when complaints occur to remain confident and in control of the situation.
16.30	Finish