



The Royal Bournemouth and
Christchurch Hospitals
NHS Foundation Trust



"putting patients first"

When Patients Bite Back..!#

**Successfully Handling Patient Complaints and
Increasing Personal Confidence
(1314)**

Date and venue:

**Tuesday 10th January 2012
Postgraduate Medical Education Centre
Royal Bournemouth Hospital**

Course Organiser:

Grace Wilkinson

Course Lecturer:

Mr Anthony Asquith

#

9.30am *Dental Practices with few or no complaints and 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?*

11.15am **TEA BREAK**

11.35am *Proactive Risk Management. Balancing the odds in your favour!*

- *Understanding the predisposing and precipitating factors as to why people take things further against you.*

12.40pm **LUNCH**

1.30pm *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.*

3.00pm **TEA BREAK**

3.15pm *Handling yourself when complaints occur to remain confident and in control of the situation.*

4.30pm **FINISH**