

**When Patients Bite Back: Managing Dental Complaints and  
Staying Confident**  
**SW13-03-13-1**

Friday, 1<sup>st</sup> March 2013  
New College Swindon, New College Drive, Swindon SN3 1AH

Course Organiser:  
Jackie Gazzard

Course Lecturers:  
Anthony Asquith and Sarah Thompson

**Programme**

0900- 09.30	Registration & tea/coffee
09.30 -11.00	NHS and Private Practices complaints handling process and what patients really want Evidence based and successful pro-active assessment strategies
11.20	Coffee break
11.20-13.00	Psychological influence techniques, behavioural psychology, body language and facial micro expressions to spot a disgruntled patient early
13.00-13.45	Lunch
13.45 – 15.20	You and your team can practice confidently and not be overly fearful of complaints Practical understanding of CQC outcomes 17, managing dental complaints, looking at the key element within this process
15.20	Afternoon coffee break
15.40	Ensuring that your team can have the opportunity to resolve disputes and complaints locally without them escalating to higher authorities
16.30	Finish time