

Flying high with Patient Safety and Professionalism

Date and venue:
Friday 10 November 2017
The Alverton Hotel, Truro

Course Organiser:
Carrie Bradburn, Dental Postgraduate Tutor

Course Tutor:
Anthony Asquith Dip Hyp Psych UK

Programme

09.00 - Registration & Tea/Coffee

09.30 - 13 key procedures and practices that contribute to patient safety

11.15 -Tea/Coffee

11.30 – Crew resource management and the parallels to dentistry

13.00 – Lunch

14.00 – A close up look at many difficult situations that can and do occur in busy dental practices and how these can be dealt with in accordance with current GDC and CQC standards

15.00 - Tea/Coffee

15.15 - The principals of professionalism and ethics

16.30 - Discussion and Close

Aim: To discuss the methodology involved in reducing errors, adverse outcomes and accidents and to discuss the many clinical, people management and leadership issues that arise in busy dental practices.

Objectives: By the end of the day delegates should have an increased awareness of:

13 key procedures and practices that contribute to patient safety

Team resource management

The use of patient checklists

The principals of professionalism and ethics

Outcome: Delegates should have increased situational awareness through knowing about threat and error management so that potential threats can be better anticipated, this should help them feel more confident and certain in their approach to work.