

**More than just a cover for your back
(SW10-02-18-1)**

Date and venue:
18th February 2010
Custom Dental Ceramics, Devon

Course Organiser:
Roger Robinson

Course Lecturers:
Mr John Tierman

Programme

0945-1015 Standards of care- What Standard?

Objectives: Delegates will understand the difference between professional standards and civil standards and also the concept of negligence.

1015-1100 Why do patients complain or sue? (JT)

Objectives: Delegates will be able to describe 3 reasons why patients may complain or sue.

1100-1115 Questions

1115-1130 Coffee

1130-1230 Consent & Communication (JT)

*Objectives: Delegates will be able to describe the principles of consent.
Delegates can describe the types of communication and their role in the consent process.*

1215-1245 The GDC and Professional conduct

1245-1345 Lunch

1345-1415 Customer Needs (JT)

Objectives: Delegates will be able to describe 6 customer needs.

1415-1530 Complaints of Principals and Complaints Handling (JT)

Objectives: The purpose of the session is to provide delegates with a basic knowledge of the benefits of complaints handling and to avoid some of the pitfalls that may cause complaints to escalate.

1530-1545 Tea

1545-1630 Summary and Risk Management Tips (JT)

Objectives: To describe 6 behaviours that may reduce risk in dental practice. To revive some case histories that reflect learning points through the day.