

Complaints, Communication and Contracts (The Future of NHS Dentistry)

Date and venue:

Friday 9th September 2016
Mercure Southgate Hotel, Exeter
North and East Devon

Course Organiser:

Samantha Braddock

Course Lecturers:

Raj Rattan_BDS MFGDP FFGDP Dip.MDE FICD

Programme

09.15	Registration
09.30	Introduction
09.40	Legal and ethical issues in general dental practice
10.15	Coffee
10.45	Complaints management in clinical practice
13.00	Lunch
14.00	Future of NHS Dentistry
15.00	Tea
15.15	NHS/Private practice interface
16.15	Close

Aim:

To update attendees on current perspectives in the medico-legal field and discuss the implications of contract reform on patients and practices.

Objectives: by the end of the course, participants will;

1. Have a better understanding of the medico-legal issues in general dental practice
2. Be able to implement effective risk management strategies in everyday practice
3. Understand the potential implications of NHS contract reform

Learning outcomes:

1. Participants will manage risks more effectively
2. Participants will be able to apply complaints management protocols
3. Participants will be able to assess the likely impact of contract reform
4. Improve their communication skills in discussion NHS/Private treatment options with patients.