

NHS England Primary Care Complaints Conference

Nobody likes to receive complaints, but the ability to respond to them constructively, whilst learning any lessons, goes to the heart of professionalism. The occasional complaint is received in any good team, and research shows that where a complaint is handled well, then the loyalty of that patient is often strengthened. Contrary to popular belief, apologies tend to prevent formal complaints rather than the reverse. A complaint handled professionally can actually be a practice builder. This essential session describes the key steps to help transform complaints from a threat, into an opportunity.

For the first time, the NHS England Primary Care complaints conference will bring together a collection of speakers from across primary care and regulatory organisations to address frontline primary care practitioners. Speakers and facilitators will support delegates to identify how learning from feedback and complaints can be utilised to improve performance. They will also share practical suggestions on how best to manage complaints.

The free conference in central London is aimed primarily at GPs, Dentists, their teams and practice managers who are involved with the managing of complaints. Delegates will be keen to ensure that learning from feedback and complaints is utilised effectively as a tool for service improvement.

Confirmed speakers include Dame Julie Mellor (the Parliamentary and Health Service Ombudsman), Dr Neil Churchill (Director of Patient Experience at NHS England) alongside senior representatives from the CQC and HealthWatch.

The conference will also play host to the launch of timely report, co-produced by these four organisations. The report will address complaint handling in GP practices, thus making it a key addition to this conference.

In addition to the key note speeches, the conference will also include workshops specific to GPs, Dentists and practice managers. These will feature addresses from senior practitioners in each field, and sessions delivered by MPS (Medical Protection and Dental Protection) on effective complaint handling.

We aim for the conference to be CPD certifiable.

Places can be booked at: <http://www.events.england.nhs.uk/all/1059>

For any queries, please contact Andrew Milner at andrew.milner2@nhs.net