

Dear All,

NHS England would like to invite you to attend a **Free** 3 hour CPD Complaints Handling workshop.

The workshop has been developed to support you and your practice team in preventing and managing complaints and improving the service provided to patients. It will encompass a presentation, reflective exercises, and facilitated group discussions.

The workshop will cover:

- What triggers complaints and how to prevent them
- How your practice and NHS England fit into the overall complaints process
- How to manage and respond to a complaint effectively

The workshop will be facilitated by Lee Bennett, Strategic Complaints Lead at NHS England and Dr Sue Boynton, independent Dentolegal Consultant. The facilitators bring expert experience of supporting primary care to manage and respond to complaints with valuable insight into why complaints are raised and how they can be effectively handled.

By the end of the workshop delegates will have an understanding of professional complaints handling, and be able to select the appropriate management techniques and implement the relevant strategies.

This verifiable CPD activity meets GDC development outcome A

Two free workshops will take place at:

Mercure Exeter Rougemont Hotel
Exeter
EX4 3SP

On: 13 March between 9:30-12:30 (morning session) and 14:00-17:00 (afternoon session).

Please note that places are limited and places are offered on a first come, first served basis. **There is limited free parking at the venue, and tea and coffee will not be provided.**

To book a place, please contact england.complaints-training@nhs.net with details of the session you wish to attend, your practice name, role in the practice and GDC registration number where relevant. Details of how we will protect your data is available online in our privacy notice available here:

<https://www.england.nhs.uk/contact-us/privacy-notice/>