

Dear All,

NHS England and NHS Improvement 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 to minimise the risk of escalation

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 dental teams 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:

Copthorne Hotel

Armada Way
Plymouth
PL1 1AR

On 29 October 2019 at **9:30am (morning session)** and **2:00pm (afternoon session)**

Please note that the workshops are extremely popular, and places are limited and available on a first come, first served basis.

Feedback from previous courses:

- *“Very informative and clear. The presenters were also approachable and open to any questions. I am a new manager and now have a few things that I can implement in the practice, so thank you.”*
- *“The course flowed very well, presenters had a really natural flow in combining their subjects and complimented each other. They pitched their presentation at the correct level making it both interesting but also*



understandable. I would definitely recommend this course to my colleagues and have already started to share learning from it.”

- *“This was an excellent Training Course. It held my attention from start to finish. Although I felt that my understanding of complaints was good I immediately realised that my knowledge needed to be improved. The ability to relate legislation to practice was very succinctly done and this was a skill that I don't often come across. The presenting team were good communicators and encouraged the audience to take part, carefully listening when a question was asked.”*
- *“It was excellent from start to finish. Brilliant!!!”*

Please note that unfortunately there is no free parking at the venue and we are unable to provide free teas and coffees. The venue is approximately 5 minutes' walk from Plymouth train station.

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/>