



# Patient Safety and Complaint Management – Live Webinar [Foundation 1 and 2]

**3** external CPD points

## Introduction

This course is linked to HLO1: An accountable, capable, and compassionate doctor [Continuity of Care - 4] and HLO2: A valuable member of healthcare workforce [Upholding values – 8, Quality improvement – 9].

This new webinar provides an overview of the key messages of **The NHS Patient Safety Strategy, ‘Safer culture, safer systems, safer patients’** which was published in July 2019 and **Complaint Management** in the NHS.

Led by an experienced facilitator and based on the AoMRC Patient Safety Syllabus, the programme is designed to support participants in further development of the patient safety vision within their team by being pro-active in identifying when incidents or complaints may occur. There are opportunities to share experience during the session.

## Course Structure

- **3 hour webinar**

## Webinar Objectives

- Update on the national agenda and legal framework
- Understanding what can trigger incidents to occur using human factor and system analysis
- Overview of Never Events
- How to learn from incidents using systems-based investigation tools
- Workshop – identification and analysis of potential incidents
- Tips for report writing, solutions and being pro-active
- Overview of complaint management covering local resolution and the Ombudsman role

To book or enquire about this programme please contact us:

t: 01189 036363

e: [info@miadhealthcare.com](mailto:info@miadhealthcare.com)

w: [www.miadhealthcare.com](http://www.miadhealthcare.com)