



# Patient Safety Incident Investigation and Complaint Management – Live Webinar

**3** external CPD points

## Introduction

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, 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

- 2.5 hour webinar

## Webinar Objectives

- Update on the national agenda
- Understanding what can trigger incidents to occur
- Overview of Never Events
- How to learn from incidents using systems-based investigation tools
- Tips for report writing, solutions and being pro-active
- Complaint management covering local resolution and the Ombudsman role

To book or enquire about this programme please contact us:

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