



## Managing Complaints, Clinical Accountability and Governance

**3** CPD accredited.

### Introduction

There may be occasions during your career when patients, their relatives or colleagues, have reason to take issue with your attitude, performance or behaviour. This programme reminds you of your responsibilities in patient safety through the GMC recommendations, and also provides you with information in what happens when there is a complaint, either against you or against a member of your team.

There is also the opportunity to consider the wider clinical governance framework and how you can use those elements to identify areas for quality improvement.

### Course Structure

- 2.5 hour live webinar
- Date: 11<sup>th</sup> February 2025 – timings: 2:00pm – 4:30pm
- Please use the Eventbrite link below to book your place on this course  
<https://www.eventbrite.co.uk/e/managing-complaints-clinical-accountability-and-governance-sas-doctors-tickets-959304334087>

### Course Objectives

- Consider the 2 stage process which NHS Trusts follow when dealing with complaints
- Understand and explore both individual responsibilities and learning from complaints
- Consider the core values of the NHS and how clinical governance reflects these values
- Understand the national framework for defining, delivering and monitoring clinical governance
- Appreciate the importance of patient safety and clinical risk management issues in achieving the best clinical outcomes in all care settings
- Link clinical governance and principles of accountability to continuing improvement in healthcare delivery