



## Patient and Staff Safety and Managing Complaints webinar

**6** external CPD points

We are working with NHS England, East of England to provide this webinar, and this course is open to all SAS and LED doctors ONLY from this region.

### Introduction

The introduction of the Patient Safety Incident Response Framework (PSIRF), by autumn 2023, represents a significant shift in the way the NHS responds to patient safety incidents and is a major step towards establishing a safety management system across the NHS. It is a key part of the NHS Patient Safety Strategy. All staff need to understand the legal context and the significant changes affected by the framework, including compassionate engagement and involvement of those affected by patient safety incidents, patients, their families and staff. Learn how to respond as a team to embrace pro-active system-based learning and the support that is in place to achieve consistent and sustained quality improvement in patient care.

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

- Live webinar
- Date and timings: 27<sup>th</sup> February. 10am – 12.30pm AND 1.30pm – 4pm.
- Link: <https://www.eventbrite.co.uk/e/patient-and-staff-safety-and-managing-complaints-webinar-tickets-793091035637>

### Course Objectives

- Update on the regulatory framework
- Review the patient safety agenda
- Understanding the patient safety incident response framework (PSIRF)
- Developing an incident risk profile
- Patient safety principles in action
- Human factors and systems thinking
- Never events review
- 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

To book onto this programme please use the eventbrite link. For technical queries please contact:

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