



Patient Safety Incident Investigation and Complaint Management – Live Webinar

3 external CPD points

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

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**
- **Date: 10th Feb 2022 – Timings: 10:00am – 12:30**
- **Please use the eventbrite link to book your place.**
- **<https://www.eventbrite.co.uk/e/patient-safety-incident-investigation-and-complaint-management-webinar-tickets-167320783969>**

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 onto this programme please use the eventbrite link, for technical queries please contact:

e: info@miadhealthcare.com