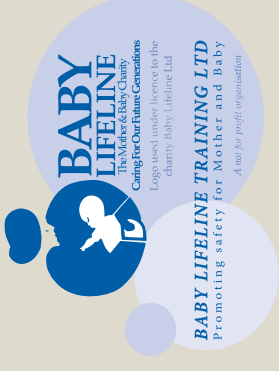




PANNONE
THE COMPLETE LAW FIRM



Handling Complaints

14th & 15th January 2010

two day seminar

THE COMPLETE LAW FIRM

A 123 Deansgate, Manchester, M3 2BU
T 0161 909 3000
E law@pannone.co.uk
www.pannone.com



PANNONE
THE COMPLETE LAW FIRM



A two day seminar on 14th & 15th January 2010



Introduction

No one likes complaints. Not the complainants, who are upset, angry and hurt by the thought of complaining about someone or something, nor the recipients, who by and large respond in the same way. Yet complaining is both an innate human characteristic and an important safety valve in any organised society. Moreover, it can be one of the greatest drivers for change: in attitudes, in the way complaints are managed and in preventing others being hurt or even physically injured.

Well handled, complaints can actually be rewarding for complainant and recipient, and a learning experience for both. Sometimes complaints are relatively easily resolved, often by no more than an apology, but others are complex and multi-factorial. Increasingly, unresolved complaints form the basis for litigation as a means of seeking redress; in these situations an apology is rarely obtained and often nothing good comes to either party.

This course on Handling Complaints explores and explains the causes of complaints and how to manage them. More importantly, it offers an opportunity to understand why people complain and why those complained about often respond so poorly. The course is to be delivered by some of the most eminent experts in complaints and litigation and there will be ample opportunities for discussion, formally and informally.

At times it may be challenging but it is hard to imagine that anyone will leave at the end of the course without being far more informed than before, and better able to avoid, assess and manage complaints for the benefit of complainants and complainers.

Professor Julian Woolfson OBE LL.M FRCOG
Honorary Treasurer, RCOG

Who should attend?

- Midwives
- Obstetricians
- Neonatologists
- Risk Managers
- Clinical Negligence lawyers

Programme outline

Minor complaints to Serious Untoward Incident

Day 1	Topic	Speaker
9.30	Coffee & registration	
10.00	Welcome	Chair: Professor James Drife, President of Baby Lifeline Emeritus Professor of Obstetrics and Gynaecology at University of Leeds
10.15	Overview of complaints process	Eileen McGuigan, Complaints and Claims Manager Nursing & Governance Division, the Christie NHS Foundation Trust
10.45	What is a Serious Untoward Incident report?	Professor Philip J Steer, Emeritus Professor of Obstetrics and Gynaecology
11.15	Analysing the real problem - Root Cause Analysis	Derek Tuffnell, Consultant Obstetrician
11.45	Professional standards: The Role of regulators in the complaints process	Barbara Kuypers, West Midlands LSA Midwifery Officer
12.20	Q&A	
12.30	Lunch	
1.30	Learning from complaints and the Clinical Governance Framework	Mai Buckley, Director of Midwifery and Gynaecology at the Royal Free Hospital
2.00	Handling complainants and their expectations: two case studies reviewed	Pauline Tschobotko, Head of Midwifery, Blackpool, Fylde and Wyre
2.30	Q&A	
2.45	Tea	
3.00	Complainants' perspective on admissions and apologies	Peter Walsh, Chief Executive of the national charity Action against Medical Accidents, AvMA
3.45	Hospitals' perspective on admissions and apologies	John Mead, Technical Claims Director, NHSLA
4.15	Q&A	
	Closing remarks	Chair: Professor James Drife, President of Baby Lifeline Emeritus Professor of Obstetrics and Gynaecology at University of Leeds



Programme outline

From a complaint to a legal claim

Day 2	Topic	Speaker
8.30	Coffee	
9.15	Welcome	Chair: Professor James Drife, President of Baby Lifeline Emeritus Professor of Obstetrics and Gynaecology at University of Leeds
9.30	The coroner: gathering information and the inquest process followed by Q&A	John Pollard, Coroner Rita Wilkinson, Coroner's Officer
10.30	Coffee	
11.00	From a complaint to litigation, a patient's perspective	Emma Holt, Pannone LLP
11.40	Psychological support for patients & staff	Pat Gould, Team Manager, Royal College of Midwives
12.30	Lunch	
1.45	Mock clinical negligence trial*	Chris Melton QC, Byrom Street Chambers
3.15	Tea	
3.25	Mock clinical negligence trial*	Chris Melton QC, Byrom Street Chambers
4.30	Closing remarks	Chair: Professor James Drife, President of Baby Lifeline Emeritus Professor of Obstetrics and Gynaecology at University of Leeds

*The mock clinical negligence trial will take place at the nearby Manchester Civil Justice Centre, Crown Court, Crown Square, Manchester M60 9DJ.

CPD points

Day 1: 5 CPD points
Day 2: 4 CPD points
Day 1 & 2: 9 CPD points



Cheques should be made payable to
"Baby Lifeline Training Limited"
 Please send your cheques to
 Kirsten Arnold, Pannone LLP,
 123 Deansgate, Manchester M3 2BU

Early Bird
£350
for both days

Contact & Register

Kirsten Arnold
 Pannone LLP
 123 Deansgate,
 Manchester.
 M3 2BU
 +44 (0)161 909 3000

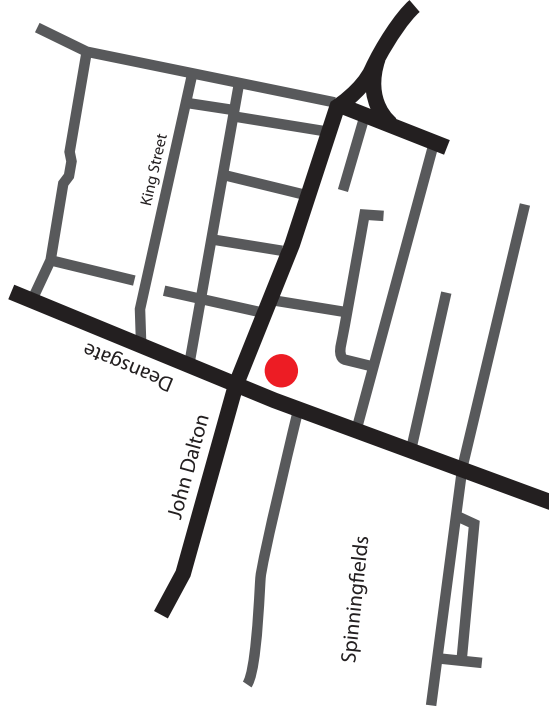
www.pannone.com
www.pannoneonline.co.uk

Costs

£285 per person for 1 day or £395 for both days
 Early bird offer - booking before 30th November:
 £250 1 day
 £350 both days

Map

How to find us



NAME	
POSITION	
ORGANISATION/FIRM	
ADDRESS	
POSTCODE	
TELEPHONE	
EMAIL	