



6 CPD  
points

# Managing complaints, clinical accountability and governance

09.30 – 16.00 Hours

Tuesday, 18<sup>th</sup> January 2022

Venue: Virtual Online via MS Teams

Who this is for: SAS doctors

## Educational objectives:

- To understand key approaches to clinical governance, complaints and accountability
- To build skills to manage these issues through scenarios and role play
- To be able to apply these skills to professional roles

**CPD approval:** This programme is subject to 6 CPD points

**About the trainer: Dr Mark Davies, Director** Full time NHS consultant until nine years ago when left to take an MBA and work across a range of sectors including the NHS. Now director of Res Consortium as well as honorary NHS consultant. Delivers educational and service development programmes across the UK with a focus on supporting key clinical groups with extensive work with Consultants, SAS doctors, Clinical Directors and Managers on management and leadership development. Works with all levels of the NHS including providers, commissioners and primary care, delivering wider projects around organisational development, service redesign, commissioning strategy and primary care redevelopment. More specifically with clinicians focuses on key programmes including leadership in service development, appraisal, service redesign, clinical/manager joint working, negotiation, job planning, commissioning, cross agency working, and wider performance issues. Is a visiting lecturer with Nottingham University Health MBA.

## To Book a place:

Please email: [hdf.t.sasadmin@nhs.net](mailto:hdf.t.sasadmin@nhs.net)

Tel: 01423 555478

## Agenda

### Please ensure:

- You are in a room where you will not be disturbed
- You login in early to check your connection works ok
- Your camera and audio are both turned off
- You are comfortable
- You have access to refreshments for the break

### 09.20 Registration

09.30 Setting module objectives

09.40 ABC of clinical governance – Best practice approaches

10.20 Skills 1 – Managing the governance process in a local service – The SAS role

### 11.00 Break

11.20 Skills 2: How to avoid complaints

12.20 Skills 3: Managing and learning from complaints

### 13.00 Lunch

13.30 Skills 4: Professional accountability and governance

14.10 Case studies

### 14.50 Break

15.10 Governance 'problems clinic'

15.50 Governance development plan

16.00 Summary & close