



Patient Safety Incident Investigation and Complaint Management – Workshop

6 external CPD points

Introduction

This workshop 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

- **Date:** 19th November 2021
- **Timings:** 9:30am – 4:30pm
- **Venue:** The Oakwell Centre

Workshop 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 or enquire about this programme please contact:

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