



Patient Safety Incident Investigation and Complaint Management

3 external CPD points

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**

Course 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 us
t: 01189 036363

e: info@miadhealthcare.com

w: www.miadhealthcare.com