

# NHS Patient Complaints: Improving Your Response to Support Patients & Staff

Taking place in Zone 1 Central London (Venue TBC) | Thursday 19th April 2018

## 10.15 Registration & Morning Refreshments

## 11.00 Chair's Introduction

## 11.05 Morning Policy Session: Understanding the Challenges

- Comprehensive overview of the latest developments in NHS complaints policy
- The importance of adopting a person-centred approach to the handling and resolution of complaints
- Legal overview: ensuring compliance with the Duty of Candour
- Providing patients with clear information on how and when to complain
- Overcoming a possible “defensive culture” to embrace complaints and concerns
- Improving the effectiveness of your Patient Advice & Liaison services
- Effectively training staff to resolve conflict and de-escalate disputes
- Ensuring frontline staff feel equipped to manage and respond to complaints
- Developing your response to informal complaints
- Managing complex complaints across organisational boundaries

⇒ **Ian Adams**, *Director of Membership and Stakeholder Engagement, NHS Resolution*

## 13.15 Networking Lunch

## 14:00 Afternoon Session: Sharing Best Practice

- Examples of national best practice and positive engagement with the complaints system
- The role of social media in the changing nature of complaints
- Examining complainants' response to their experience and building on results
- Supporting complainants throughout the process

⇒ **Sir Charles Pollard**, *Chair, Restorative Solutions CIC*

## 15.30 Event Close

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