The system for handling NHS complaints and clinical disputes is undergoing the most radical reform in its history.

Perfectly timed to allow for finalisation of the NHS Redress Bill this Autumn, this event is a must for anyone who works with the NHS Complaints Procedure and/or needs to know about the NHS Redress Scheme. It will provide you with an understanding of:

⇒ What you and your organisation need to do to prepare for the NHS Redress Scheme and reforms of the NHS Complaints Procedure
⇒ How your organisation can meet the core and developmental standards for complaints in Standards for Better Health

Three other reasons for choosing this conference:

⇒ It is timed to ensure the NHS Redress Bill will have been finalised (in October) - earlier events are premature
⇒ It builds on the expertise and successful track record AvMA have in organising events on these subjects
⇒ As well as offering unbeatable quality, the event represents excellent value for money, and any ‘surplus’ goes towards AvMA’s charitable work– not to private companies’ profits

Conference Agenda

The NHS Redress Scheme and NHS Complaints Procedure
♦ Key components and milestones for the NHS Redress Scheme
♦ Links between NHS Redress and NHS Complaints
♦ Complaints reform post-Shipman
Chris Bostock, Lead for NHS Complaints and Clinical Negligence Team, Department of Health

Meeting the Core and Developmental Standards for Complaints
♦ What the Standards mean in practice
♦ How NHS bodies will be assessed
♦ The Commission’s role in the NHS Complaint Procedure and NHS Redress Scheme
Marcia Fry, Head of Operational Development, Healthcare Commission

Lessons from the Health Service Ombudsman
♦ What goes wrong in responding to complaints?
♦ How to avoid critical Ombudsman reports
♦ The role of the Ombudsman re: NHS Redress Scheme
Jack Kellit, Director of Investigations of Health, Parliamentary and Health Service Ombudsman

Best Practice in Early Resolution of Complaint
♦ Sorting problems out early
♦ Gaining co-operation and supporting staff
♦ Sharing lessons with patients

Learning lessons from complaints and incidents
♦ Links with clinical governance and patient safety
♦ Implementing service improvements
Lesley Stuart, Head of Corporate Governance, St George’s Healthcare NHS Trust

What trusts need to prepare for the NHS Redress Scheme
♦ Investigating the merits of cases
♦ Knowledge skills and resources required
♦ What works now
Richard Slack, Partner, Browne Jacobson

Empowering Patients in the NHS Redress Scheme
♦ Empowering patients: the roles of PALS, ICAS, AvMA and Lawyers
♦ Joint Instruction of independent medical experts (lessons from the pilots)
♦ Learning lessons/Improving Safety
Peter Walsh, Chief Executive, AvMA

Panel Discussion

PLUS opportunities to contribute ideas, ask questions and network with colleagues!
CONFIRMATION OF BOOKING
If you have not received confirmation of your booking fourteen days after registering please contact us on 020 8688 9555. Upon receipt of your booking, AvMA will issue a VAT receipt for your payment. The venue information and final details will be sent three weeks prior to the event. Please note that full payment must reach AvMA before the conference takes place for admission to be given.

CANCELLATIONS AND SUBSTITUTIONS
Cancellations must be confirmed in writing at least 10 working days before the conference and each delegate place will be liable for a £50 administration fee. Any cancellations received after this date will be liable for the full fee and course notes will still be sent on. Delegates who are unable to attend due to circumstances beyond AvMA’s control and who have not cancelled in advance will still be liable for the full fee and course notes will be sent on. No refunds will be given. Delegate name changes may be made at any time at no extra charge.

INDEMNITY
It may be necessary to change the content and timing of the programme, speakers or venue due to circumstances beyond the control of AvMA. We reserve the right to cancel the conference if absolutely necessary and issue a full refund of conference fees. AvMA accept no liability if, for whatever reason, the conference does not take place.

DATA PROTECTION ACT
AvMA will retain your details on our database to enable us to process your booking, for accreditation purposes and so that you can be kept up to date with relevant details of future events. If you do not wish to receive future mailings from AvMA after this event, please tick the box. Occasionally we may include marketing material from external organisations with our mailings (eg conference sponsors mailings). If you do not wish to receive information from third parties, please tick this box □

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REGISTERED CHARITY
Action against Medical Accidents (AvMA) is an independent charity which promotes better patient safety and justice for people who have been affected by a medical accident. Any surplus income from this event goes towards AvMA’s charitable work.

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