

# From NHS Complaints to Redress – *understanding the changing landscape*

Wednesday 29th November 2006, Browns Courtrooms,  
St Martin's Lane, London

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!***

**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.

**Registered charity No. 299123**

**Conference Timings:** 09:15 Registration 09:45 Chairman's Introduction 17:00 Conference closes

**Venue:** **Browns Courtrooms**, 82-84 St Martins Lane, London, WC2N 4AA  
Tel: 020 7 497 505 Fax: 020 7 497 5005 (5-10 minutes walk from Leicester Square tube and Charing Cross station)

**Course Fees:**

<b>Commercial Rate</b> £395.00 + VAT = <b>£464.13</b>	<b>Lawyer's Service discount rate</b> £295 + VAT = <b>£346.63</b>
<b>NHS /Public Sector Rate</b> £295.00 + VAT = <b>£346.63</b>	<b>Voluntary Organisation Rate</b> £150 + VAT = <b>£176.25</b>

\* **30% discount for 2nd and subsequent places booked!**

NB: If you do require accommodation please contact Conference Care, stating that you are attending an AvMA event and they will be able to assist you – [reservations@conferencecare.com](mailto:reservations@conferencecare.com) or call 0870 442 7364.  
Fee includes refreshments, a light lunch and course notes. *CPD POINTS TO BE CONFIRMED.*

In order to secure a place on the above course, please complete and return the booking form below along with full payment to AvMA at the address below

### BOOKING FORM – 104

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**Delegate(s) Details** (please photocopy the form for additional delegates)

Full Name	Job Title	Special Requirements
1) .....	.....	.....
2) .....	.....	.....

I agree to AvMA's terms & conditions of booking as stated below: **Signature** .....

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**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.

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