



MDU

Avoiding medico-legal pitfalls in primary care

Speakers Dr Jerard Ross – MDU, medico-legal adviser
 Dr Clare Sweeney – MDU, medico-legal adviser
 James Godber – MDU, senior learning & development officer

09:00	Registration
09:30	Start
	Getting it right with complaint handling and multiple jeopardy
11:00	Break
11:15	Getting it right with social media and conflict
13:00	Lunch
14:00	Getting it right with challenging patients
14:30	Getting it right when things go wrong part 1
15:15	Break
15:30	Getting it right when things go wrong part 2
16:40	Round up and any other questions to finish
16:45	Close