



# MDU

## Effective complaints handling in primary care Course programme

Speakers     Lee Bennett – Strategic complaints lead, NHS England  
                  Dr Clare Sweeney – MDU medico-legal adviser

09:15	Registration
09:45	Introductions and welcome
09:50	What is a complaint and why is it important to respond well?
10:30	What do people complain about and how can you minimise the risk?
11:00	The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009
11:40	Break
11:50	The role of NHS England in complaints
12:20	The Parliamentary and Health Service Ombudsman
12:40	Responding to Complaints I
13:00	Lunch
13:45	Responding to complaints II
14:00	Learning from complaints
14:30	Local resolution meetings
14:45	Break
15:00	Practical complaints handling in groups
15:50	Round up and questions
16:00	Close