



MDU

Getting it right – avoiding medico-legal pitfalls course programme

Virtual course for GPs and practice managers

Speakers	Dr Jerard Ross – MDU medico-legal adviser Dr Clare Sweeney – MDU medico-legal adviser James Godber – MDU senior learning & development officer
9:00	Registration
9:15	Introductions The scenario and multiple jeopardy Getting it right with complaints handling (including group work)
11:00	Break (15 mins) Responding to criticism on social media Anticipating and de-escalating conflict
12:15	Lunch (30 mins) Challenging patients and the practice Getting it right when things go wrong (including group work – part 1)
2:15	Break (15 mins) Getting right when things go wrong (including group work – part 2) Round up
3:15	Close