



MDU

# Getting it right when things go wrong 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

10:00        Introductions

                  Multiple jeopardy and the scenario

                  Getting it right with complaint handling (plus group work)

**11:00        Break**

11:15        Responding to criticism on social media

                  Anticipating and de-escalating conflict

**12:15        Lunch**

12:45        Managing the practice relationship

                  Getting it right when things go wrong (plus group work) – part 1

**14:15        Break**

14:30        Getting right when things go wrong (plus group work) – part 2

                  Protecting yourself

                  Round up

16:00-16:30 Close