



MDU

PRACTICE CARE

Made For Your TEAM

Free Practice-based seminars

Expert medico-legal advice

Easy to set up

24/7 Helpline

Substantially **reduced** subscriptions

Substantial subscription savings

A PRACTICECARE scheme is quick and easy to set up.

Get an application form:



themdu.com/practicecare



practicecare@themdu.com



freephone 0800 980 8089



themdu.com/liaison

About the MDU

We are a not-for-profit organisation dedicated to our members' interests.

As the world's first and still the UK's leading medical defence organisation, we offer you expert guidance, personal support and a robust defence if your clinical competence or care of patients is questioned.

Our team is led and staffed by doctors, including a team based in Scotland, with real-life experience of the pressures and challenges faced in practice. We have an unmatched track record of helping members overcome the challenges which could threaten their livelihood.

You can practise with confidence because we are on your side, and by your side.

A simpler way of administering your practice's indemnity

PRACTICE
CARE Made For Your TEAM

The MDU is introducing, especially for Scottish GPs, a revolutionary new claims made indemnity scheme which could save you both **TIME** and **MONEY**.

You could see a substantial saving on your subscription while cutting out the red tape of dealing with your practice's indemnity. Yet you would still gain access to the MDU's market leading medico-legal experts and claim handlers.

How does it work?

PRACTICECARE is a claims made solution designed to provide indemnity for the whole practice in one easy-to-administer scheme.

Your whole practice is served by one scheme.

- All of your GP partners and salaried GPs, as members of the MDU, will be entitled to the benefits of membership.
- GP practice partners are also entitled to seek assistance with claims arising from their vicarious liability for nurses (including advanced nurse practitioners), healthcare assistants and non-clinical staff employed by the practice.

Easier to administer

- Access to a dedicated liaison manager to ensure that the scheme continues to work for you, and to help you make the most of the benefits available.

Plus many more additional benefits

- Medico-legal seminars delivered in your surgery at a time convenient to you.
- When medico-legal problems occur you will have access to one of our highly trained MDU advisers 24-hours a day, 365 days a year.
- Access to the MDU's experienced claims handling team – almost 80% of the medical claims we closed in 2015 were successfully defended with no damages or claimant costs paid.
- A free employment advice line staffed by experts.
- A free health and safety advice line.

Attractive subscriptions

At a time when GP incomes are under pressure, we can offer substantial savings on your subscriptions.

Claims made indemnity

It is important to note that all **PRACTICECARE** membership benefits are provided on a "claims made" basis.

This means that when your practice joins the scheme you will be entitled to request assistance with claims relating to specific incidents of clinical care which:

- happen while the practice is an active member of **PRACTICECARE**
- are notified while the practice remains an active member of **PRACTICECARE**.

If you wish to continue to be able to report incidents after your period of membership has ended you will need to apply for, and purchase, extended reporting rights. This can be done up to 30 days after the end of your period of membership.

The cost of extended reporting benefits can vary based on a number of factors. In most cases the cost will not exceed two-and-a-half times the highest annual subscription paid up to that point, and in many cases will be less than two times this figure.

If you cease to work due to retirement, death or disability you may apply for free extended reporting rights. In the case of retirement and disability, anyone in continuous **PRACTICECARE** membership for seven years will be able to apply for this benefit.

Please see page 11 for an explanation of how claims can be reported.

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Open to all practices

Because **PRACTICECARE** requires all practice partners and salaried doctors to be members (we do not require GPSTs or locums to be members) and offers highly competitive subscriptions, it is likely to be most suitable for practices where the team has an excellent claims history.

On joining the scheme, you will be rewarded with access to a wide range of benefits to support you and your practice. Our customised services include benefits such as expert employment law advice and practice-based training seminars.

The Benefits

- ✓ Comprehensive indemnity for the whole practice team.
- ✓ The MDU's market-leading medico-legal expertise, including doctors based in Scotland, who are experts in Scots law.
- ✓ Indemnity for legal expenses in defending an accusation of harassment or discrimination.
- ✓ Indemnity for legal expenses in relation to investigations or inquiries from a governmental or regulatory body.
- ✓ Free practice-based training seminars, accredited for CPD by the RCGP.
- ✓ Free health and safety advice line serviced by Peninsula.
- ✓ Free 24-hour employment law helpline serviced by Peninsula.
- ✓ Help with follow-up letters in relation to employment matters.
- ✓ Exclusive discounts on Peninsula's HRFace2Face consultancy service that offers assistance with employment meetings with employees.
- ✓ Purchase full Peninsula employment law and health and safety packages at an exclusive MDU discount.
- ✓ Free risk assessments.
- ✓ Access to **hronline** website for news updates, employment reference manuals and personnel stationery and absence management system¹.

Peninsula is the leading provider of employment law and health and safety services in the UK. Established since 1983, Peninsula has over 30,000 business customers who have already integrated Peninsula's services to work as part of their HR and health and safety departments.

¹Free for 12 months and at exclusive MDU discount if you wish to continue thereafter.

Free practice-based training seminars

“Useful seminar for the whole practice. These events get everyone thinking and talking about the subject.”

- ✓ **Accredited for one CPD credit** by the RCGP.
- ✓ **Free** for **PRACTICECARE** schemes.
- ✓ At a **time and day to suit you**, subject to availability.
- ✓ **Interactive**, with time for questions and answers.
- ✓ Each seminar lasts approximately **45-60 minutes**.
- ✓ **Scenario-based examples** to help you apply guidance to daily decision-making.
- ✓ Relevant to the **whole healthcare team**.
- ✓ Comprehensive **handouts provided**.
- ✓ **Videos** highlight areas of risk.
- ✓ **Certificate provided** to record attendance.



These popular seminars can help you identify areas of potential risk within the practice which can minimise complaints from patients.

There are 18 seminars to choose from:

Equality and diversity

Learn how a patient can expect to be treated within the NHS service. It will help your awareness of the statutes and regulations relevant to equality and diversity, gain an understanding of the meaning of equality, diversity and human rights and help you understand how equality and diversity affect your roles and responsibilities within the practice setting.

Telephone triage

This seminar will help you understand the triaging process and look at your role and responsibilities when triaging calls. Discuss case studies which examine the risks and benefits of triaging, enabling a practice to develop a protocol based on good practice.

Safeguarding adults

This seminar provides information on identifying vulnerable adults, the type of abuse that they may suffer, and the safeguarding principles. This includes some guidance on handling concerns.

Infection control

Primarily aimed at clinical staff, this seminar reviews the legislation associated with infection control and, through a series of still photographs, provides an interactive view of the issues.

Handling complaints

Learn how to handle complaints so that they can be resolved at a local level and about the requirements of the NHS complaints procedure. The seminar also provides guidance on how to prevent complaints from escalating into claims.

Good record keeping

Master the dos and don'ts of record keeping and other forms of written communication (such as message taking). This seminar provides examples to show how important record keeping can be in providing effective healthcare.

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Child protection

An overview of the child protection process, the relevant statutes and key documentation. This includes the most common dilemmas, clarifies your responsibilities in these situations, and discusses the steps you should take if you are concerned that a child might be at risk of abuse or neglect.

End of life care

Many of the day-to-day activities of primary care come together when dealing with patients approaching the end of their life. This seminar provides an overview of medico-legal and ethical issues, identifying relevant guidance and legislation, and uses case studies to highlight issues around decision-making and patient capacity. Aspects of communication and confidentiality are also included.

Telephone communication skills

Examine problems caused by telephone communication for all practice staff from doctors to receptionists. This seminar suggests practical ways to improve your practice's approach to telephone use.

Communicating bad news

This seminar outlines how to prepare and communicate bad news to patients and families. Aimed at clinical staff, it includes tips on planning the consultation, the appropriate language to use, answering questions and summarising. This seminar helps equip clinicians to approach difficult situations with the appropriate skills.

Introduction to health and safety

Hear about the common areas of concern within general practice when it comes to the Health & Safety Executive guidelines and examine the responsibilities of your practice under the Health & Safety at Work Act 1974.

Fatal accident inquiries

During this seminar, view some of the processes and procedures involved in fatal accident inquiries. This includes suggestions on how you should approach report writing and giving evidence and provides an insight into the likely outcomes of the hearing.

Learning from events

Significant and adverse events should be examined in order to learn lessons from them. This seminar provides advice on recording events, putting together a reporting system, as well as tips on how to run significant event audit meetings in your practice.

Chaperones

You will be provided with information for all practice staff about the role of a chaperone, including who can be a chaperone and how it works. Confidentiality issues include what you should be aware of when chaperoning and relevant GMC guidance including advice on consent and confidentiality.

GMC fitness to practise

This seminar contains an in-depth analysis of complaints received by the GMC and outlines the GMC disciplinary procedure. We also look at different types of complaints, the reasons for them and their outcomes, and finish with suggestions for risk management techniques.

Dealing with challenging patients

Determine how to anticipate difficult situations, diffusing them before they arise and reviewing the options available if violence occurs. The importance of the layout of consulting rooms is also discussed.

Managing risk in general practice

Even the most familiar procedures can occasionally go wrong, with repercussions for both the patient and healthcare professional. The purpose of risk management is to identify weaknesses in practice systems and procedures which increase the likelihood of error. This seminar looks at the five most common themes that give rise to complaints and claims.

Medication errors

This seminar explains one of the more frequent causes of complaints and claims. Using MDU claims data, we examine the common reasons for errors occurring and treatment areas which carry greater risk. This includes suggested ways in which your practice could help avoid exposure to the risk of medication errors.

How the benefits add up...

Free 24-hour employment law advice line

PRACTICECARE members receive free access to Peninsula's HR and employment law advice service, which provides a dedicated and specialist team of HR experts experienced in handling every day staffing issues right through to complex employment law matters in GP, dental and healthcare practices.

The **PRACTICECARE** employment law helpdesk is available 24/7 via telephone or email and can support you with the entire range of HR and employment law issues, including:

- employee conduct and capability issues
- grievance and disciplinary procedures
- holiday entitlements and salary calculations
- absence management
- medical capability dismissals
- terms of conditions in contracts.

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Employment law advice service:

0844 892 2487

*Please quote MDU001, your individual MDU membership number and your **PRACTICECARE** number.*



Please call our dedicated **PRACTICECARE** team on **0800 980 8089** to discuss your requirements.

All our PRACTICECARE schemes include the following benefits...

Discounted access to Peninsula Services

Employment law consultancy and legal support

- Assessment of terms and conditions of employment.
- Bespoke employee documentation including statement of main terms and contracts of employment.
- Optional Peninsula insurance² to cover costs of employment tribunals, preparation and representation by Peninsula's in-house legal team.

BusinessSafe – health and safety service

- Premises health and safety compliance review.
- Evaluation report and health and safety action plan.
- Bespoke responsibilities planner.
- Comprehensive written health and safety policy.
- Full subscription to BusinessSafe Online including risk assessments, reference library and accident reporting.
- Peninsula insurance² is also available as a stand-alone purchase to all PRACTICECARE members. Contact Peninsula for a direct quote to see how much your practice could save.

Example of potential savings for your practice

- For the HR and employment law package, the table below illustrates the price that a practice with 23 employees would pay.

HR and employment law package price

£4,500 + VAT p.a.

PRACTICECARE price

£3,119 + VAT p.a.

This illustrates a saving of **31%** and saves the practice **£1,381** in total.

To get a direct quote or to purchase a Peninsula package at an exclusive MDU discount, please call **0844 892 2487** or email primarycare@peninsula-uk.com

² Subject to the terms and conditions of the policy underwritten by Irwell Insurance Company Limited 'Irwell'. Irwell is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (Register No. 202897). Peninsula Business Services Limited is authorised and regulated by the Financial Conduct Authority for the sale of non-investment insurance contracts (Register No. 468574) – applicable to the insurance product only.

PRACTICECARE practices can also benefit from access to HRFace2Face, an exclusive service from Peninsula.

HRFace2Face is an impartial consultancy service that offers face to face assistance with employee employment law meetings

The HRFace2Face service can provide you with the assurance that your employee meetings are conducted in accordance with the correct employment law and best HR practice.

The HRFace2Face service can conduct meetings for you (or alongside you) in any of the following employment law areas:

- investigations
- grievances
- disciplinary
- capabilities
- redundancy consultations
- welfare meetings
- TUPE consultations
- settlement meetings
- appeals.

There is a team of HRFace2Face paralegals who will prepare the necessary employee invitations and then make all necessary arrangements for one of our highly experienced HRFace2Face consultants³ who will attend your premises to conduct the meetings on your behalf. Once the meeting is complete, the HRFace2Face consultant will then carry out any further investigations (where necessary) and provide you with a written recommendation to bring a resolution to the matter.

The service is available on request and can be paid where and when additional employment law support is needed.

With **PRACTICECARE** you get access to exclusive discounted rates for HRFace2Face's specialist service.



For more information, or to purchase HRFace2Face at an exclusive MDU discount call Peninsula on:

0844 892 3911 *Please quote your MDU **PRACTICECARE** membership number.*

Reporting a claim

PRACTICECARE has been designed as a comprehensive way to indemnify your whole practice, with all of your GP partners and salaried doctors becoming MDU members.

It should be noted that the ability to report new incidents, or new claims arising from incidents that have not already been reported, ceases if the practice leaves **PRACTICECARE**, or for a doctor if he/she leaves or retires from the practice unless extended reporting rights are separately purchased. This is a change from occurrence based indemnity, so please ensure that you are clear about the differences.

To view an explanation of claims made and occurrence indemnity visit themdu.com/practicecare

PRACTICECARE
Membership team
One Canada Square
London E14 5GS

For membership queries

freephone 0800 980 8089
themdu.com/practicecare

