

# Managing and Supporting Clinicians/Healthcare Professionals

*involved in a*

## Patient Safety Incident, Complaint or Claim

Wednesday 7th July 2021 Virtual Conference

10% card payments discount\*  
15% group booking discount\*\*



### Chair & Speakers Include:

**Dr Caroline Walker**

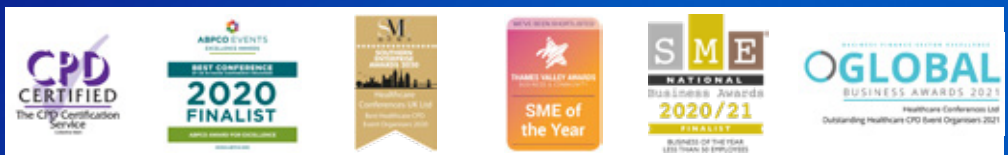
*Founder of The Joyful Doctor*

*Psychiatrist and Specialist in Doctors' Wellbeing*

**Mike O'Connell**

*Legal Services Practitioner*

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Supporting Organisations:



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**“Organisations must “never lose sight of the staff at the sharp end of the error” and plan accordingly. The establishment of a just culture ensures staff are treated fairly and appropriately following patient safety incidents. For staff to be appropriately supported, all organisations must have systems and structures that ensure managers and wider staff:**

- are confident about which incidents are being investigated and why
- understand the potential impact of patient safety incidents on staff
- can recognise and help to manage the signs and symptoms of stress (including those associated with post-traumatic stress disorder) in themselves and colleagues
- have access to support following patient safety incidents.

**“Staff should never be left feeling isolated and uninformed about what will happen following a patient safety incident... Organisations must establish procedures to identify all staff who may have been affected by a patient safety incident and to provide access to the support they need.”**

Patient Safety Incident Response Framework 2020

**“It is vital that NHS staff are fully supported throughout the complaints process so that it doesn’t damage their confidence, trigger mental health problems, or result in the over-management of patients.”**

Dr Clare Gerada, Chief Executive, NHS Practitioner Health

**“We know that any doctor, no matter how experienced, can make a mistake, particularly when working under pressure.”**

Dr Colin Melville Director of Education and Standards GMC

**“The fair treatment of staff supports a culture of fairness, openness and learning in the NHS by making staff feel confident to speak up when things go wrong, rather than fearing blame. Supporting staff to be open about mistakes allows valuable lessons to be learnt so the same errors can be prevented from being repeated.”**

NHS Improvement

**“Doctors with recent/current complaints have significant risks of moderate/severe depression, anxiety and suicidal ideation.”**

The impact of complaints procedures on the welfare, health and clinical practise of 7926 doctors in the UK:  
a cross-sectional survey BMJ

This conference focuses on supporting staff who have been involved in patient safety incidents, or are the subject of complaints or claims. Involvement in an incident, complaint or claim can have severe consequences on staff who may experience a range of reactions including stress, depression, shame and guilt.

### **This conference will enable you to:**

- Network with colleagues who are working to support staff following incidents, complaints or claims
- Understand national developments including the requirements in the 2020 Patient Safety Incident Response Framework
- Reflect on how we can better support staff experiencing these issues through Covid-19
- Deliver a just culture that supports consistent, constructive and fair evaluation of the actions of staff involved in patient safety incidents
- Reflect on a healthcare’s professionals personal experience of being the subject of an incident investigation
- Improve immediate support and debriefing when an incident occurs
- Develop your skills in providing the staff member involved in a patient safety incident specific individual support or intervention to work safely
- Understand how you can improve processes for ensuring candour and supporting staff
- Identify key strategies for interviewing staff and taking statements and preparing staff for Coroner’s Inquests
- Ensure you are up to date with the latest developments in psychological support for staff including building resilience
- Self assess and reflect on your own practice
- Gain CPD accreditation points contributing to professional development and revalidation evidence

## 10.00 Chair's Welcome & Introduction

**Dr Caroline Walker** *Founder of The Joyful Doctor; Psychiatrist and Specialist in Doctors' Wellbeing*

## 10.10 Accountability: Delivering a Just Culture

Supporting consistent, constructive and fair evaluation of the actions of staff involved in patient safety incidents

**Ellen Nicholson**

*Safety and Learning Lead (General Practice)*  
NHS Resolution

- how do you ensure early identification of concerns
- doctors in difficulty and difficult doctors: what's the difference?
- how to diagnose the nature of the issue
- ensuring open and honest communication
- behavior and conduct: setting the ground rules
- confronting inappropriate or disruptive behavior
- understanding the root cause of the problem and tackling concerns
- developing an approach based on values based leadership

## 10.40 Bringing joy back into work: supporting health professionals with mental health concerns

**Dr Caroline Walker**

*Founder of The Joyful Doctor*  
*Psychiatrist and Specialist in Doctors' Wellbeing*

- finding joy at work in challenging times
- supporting health professionals with mental health concerns
- the additional pressure of Covid-19 and how we can support each other
- simple things we can all do to keep well and support each other

11.10 *Small Breakout Groups*

11.30 *Questions & Answers, followed by Comfort Break and Virtual Networking*

## 11.50 Developing/adopting an effective process for ensuring candour and supporting staff

**Jo Mason-Higgins**

*Head of Claims, Complaints and Patient Safety Investigations*  
Gloucestershire Hospital NHS Foundation Trust

- how it feels to be involved in a patient safety incident
- improving your incident reporting process and ensuring incident reporting forms support the recording of a duty of candour notification
- what level of harm should be trigger what level of response? triggers and thresholds
- the role of the Duty of Candour Facilitator and ensuring adherence to the Patient Safety Incident Response Framework

## 12.10 EXTENDED SESSION: Providing the clinician involved in a patient safety incident specific individual support or intervention to work safely

**Dr Andrew Long**

*Consultant Paediatrician and Former Associate Medical Director*  
Great Ormond Street Hospital NHS Foundation Trust

- providing the clinician involved in a patient safety incident specific individual support or intervention to work safely
  - enabling and supporting staff to overcome performance issues and concerns through resolution, remedial and developmental action
  - assessing readiness and competence to work safely
  - case studies in practice
- This session includes interactive discussion in small breakout groups***

13.00 *Questions & Answers, followed by Lunch Break*

## 13.45 EXTENDED SESSION: Interviewing staff and taking statements and supporting staff through Coroner's Inquests

**Mike O'Connell**

*Legal Services Practitioner*

- a step by step guide to interviewing and taking statements as part of the serious incident investigation process
- ensuring a well structured methodology and analysis leading to identification of key causal factors, and moving the focus to identifying the underlying causes
- supporting staff through the process
- writing the investigation report - techniques and tips
- supporting staff through Coroner's Inquests – practical advice

14.30 *Small Breakout Groups*

## 14.45 Supporting clinical staff who are the subject of complaints or claims

**Ben Wesson**

*Head of Customer Enquiries and Complaints, People and Organisational Effectiveness*  
NMC

- promoting a person-centred approach to resolving concerns
- dealing with complaints about nurses and midwives: a new approach to fitness to practice
- helping employers to deal with complaints
- supporting local resolution
- understanding the impact of a complaint or claim on individual staff members
- managing complaints about staff, attitudes and communication
- engaging frontline clinicians in complaints and learning from complaints
- how can we better support staff who are the subject of complaints and claims?

15.15 *Questions & Answers, followed by Comfort Break*

## 15.45 Immediate support and effective debriefing when an incident occurs

**Professor Helen Young**

*Executive Director of Patient Care and Services*  
South Central Ambulance NHS Foundation Trust

- immediate support following an incident
- briefing staff involved in accordance with the 2020 Patient Safety Incident Response Framework
- immediate debriefing, post incident debriefing and group debriefing
- how can we better support staff who are involved in complaints, claims or coroners inquests?

## 16.15 Supporting and managing clinicians when an incident occurs

**Perbinder Grewal**

*General & Vascular Surgeon and Human Factors Trainer*

- supporting people to be open and honest about mistakes
- immediate management of the incident and staff involved
- managing staff working under pressure in the current pandemic
- understanding when an individual needs support or intervention to work safely
- improving support in practice

16.45 *Questions & Answers, followed Close*

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Download

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8 Wilson Drive, Ottershaw, Surrey, KT16 0NT

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Dr Mr Mrs Ms (Please Circle)

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Surname

Job Title

Department

Organisation

Address

Postcode

Telephone

Fax

Email

Please write your address clearly as confirmation will be sent by email, if you prefer confirmation by post please tick this box,   
Please also ensure you complete your full postal address details for our records.

### This form must be signed by the delegate or an authorised person before we can accept the booking

(By signing this form you are accepting the terms and conditions below)

Name

Signature

Date

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For more information contact Healthcare Conferences UK on **01932 429933** or email [jayne@hc-uk.org.uk](mailto:jayne@hc-uk.org.uk)

#### Venue

This virtual conference will include a live stream on Zoom, interactive breakout sessions and a dedicated secure landing page with resources available for three months.

#### Date

Wednesday 7th July 2021

#### Conference Fee

- £295 + VAT (£354.00) for NHS, Social care, private healthcare organisations and universities.  
 £250 + VAT (£300.00) for voluntary sector / charities.  
 £495 + VAT (£594.00) for commercial organisations.

#### \* Credit Card Discount

10% discount when you book via credit or debit card. This offer is exclusive to card bookings and cannot be used in conjunction with any other Healthcare Conferences UK offer.

#### \*\* Group Rates

A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

#### Terms & Conditions

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

#### Confirmation of Booking

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7 days after submitting your booking. The access code for the virtual portal will be sent one week before the conference

#### Exhibition

If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 01932 429933, or email [carolyn@hc-uk.org.uk](mailto:carolyn@hc-uk.org.uk)

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