

A Joint Healthcare Conferences UK and  
InPractice Training Course

# The Duty of Candour in Practice Masterclass

Monday 25 March 2019  
Wednesday 10 July 2019

De Vere West One Conference Centre, London  
The Studio Conference Centre, Manchester

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

This masterclass will ensure a solid understanding of the Duty of Candour process, including:

- Statutory framework
- Professional and ethical Codes of Practice
- What are notifiable events?
- Accountability and responsibility
- Apologies and admissions of liability
- Compensation
- Meeting with families
- Investigating incidents
- Communicating in writing

The course will be facilitated by:

**Simon Robinson**  
Barrister  
Five Paper Chambers

InPractice

**BAICN**  
British Association  
of Critical Care Nurses

**CPD**  
CERTIFIED  
The CPD Certification  
Service

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This one-day in-house course, led by an experienced Barrister and Accredited Mediator, covers the legal framework surrounding the Duty of Candour and what it means in practice.

The training will include sessions on meeting and communicating with patients and families. It will also cover what is a notifiable patient safety incident (both in an NHS and non-NHS context), moderate and severe harm, making apologies, compensation, supporting staff, an overview of Root Cause Analysis and record keeping.

The emphasis will be on developing the practical skills needed to ensure compliance with the Duty of Candour.

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## Programme

- 09.30 Registration, Tea & Coffee
- 10.00 Reviewing delegates' understanding of duty of candour and responding to complaints
- 10.15 Overview of the duty of candour
- 10.30 RCA overview
- 11.00 Tea & Coffee Break
- 11.15 Case Study 1 – in groups and feedback
- 11:45 Duty of candour:
  - Notifiable safety incident – levels of harm
  - Notification and apology
  - Recording and reporting – clinical governance
  - Professional duty
- 12.45 Lunch Break
- 13.15 Case Study 2 – in groups and feedback
- 14.00 Recap and questions on duty of candour
- 14.45 Tea & Coffee Break
- 15.00 Drafting response letters and apologies  
Case study
- 15:45 Recap and feedback
- 16.00 Conclusion

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Download

## > How to book

Book with credit card and receive a 10% discount\*

www.healthcareconferencesuk.co.uk

Fax the booking form to  
0208 181 6491Post this form to Healthcare Conferences UK  
8 Wilson Drive, Ottershaw, Surrey, KT16 0NT

## > Your Details (please complete a new form for each delegate. Photocopies are acceptable)

Dr Mr Mrs Ms (Please Circle)

First Name

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.

Please specify any special dietary or access requirements

### 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

## > Payment

 **By Cheque** A cheque for  is enclosed

Please make Cheques Payable to: Healthcare Conferences UK Ltd.

 **By Invoice** Please send an invoice to

Name

Organisation

Address

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**PURCHASE ORDER NUMBER**  
(If Applicable)

Please note if you are requesting an invoice many NHS organisations now require a Purchase Order Number to be provided. If you do not provide this number this may slow down the processing of this delegate place.

 **By B A C S**

For Payments in £: Sort Code 40-46-22 Account No. 21553690

 Please send your BACS remittance form as confirmation of payment

 Your BACS Reference 
 **By credit card** Please debit my Visa/Mastercard/Switch **All sections must be completed**

Cardholder's Name

Card No. Valid From Expiry Date 

Issue No. (switch only)

You will be contacted during the processing of your booking to confirm the payment card security code. (this is the last three digits of the number printed on the back of your card)

Signature

Card billing address

Promotional Code 

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

### Venue

London: De Vere West One, 9-10 Portland Place,  
London, W1B 1PR  
Manchester: The Studio Conference Centre, 51 Lever St,  
Manchester, M1 1FN

A map of the venue will be sent with confirmation of your booking.

### Date

 Monday 25 March 2019  
 Wednesday 10 July 2019

### Conference Fee

 £395 + VAT (£474.00) for NHS, Social care, private  
healthcare organisations and universities.  
 £549.00 + VAT (£658.80) for Commercial

### \*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.

### Accommodation

On confirmation of your booking you will receive information for booking accommodation should you require it.

### Confirmation of Booking

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

### Credits

CPD Certified. Recognised by the Good Governance Institute. Conference Producer is a member of the British Association for Professional Conference Organisers.



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