



MDU

Getting it right – navigating problems in practice

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