



# MDU

## Getting it right when things go wrong course programme

### In-person 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        Registration

10:15        Introductions

Multiple jeopardy and the scenario

Getting it right with complaint handling (plus group work)

**11:15        Break**

11:30        Responding to criticism on social media

Anticipating and de-escalating conflict

**12:30        Lunch**

13:00        Managing the practice relationship

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

**14:30        Break**

14:45        Getting right when things go wrong (plus group work) – part 2

Protecting yourself

Round up

16:15        Close