

Certificate of Attendance

Delegate Name Kishan Mistry

GDC Number 277250

Course

Course Title DFT Whiston - Handling Complaints and the GDC Perspective (NW20181212FWHN)

Course Date 12 December 2018

Course Venue Partnership for Learning Training and Conference Centre, Liverpool

Development Outcomes A, B, D

Verifiable CPD Hours 6

Certificate Issued By HEE - North West

Certificate ID HEENW055760

Course Aims

- To enable course participants to understand what to do in the event of a complaint and the legislation that supports it
- To understand the team's responsibility of handling a complaint and provide an update on current regulations

Course Objectives

- To understand the importance of keeping contemporaneous clinical records (conventional or electronic) in line with recognised standards
- Recognise the importance of membership of a professional indemnity organisation and its involvement in complaint handling

We confirm that the activity has been quality assured by HEE and that it meets the GDC's educational criteria for verifiable ECPD. This record is full and accurate.

Course Learning outcomes

- FDs will have the confidence to manage complaints
- To understand how the GDC functions when a complaint is initiated
- Improved confidence in dealing with conflict management
- Develop good understanding of how the Regulatory body operates
- Reflection on some latest cases and GDC figures for 2016-17

Reflection

Reflection is an important part of CPD and should form part of your personal development plan (PDP). Please use this page to reflect on what you have learnt, your experience and how it applies to your role. In particular consider:

1. What did you learn (or confirm) from the activity that was helpful or relevant to your daily work and patients?
2. Did you identify any changes/updates needed in your daily work? If so please give details.
3. How will you make these changes and by when?
4. How can you demonstrate that you have implemented these changes as a result of the course?
5. If you didn't identify any changes needed, what did the activity confirm for you, that you may already know or be doing?
6. What was the benefit to your work and/or your patients in carrying out this activity?
7. Do you feel that the activity met the General Dental Council's ECPD development outcomes? If not, please explain why.
8. Any other comments, thoughts or feelings?

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How to reply to a complaints letter
How GDC functions with regards to complaints process
Awareness of case examples
Reviewing GDC standards
Importance of consent, shared decision making

Need to get up to date with complaints policy
Predisposing + precipitating factors to patients complaining

Able to process complaints efficiently

It is important that you keep this certificate for your records - the General Dental Council (GDC) may request details of the courses you have attended. Please complete the reflection questions to comply with the GDC verifiable requirements.