

MDDUS training is designed to be interactive and, where possible, uses anonymised case discussion to highlight common medico-legal pitfalls, regulatory guidance, applicable legislation and good practice in risk management.

The following list of sessions is not exhaustive. MDDUS advisors can adapt all talks or training sessions so that any specific aims or needs are met.

PRIMARY CARE RISKS – CORE TOPICS	
Session	Content
Results handling	These sessions examine the risks commonly associated with results handling systems and provide tools and advice on how to mitigate these risks to support patient safety.
Shared care: referrals / discharge	Explore common risks associated with patient safety incidents at the primary/secondary care interface, and learn practical ways to mitigate these risks to support patient safety.
Prescribing	Failing to manage risks around acute and repeat prescribing systems can lead to patient safety incidents. These sessions offer advice on how to mitigate these risks to support patient safety.
Signposting	Non-clinical 'care navigators' and web-based signposting are becoming increasingly prevalent in GP practice. These sessions highlight key patient safety risks and provide advice and guidance to manage them.
Workflow	As administrative teams undertake enhanced roles in the management of patient correspondence and actions flowing from this, new risks are emerging. These sessions offer guidance on managing common workflow risks.
Confidentiality	Sessions on this topic cover the core principles of confidentiality and content can include some or all of the following: <ul style="list-style-type: none"> • The protection and disclosure of patient information. • Confidentiality and patient consent. • Children's and parental rights. • Deceased patients and the duty of confidence. • Disclosure in the public interest and other lawful authority.
Data protection	Sessions on this topic focus on good information governance in line with the principles and requirements of the Data Protection Act 2018, and can include some or all of the following: <ul style="list-style-type: none"> • The legal framework for data controllers. • Carrying out an information/data audit. • Data protection impact assessments. • Privacy notices. • Subject access requests. • Breach reporting. • Demonstrating compliance.
Call/recall	Managing patients who default from follow-up or review can be challenging and is essential in delivering safe practice. These sessions illustrate common areas of difficulty across practice systems and help delegates examine what a flexible, patient-focussed and medico-legally robust system might include.
Complaints handling	Sessions on complaints handling can include some or all of the following: <ul style="list-style-type: none"> • Understanding the reasons for patient complaints. • Complaints procedures - local and national. • Defusing complaints at initial contact. • Responding effectively in writing.

	<ul style="list-style-type: none"> • Managing complaint interviews and response meetings. • Responding effectively in writing. • Advice on avoiding complaints. • Practice of skills using case studies.
Patients with incapacity	These sessions use real-life case examples to explore the key principles and regulatory guidance in dealing with patients with incapacity. They also reference relevant legislation, codes of practice and practical aspects such as engagement with carers, sharing information and advance decisions.
Consent	Failure to obtain or document informed consent to treatment is a significant factor in many clinical negligence claims. These sessions explore the legal and regulatory frameworks and key lessons for health professionals in this important area.
Record keeping	Good record keeping supports effective patient care and can prevent a medico-legal case progressing. These sessions highlight the essential components of a good clinical record as well as common pitfalls which can lead to patient safety incidents.

PRIMARY CARE RISKS – HOT TOPICS

Session	Content
Chaperones	More than two thirds of practices have chaperone policies but evidence suggests they often do not meet the requirements of regulatory guidance and are followed inconsistently. These sessions use real-life scenarios to review good practice and explore why policy does not automatically translate into practice.
Care of transgender patients	Transgender patients are known to be at a higher risk of self-harm and suicide. This, combined with long referral waits for gender identity clinics, has prompted the GMC to release specific guidance for GPs in this area. These sessions explore the regulator's advice, as well as practical aspects of care delivery and information sharing so that practices can ensure these patients are treated appropriately.
Reflective practice	Why is reflective practice important and why should doctors and other healthcare professionals engage in it? Explore these issues and more, including recording reflections to ensure lessons continue to be learned from near misses and patient safety incidents.
Social media – personal use	These sessions highlight the common pitfalls of engaging in social media personally and professionally, from the point of view of both employee and employer. From Facebook and Twitter to professional networking sites, online blogs and other online discussion tools, delegates will learn how to minimise risks.
Social media – practice use	Practices are increasingly using social media platforms to inform and engage patients and local communities, and there are clear benefits in doing so. These sessions explore the pros and cons, and provide guidance on planning engagement to reduce risk and respond professionally to online patient feedback.
Incident reporting	These sessions consider why effective incident reporting is important and what good systems should look like. They highlight common reasons why systems often fail to deliver useful safety information and provide practical advice for delegates to improve their own reporting systems.
Significant incident review	Significant event review should be a familiar process within all primary care organisations. These sessions challenge delegates to critique their current practice and consider any personal or human factors at play. Sessions can also incorporate learning about formal incident reporting

	and the legal and professional duty of candour as appropriate.
Interfacing with new models of care	As new models of care develop across primary care and around GP practice, it is important to consider the associated medico-legal risks. These sessions offer advice on potential areas of challenge such as: information-sharing, delegation, supervision of other healthcare professionals, record keeping, safety-netting, accountability and safeguarding.
Use of new technology	These sessions can examine a range of issues including: <ul style="list-style-type: none"> • The use of smartphones, apps and electronic messaging to create solutions and save time in practice. If not managed properly, these can breach rules around confidentiality and consent. • How to respond to patients' use of mobile technology to engage with or even record the practice team. • What to consider when planning the use of remote monitoring devices including record keeping, safety alerts, consent, confidentiality and compliance with data protection.
Delegation / supervision	These sessions can focus on aspects such as: <ul style="list-style-type: none"> • Understanding the professional accountability, responsibilities and risks associated with delegating and receiving tasks. • Understanding personal preferences and how they impact on the effectiveness of delegation. • Evaluating own practice in relation to delegation and supervision to ensure patient safety.

MANAGING TO AVOID RISK	
Session	Content
Managing conflict	Understanding the impact of conflict is essential to develop a patient safety culture. These sessions can include some or all of the following: <ul style="list-style-type: none"> • The effects of conflict on the team/organisation. • Investigating the underlying cause(s) of the conflict. • Strategies to manage individual and team conflict. • Understanding the stages of conflict and which strategies might be used at each stage. • Identification and review of own strengths and weaknesses in relation to conflict handling. • Consideration of other team members' conflict handling preferences. • Exploration of five conflict handling styles and how they can be correctly applied to different conflict situations.
Managing change projects	Explore the effects of change and the difficulties experienced when moving through a change process. The focus is on planning and managing change inclusively, understanding the challenges involved and skills required so that risks can be identified and managed, whilst effectively maintaining communication and service delivery.
Problem solving	These sessions allow delegates to explore a variety of problem-solving models and techniques to use in management roles. The focus is on understanding the importance of utilising both divergent and convergent strategies, to both widen thinking and then apply relevant, essential criteria to achieve safe, ethical, legal and viable solutions.
Dealing with difficult behaviours	Explore the wide range of behaviours that can cause difficulty within primary care including: <ul style="list-style-type: none"> • Breach of patient-doctor boundaries. • Aggressive or persistent patients.

	<ul style="list-style-type: none"> • Vexatious complainants. • Managing colleague performance or behaviours.
Improving customer care	These sessions can examine the expectations patients have about clinical services and help delegates consider how these apply in their own practice. They can also examine the impact of poor customer care, the barriers to effective customer care and look at some practical solutions to overcome these. The importance of internal customer care can also be included, focusing on how teams interact (positively and negatively) and how this impacts on patient care.
Building a safety culture	The culture of an organisation can significantly influence patient safety and will support or impede risk management strategies. These sessions examine how leadership and management strategies, alongside the consideration and replacement of cultural artefacts, can positively influence patient safety practices.
Risk management	These sessions can assist delegates in understanding a variety of risk management models including risk assessment, profiling, evaluation and reporting techniques, alongside the exploration of strategies to embed practical risk management within the organisation.

We are also able to provide speakers across the following medicolegal matters:

- How to avoid claims
- How to avoid a GMC complaint including, professionalism topics such as :
 - Raising Concerns
 - Candour
 - Maintaining professional boundaries
 - Personal conduct
 - Ending relationships
- Inquests