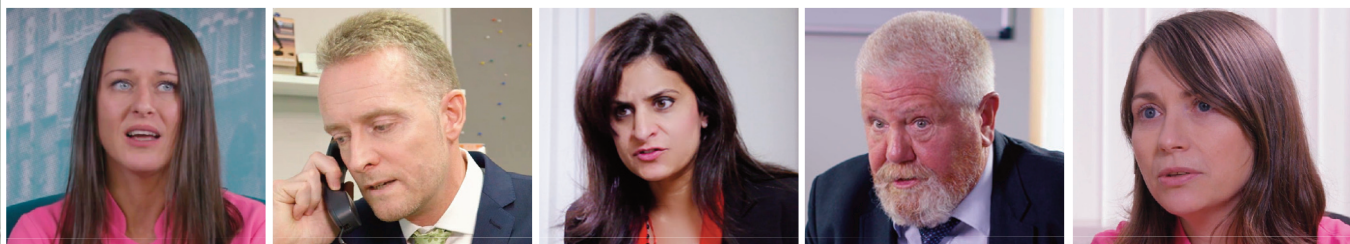




MDDUS Practice Managers' Conference 2017

Fairmont, St Andrews.
30th November and 1st December 2017



What Next ... **Bleak Practice** Episode 5

**A FORGOTTEN LOCUM...OUT-OF-DATE PROCEDURES...POOR COMMUNICATION...
AND THE SUGGESTION OF AN ASSAULT...**

Back by popular demand - join the healthcare team of our Bleak Practice series as another dramatic day unfolds.

THURSDAY

Following a dramatic start to the conference, our packed programme of masterclasses explore a range of medico-legal hot topics including minimising recurrent risks associated with employing GP Locums, and the dangers associated with poor patient communication (and inappropriate use of practice systems) to manage a range of challenging patient scenarios. We will also have practical advice on how to approach the trickier challenges associated with staff absence, as well as tips on a proactive approach to complaints handling where an incident crosses the interface between the practice and other agencies or clinicians.



FRIDAY

Choose from a range of interactive risk workshops and share insight and expertise on a range of topics with fellow managers from across the UK.

Workshop topics include:

- **Technology:** safe use in communicating with patients
- **Incapacity:** understanding practice requirements
- **Information:** building good governance
- **Information:** dealing with a breach
- **Employment Law:** managing a disciplinary
- **Finance:** GP practice as a business
- **Risk Management:** strategy, actions and policy
- **Ombudsman Complaints:** new trends (SPSO)
- **Building Resilience**



BOOK NOW!

(Early bird booking available until 30 June 2017)

RATES FROZEN AT 2015 LEVELS

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PROGRAMME

<p>DAY 1 Thursday 30th November 2017</p> <p>09:15 Registration and Coffee Trade Show</p> <p>10:00 Welcome 10:45 Risk Masterclass 1</p> <p>11:45 Coffee Trade Show</p> <p>12:15 Risk Masterclass 2</p> <p>13:15 Lunch Trade Show</p> <p>14:15 Risk Masterclass 3</p> <p>15:25 Risk Masterclass 4</p> <p>16:25 Finish</p> <p>19:00 Pre-Dinner Drinks Reception Sponsored by Conference Care</p> <p>19:30 Conference Dinner</p> <p>21:30 Disco</p>	<p>DAY 2 Friday 1st December 2017</p> <p>09:30 Risk Workshops</p> <p>Delegates will have the opportunity to pre-book workshops on a range of current risk topics.</p> <p>12:00 Close of Conference</p> <p><i>* please note that this programme may be subject to change</i></p>
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CONFERENCE FEES

<p>Residential Single Occupancy Room: (this rate applies when you are not sharing a room with another conference delegate)</p>	<p>Discount Practice Scheme Members £295</p> <p>Non-Discount Practice Scheme Members £325</p> <p>Discount Practice Scheme Members £325</p> <p>Non-Discount Practice Scheme Members £350</p>	<p>Early Bird Offer £295</p> <p>Early Bird Offer £325</p> <p>Standard Rate £325</p> <p>Standard Rate £350</p>
<p>Residential Double Occupancy Room: (this rate applies when you are sharing a room with another conference delegate)</p>	<p>Discount Practice Scheme Members £235</p> <p>Non-Discount Practice Scheme Members £280</p> <p>Discount Practice Scheme Members £280</p> <p>Non-Discount Practice Scheme Members £310</p>	<p>Early Bird Offer £235</p> <p>Early Bird Offer £280</p> <p>Standard Rate £280</p> <p>Standard Rate £310</p>
<p>Day Delegate: <i>Thursday 9.15am to 4.25pm and Friday 9.30am to 12.00pm</i></p>	<p>Discount Practice Scheme Members £150</p> <p>Non-Discount Practice Scheme Members £175</p> <p>Discount Practice Scheme Members £175</p> <p>Non-Discount Practice Scheme Members £195</p>	<p>Early Bird Offer £150</p> <p>Early Bird Offer £175</p> <p>Standard Rate £175</p> <p>Standard Rate £195</p>

Pre-Conference Accommodation Rate

For those who wish to arrive in advance, we have negotiated a special rate of £150 B&B for the Wednesday evening. Simply call the hotel directly on 01334 837000 for further information.

For further information or to book your place either: Contact Ann Fitzpatrick on afitzpatrick@mddus.com or at 0333 043 4444

Cancellation :

**Up to 60 days: 50% of total fees retained.
Up to 30 days: 100% of total fees retained.**

- * Please note a place on this conference will only be confirmed on receipt of payment
 - * If you intend to make payment by cheque please write the delegate name on the back of the cheque. Cheques should be made payable to **MDDUS Education Ltd**
 - * Alternatively card payment can be made by calling **Ann Fitzpatrick on 0333 043 4444.**
- The MDDUS is not an insurance company.*

All the benefits of membership of MDDUS are discretionary as set out in the Articles of Association.