



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OUT-OF-DATE PROCEDURES...POOR COMMUNICATION...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

DAY 1	Thursday 30th November 2017	DAY 2	Friday 1st December 2017
09:15	Registration and Coffee Trade Show	09:30	Risk Workshops
10:00	Welcome		Delegates will have the opportunity to pre-book workshops on a range of current risk topics.
10:45	Risk Masterclass 1		
11.45	Coffee Trade Show		
12.15	Risk Masterclass 2		
13:15	Lunch Trade Show	12:00	Close of Conference
14:15	Risk Masterclass 3		
15:25	Risk Masterclass 4		
16:25	Finish		
19:00	Pre-Dinner Drinks Reception Sponsored by Conference Care		
19:30	Conference Dinner		
21:30	Disco		



** please note that this programme may be subject to change*

CONFERENCE FEES

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

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.