

MDDUS PRACTICE MANAGERS' CONFERENCE 2019

FAIRMONT, ST ANDREWS | 28TH AND 29TH NOVEMBER 2019



NEW HORIZONS: NAVIGATING SAFETY THROUGH CHANGE

The general practice landscape is changing rapidly and managers are facing significant new challenges. New risk areas are emerging as practices welcome an increasingly diverse mix of health professionals, while more and more tasks are being delegated to non-clinical teams.

We know that risk increases at the interface of healthcare providers, between clinical professions and when management of aspects of care is delegated to those who are unable to make clinical decisions.

BOOK NOW
EARLY BIRD BOOKING AVAILABLE
UNTIL 28 JUNE 2019

CHOOSE YOUR OWN MASTERCLASS

This year's conference programme has been carefully crafted to help managers navigate this rapidly-changing landscape and offers more choice and flexibility than ever before. New for 2019, delegates will be able to choose for themselves which masterclass topics are most relevant to their professional needs. The masterclasses will explore a range of medico-legal topics including:

- Investigating patient safety incidents - including human factors and duty of candour
- Dealing with challenging patient contacts
- Raising concerns - about safety, health, behaviours and performance
- Managing your online presence - own, clinicians, practice and patients.

Managers can also find out how to navigate the change process to minimise risk for patients and for the practice. Topics here include:

- Creating safe workflow optimisation strategies
- Care navigation – minimising the risks
- Problem solving – creating safe, effective and ethical solutions
- Safe change management
- Building personal resilience
- Business continuity exercises – good practice and pitfalls
- Effective multi-team working
- Practice nurse and HCSW workforce development strategies
- Recruiting to fill the gaps
- Changing terms of service and contracts
- Equality Act – managing workplace behaviours
- Financial management topics TBC.

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PROGRAMME

DAY 1

09:15	Registration and Coffee (Trade Show)
10:00	Welcome
11:00 – 12.30	Risk Masterclass 1
12.30 – 13.30	Lunch (Tradeshaw)
13:30 – 15:00	Risk Masterclass 2
15:00 – 15.30	Coffee (Tradeshaw)
15.30 – 17:00	Risk Masterclass 3
17:00	Finish
19:00	Pre-Dinner Drinks Reception <i>Sponsored by Conference Care</i>
19:30	Conference Dinner
21:30	Disco

DAY 2

09:00 – 10:30	Risk Masterclass 4
10:30 – 11:00	Coffee
11:00 – 12:30	Risk Masterclass 5

Please note that this programme may be subject to change.

Fairmont
HOTELS & RESORTS

CONFERENCE FEES

Member Type	Rate	Residential		Day Delegate ***
		Single*	Double**	
Discount Practice Scheme Members	<i>Early bird offer</i>	£325	£265	£170
	Standard	£360	£310	£195
Non-Discount Practice Scheme Members	<i>Early bird offer</i>	£360	£310	£195
	Standard	£385	£345	£215

*Single Occupancy: this rate applies when you are not sharing a room with another conference delegate

**Double Occupancy: this rate applies when you are sharing a room with another conference delegate

***Thursday 9.15am to 5pm & Friday 9am to 12.30pm

PRE-CONFERENCE ACCOMMODATION RATE

For those who wish to arrive in advance, we have negotiated a special rate of £160 (single) and £182 (double occupancy) B&B for the Wednesday evening. Simply call the hotel directly on 01334 837000 for further information.

PAYMENT INFORMATION:

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. Information on how to pay by bank transfer will be detailed on your invoice. 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.

CONTACT

To book or for further information contact Ann Fitzpatrick on afitzpatrick@mddus.com or call

0333 043 4444

CANCELLATION

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

MDDUS

UK INDEMNITY, ADVICE & SUPPORT