

Medical  
Protection



Your guide to  
member benefits

# Welcome to your guide to member benefits

**Y**ou are part of more than just a defence organisation. Your membership gives you access to over 125 years of experience and expertise assisting medical professionals, and with Medical Protection, you receive so much more than defence.

We can help you develop your professional skills in communication and risk management. Workshops, online learning and masterclasses are free for you as a member, and give you the opportunity to tackle issues before they arise.

Expert guidance is always at hand with our range of advice resources, including our medicolegal advice line, available around the clock in an emergency, as well as numerous online booklets and publications.

This guide outlines your benefits as a member of Medical Protection. From our robust defence service to the support and advice which can help you stop complaints and claims from escalating; this is your guide to how your membership can give you a lifetime of protection.

## DEFENCE

to protect you when you're facing a claim

- ✓ The right to request indemnity for claims arising from your clinical practice.
- ✓ Protection for Good Samaritan acts worldwide.
- ✓ An expert, dedicated legal team for your case.

to protect your professional reputation

The right to request:

- ✓ Advice and legal representation:
  - for Medical Council procedures
  - in relation to disciplinary matters
  - at inquests
- ✓ Support with criminal investigations and allegations arising from your clinical practice.
- ✓ Assistance in responding to and resolving complaints.
- ✓ Help with unwanted media attention.

[Find out more on page 4](#)

## SUPPORT

for your professional development

- ✓ Free communication skills and risk management workshops.
- ✓ Free online learning modules.
- ✓ Free specialist masterclasses.
- ✓ CPD available.
- ✓ Events around the country.
- ✓ Medicolegal talks and conferences.

[See a full overview on page 9](#)

## ADVICE

whenever you need it

- ✓ Free medicolegal advice line.
- ✓ Emergency advice available 24/7.
- ✓ Online case reports.
- ✓ Medicolegal factsheets on common concerns.
- ✓ Leading journal Casebook.

[More information on page 16](#)

Your benefits  
at a glance



# World-leading defence that goes further to protect you

Sometimes things go wrong. Claims, investigations and inquiries are a distressing part of being a GP. As a member of Medical Protection you have access to some of the best medicolegal experts in the world, dedicated to protecting you and your reputation.



I cannot speak highly enough of the superb service I have received and the excellent communication, encouragement and support I continue to receive from the Medical Protection team

Source: Medical Open Cases Survey (2016)

# World-class defence from the experts

Even as a highly-trained clinician, at some point you might find yourself the subject of a complaint or claim for clinical negligence. This can be a challenging and stressful experience; but we are here to help.

You are part of a member-owned, not-for-profit organisation, whose sole focus is on supporting and protecting members throughout their careers.

## UNPARALLELED DEFENCE FOR:

### Claims of clinical negligence

When we take on a claim, we can manage it from first notification to conclusion, and can take care of all the legal costs and compensation payments for members.

### Disciplinary proceedings relating to your clinical practice

We can provide advice and representation if you face allegations arising from the provision of clinical care to patients, concerning your professional conduct, competence and performance, or in relation to health problems that are having a significant effect on your clinical performance.

### Medical Council hearings

We can provide advice and legal representation for regulatory council inquiries arising from health, performance, and professional conduct. We can help you from the outset, whether it be drafting a letter in response to a Medical Council inquiry or providing world-class legal representation at a full hearing.

### Complaints procedures

We can help you formulate a response to a complaint, assist and support you through to its resolution. We can work with you to look at why complaints arise and how to minimise the risks of recurrence.

### Inquests and inquiries

We can help you prepare a report for the coroner and advise you on how to conduct yourself at the inquest. If necessary, we can arrange for legal representation on your behalf.

If you need assistance, contact us.

## GET MEDICOLEGAL ADVICE



Our advice line  
**+44 113 241 0200**

With emergency advice available 24/7

Our office hours are 08.30 to 17.30 on weekdays. Outside these hours, we can still put you in touch with a medicolegal adviser in an emergency.

# Here for you

## **PUTTING MEMBERS FIRST**

As a mutual society, the needs of members are central to everything we do. When we assist with a case, we can take care of all of the legal costs and compensation payments, relieving you of the pressure of a claim from the day we are notified. Working with your co-operation, we always strive for the best possible outcome.



# The team

When your claim is supported we provide a dedicated team, including:

- ✓ a medicolegal claims adviser
- ✓ a claims manager with expertise in clinical negligence claims
- ✓ a professional support team to ensure that claims are managed as efficiently as possible
- ✓ a specialist solicitor for legal representation.

The same team manages your claim from first notification to conclusion, only acting with your agreement.



# Handling unwanted media attention

Unwanted media attention can put your personal and professional reputation at risk and can be very worrying. You can always contact the press office and we can help you, responding to the media on your behalf and giving expert assistance throughout.

You have us on hand to:

- ✓ provide experienced and expert advice on handling all aspects of unwanted media attention
- ✓ communicate with journalists on your behalf
- ✓ assist and advise practice staff and teams
- ✓ prepare statements for the media
- ✓ monitor coverage and assist with any follow-up action.



## CONTACT US



Please contact the team by phone **+44 113 241 0200** or email [pressoffice@medicalprotection.org](mailto:pressoffice@medicalprotection.org)



# Unparalleled professional support

Prevention is better than a cure, and having the knowledge to combat issues before they escalate is the best way to stay protected.

Over 125 years of experience means we have a unique insight into why things go wrong, and why complaints and claims arise. You have access to a range of courses which are built around this, helping you to identify and address issues, manage risks, and deliver better patient outcomes through improved communication.

No other defence organisation offers such a wide range of expert, practical support. Join the 30,000 members worldwide who have already taken part in this world-class risk management programme.



An excellent course. I thought this was an extremely powerful workshop. In my opinion this should be mandatory training for all junior doctors and ideally should be delivered or refreshed every few years

Source: Workshop feedback (2016)



# Master the tools to practise safely

## WORKSHOPS

Convenient. Practical.  
Peer-to-peer

Page 11

Covering a variety of topics relevant to your practice, delivered by specially trained medical professionals.

## MASTERCLASS

Tailored. Comprehensive.  
Specialised.

Page 13

Interactive and practical training which takes an intensive look at the challenges facing GPs.

## ONLINE LEARNING

Anytime. Anywhere

Page 14

Top up your skills with our online learning modules and webinars.

Visit [prism.medicalprotection.org](https://prism.medicalprotection.org) for more information.

# Workshops

You have access to a host of acclaimed half-day workshops, all for free.

Designed to enhance your skills in communication and risk management, they target the areas which are most likely to expose you to complaints and claims.

You can find a full list of workshops at [medicalprotection.org](https://www.medicalprotection.org)



## Many courses are available, including:

### **MASTERING YOUR RISK**

An excellent first course to attend. Grasp the fundamentals of risk management and communication that are crucial for avoiding complaints and claims.

### **MASTERING ADVERSE OUTCOMES**

When an adverse incident occurs during a patient's care, communication is key. Gain the knowledge and skills you need to take control of a situation if things go wrong.

### **MASTERING DIFFICULT INTERACTIONS WITH PATIENTS**

Patient interactions can be challenging, and the need to preserve the professional relationship is paramount. Refine your skills to handle tough situations and reach the best possible outcome.

### **ACHIEVING SAFER AND RELIABLE PRACTICE**

Prioritise patient safety and reliability of care. Spot critical areas of risk in your daily practice and improve patient satisfaction with a range of crucial skills.

### **MEDICAL RECORDS FOR GENERAL PRACTICE**

Complete and well organised medical records can be the difference between successfully defending a claim and facing an unwelcome verdict. Take control with practical tools and guidance.

### **MEDICATION ERRORS AND SAFER PRESCRIBING**

The prescribing process presents great opportunity for error. Gain practical tips and reliable strategies to improve patient safety and avoid exposure to risk.



**EARN  
CPD**

### **FIND OUT MORE**

To see a full list of our workshops, to book, or to view upcoming dates, visit [medicalprotection.org](https://www.medicalprotection.org)

You can also contact [education@medicalprotection.org](mailto:education@medicalprotection.org)

**+44 113 241 0696**



# Masterclass

For a complete and in-depth look at risk and communication in your daily practice, the masterclass is designed to navigate the changing landscape of risk and litigation in primary care.

Tailored to your needs as a GP, and free for members, the full-day course specifically aims to be practical and interactive, giving you the opportunity to rehearse skills and enhance your understanding alongside fellow GPs.

Masterclass outcomes include:

- ✓ understanding the link between communication and litigation
- ✓ improving the skills required for shared decision making and gaining consent
- ✓ understanding patient motivation for complaints and claims
- ✓ mastering challenging situations, with the communication of regret and empathy
- ✓ applying models for communicating with patients about adverse outcomes
- ✓ learning skills to help reduce your exposure to complaints and claims.

A blue circular badge with a white corner, containing the text "EARN CPD".

EARN  
CPD

## FIND OUT MORE



To find out more, book a masterclass or view upcoming dates please visit [medicalprotection.org](https://www.medicalprotection.org)

You can also contact [education@medicalprotection.org](mailto:education@medicalprotection.org)

+44 113 241 0696

# Online learning

As a busy doctor, finding time to fit in training and development can be a challenge.

That is where our online learning can help. As a member, you have access to a range of free modules, with courses available to complete whenever you want, wherever you are.

Develop your knowledge and skills when it suits you, including courses on:

- medicolegal issues
- professionalism and ethics
- communication and interpersonal skills
- systems and processes
- clinical risk management.

Our online learning platform allows you to complete modules and earn CPD. Your progress and certificates are saved automatically, and can be viewed and downloaded at any time.

## FIND OUT MORE



See the full list of courses at [prism.medicalprotection.org](https://prism.medicalprotection.org)

When you first access online learning, you will need your Medical Protection membership number.



# Advice and guidance from fellow professionals

It is important to have someone to speak to, and to have easily accessible advice available whenever you need it.

Managing a situation effectively is crucial to stopping an adverse incident from escalating, and receiving advice from a fellow professional can provide reassurance and comfort when deciding on the next steps to take.

When you are facing a problem or a dilemma, or have worries or questions, our confidential advice line is here for you. There are also resources, covering a range of topics, available online for instant help. These guides are written by doctors and medicolegal professionals and give expert, accessible advice.



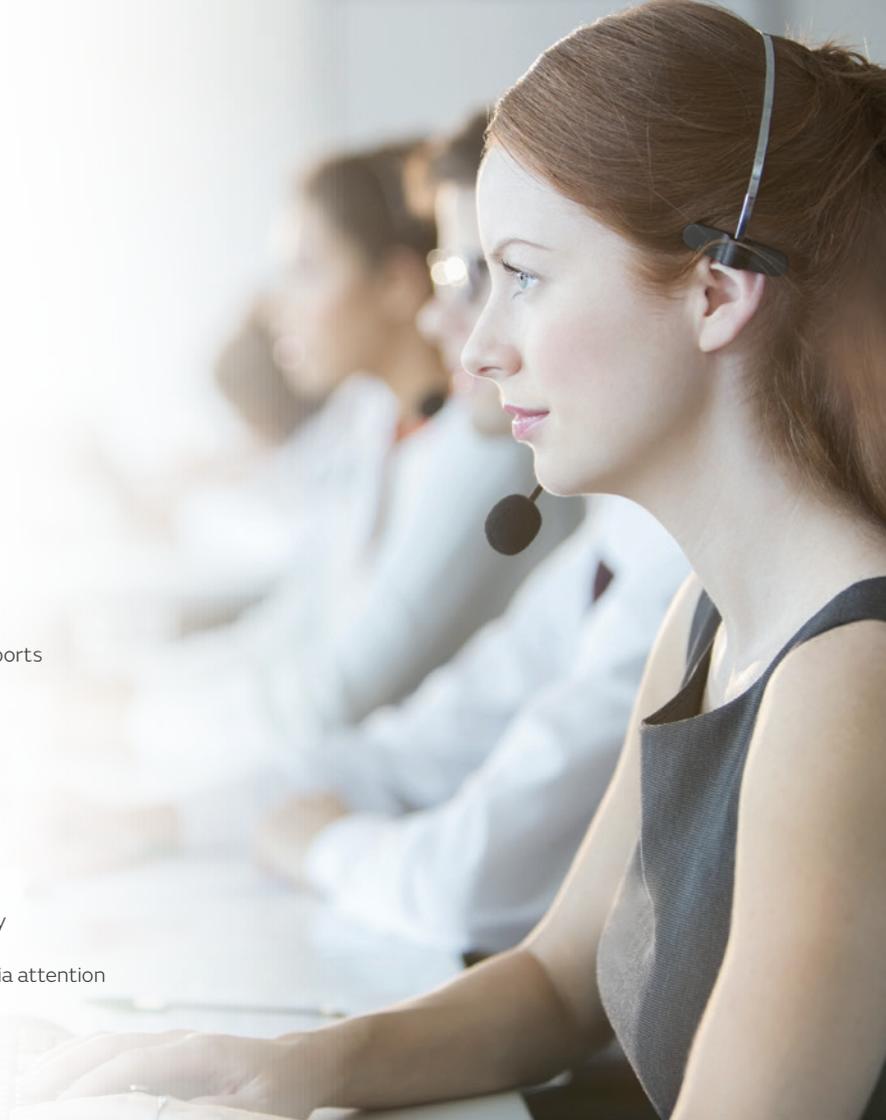
Prompt and tailored advice.  
Very comprehensive and thorough advice professionally and courteously given

Source: Medical Open Cases Survey (2016)

# Professional expertise when you need it

## GET EXPERT GUIDANCE ON:

- ✓ Complaints
- ✓ Claims
- ✓ Investigations
- ✓ Disciplinary proceedings
- ✓ Inquests
- ✓ Whistle-blowing
- ✓ Ethical dilemmas
- ✓ Patient safety
- ✓ Records and reports
- ✓ Prescribing
- ✓ Probity
- ✓ Consent
- ✓ Confidentiality
- ✓ Patient capacity
- ✓ Unwanted media attention



# Your medicolegal advice line

## YOU CAN ALWAYS CALL ON US

Dedicated medicolegal advisers make up our on-call team. We know that no two situations are exactly the same, so the advice you receive is always tailored to whatever circumstances you might find yourself in.

Everyone benefits from reassuring, personal advice from time to time. As part of your membership, you have access to over a century's worth of combined expertise and guidance, just a phone call away.

## GET MEDICOLEGAL ADVICE



Our advice line  
**+44 113 241 0200**

With emergency advice available 24/7

Our office hours are 08.30 to 17.30 on weekdays. Outside these hours, we can still put you in touch with a medicolegal adviser in an emergency.

# Online resources here when you need them

Whether you need an answer to a specific query, or want to know more about a range of issues, our online medicolegal resources are always available.





## FACTSHEETS

Compiled by medicolegal experts, factsheets provide detailed information which you can access at any time, answering many of the major questions which affect medical professionals.

## CASE REPORTS

Calling on the first-hand experience of members, these anonymised case reports highlight the difficulties that others have unfortunately encountered. Each case is chosen to provide clear learning points to guide how you practise, and give guidance on handling similar situations that you might face.

## CASEBOOK

Our leading journal *Casebook* is full of topical articles and features on medical and medicolegal developments. Drawing on our knowledge and expertise, *Casebook* gives you relevant and compelling insights into the present and future of the medical profession.

**FIND OUT MORE**



Visit [medicalprotection.org](https://www.medicalprotection.org)  
to access these resources

# Your membership

Your membership provides you with the right to request indemnity in a wide range of circumstances, but there can be situations when we would not be able to help (for example, matters which do not relate to your professional practice, criminal activities, or where you are protected by other insurance or indemnity arrangements). There is further information about this under 'my membership' at [medicalprotection.org](https://www.medicalprotection.org). Our website also contains information about 'Claims under US and Canadian law', 'Vicarious liability' and 'Treating elite and professional athletes'.

All the benefits of membership of MPS are discretionary as set out in the Memorandum and Articles of Association. You can also find a copy of the Memorandum and Articles of Association on our website.





# Your questions answered

## What assistance is provided on your telephone advice line?

You can speak to us about any queries and concerns that are related to your practice. Check the advice section of this guide for some common topics, but we encourage members to speak to us about any concerns they might have.

Advice line:  
**+44 113 241 0200**

## Does my membership apply to Good Samaritan acts?

Yes. In the unlikely event that you are sued as a result of a Good Samaritan act, you can request assistance from Medical Protection, no matter where in the world the action is brought.

## Am I protected for voluntary work overseas?

We can offer professional protection for volunteer doctors working for a recognised charity or humanitarian organisation.

Professional protection for humanitarian work can be requested for up to six months in any twelve month membership period. You will need to have been in membership for a minimum of six months before you volunteer, and you must contact us beforehand if you intend to work in this capacity.

Call **+44113 243 6436** or email  
**international@medicalprotection.org**

## Does my membership renew automatically?

Yes, if you pay by Direct Debit. That is one of the advantages of paying by Direct Debit – you are not at risk of any unintended gaps in your membership. However, you must contact us as soon as possible if your professional or personal circumstances or your contact details change.

If you do not pay by Direct Debit, you will automatically receive your renewal information, and we will send you your membership certificate once we receive your payment. To set up a Direct Debit, please contact one of our membership advisers on **1800 509 441**, or email  
**member.help@medicalprotection.org**

### How do I access online learning?

Our online learning platform is available through our website at **[prism.medicalprotection.org](https://prism.medicalprotection.org)**

If it is your first time accessing online learning you will need your membership number to activate your account. Next time you log in you will just need your username and password.

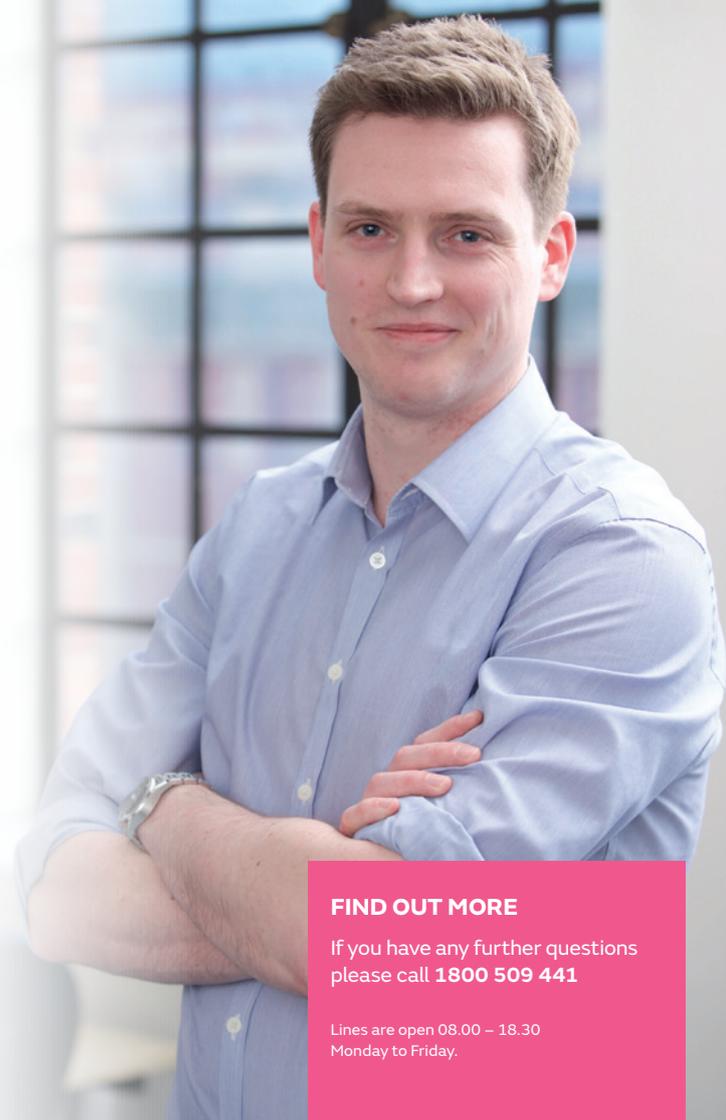
### How do I book a workshop?

You can easily book a workshop place online at [medicalprotection.org](https://medicalprotection.org). You can also email **[education@medicalprotection.org](mailto:education@medicalprotection.org)** or call **+44 113 241 0696**.

There are limited spaces available for each workshop and they can fill within a very short time, so we encourage members to book on as soon as they can.

### Where do your workshops take place?

We know your time is precious, so we want to make it as easy as possible for you to attend our workshops. They take place in cities all over the country, including Dublin, Cork and Galway.



#### FIND OUT MORE

If you have any further questions please call **1800 509 441**

Lines are open 08.00 – 18.30  
Monday to Friday.

# Contact us

## **MEMBERSHIP ENQUIRIES**

**1800 509 441**

08.00 – 18.30, Monday to Friday

[member.help@medicalprotection.org](mailto:member.help@medicalprotection.org)

## **ADVICE LINE**

**+44 113 241 0200**

08.30 – 17.30, Monday to Friday

Emergency advice available 24/7

[querydoc@medicalprotection.org](mailto:querydoc@medicalprotection.org)

## **GENERAL ENQUIRIES**

**1800 509 441**

08.30 – 17.30, Monday to Friday

[info@medicalprotection.org](mailto:info@medicalprotection.org)

## **WORKSHOPS AND MASTERCLASS**

**+44 113 241 0696**

08.30 – 17.30, Monday to Friday

[education@medicalprotection.org](mailto:education@medicalprotection.org)

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