

# GENERAL PRACTICE CONFERENCE 2015 MAKING PRACTICE SAFE



**DATE AND VENUE:**

**FRIDAY 19 JUNE 2015**

**PARK PLAZA VICTORIA, LONDON  
239 VAUXHALL BRIDGE ROAD, LONDON SW1V 1EQ**

|                          |   |   |   |  |   |
|--------------------------|---|---|---|--|---|
| <b>From 9.00am</b>       | <b>Registration and refreshments</b>  |   |   |  |   |
| <b>9.30am – 9.35am</b>   | <b>Welcome and introduction by conference chair</b><br>Dr Mark Dinwoodie, Director of Education, MPS  |   |   |  |   |
| <b>9.35am – 10.15am</b>  | <b>Keynote address – Making practice safe</b><br>Speaker, TBC   |   |   |  |   |
| <b>10.15am – 10.45am</b> | <b>Managing difficult interaction with patients</b><br>Dr Vanessa Perrott, GP and Education Faculty Member, MPS   |   |   |  |   |
| <b>10.45am – 11.00am</b> | <b>MORNING BREAK</b>  |   |   |  |   |
| <b>11.00am – 11.30am</b> | <b>Improving the complaints system</b><br>Dame Julie Mellor DBE, Parliamentary and Health Service Ombudsman   |   |   |  |   |
| <b>11.30am – 11.50am</b> | <b>The human as hero or hazard – Human factors and systems errors</b><br>Guy Hirst, Chief Instructor, British Airways Training (retired)  |   |   |  |   |
| <b>11.50am – 1.00pm</b>  | <b>WORKSHOP SESSION ONE</b>   |   |   |  |   |
|                          | <p><b>Workshop A: Medicolegal dilemmas from the MPS caseload</b></p> <p>(Audience: GPs and GP Trainees)</p> <p><b>Facilitators:</b><br/>Dr Zaid Al-Najjar,<br/>Dr Angelique Mastihi,<br/>Dr Nicky King and<br/>Dr Harpreet Sarna,<br/>Medicolegal Advisers, MPS</p> | <p><b>Workshop B: Safer prescribing in primary care</b></p> <p>(Audience: GPs and Nurse Prescribers)</p> <p><b>Facilitator:</b><br/>Dr David Coombs,<br/>Educational Services Faculty Member,<br/>MPS</p> | <p><b>Workshop C: Infection control in primary care</b></p> <p>(Audience: GPs, GP Trainees, Practice Managers, Practice Nurses and Practice Staff)</p> <p><b>Facilitator:</b><br/>Kate Taylor,<br/>Clinical Risk Manager, MPS</p> | <p><b>Workshop D: Managing conflict and aggression in general practice</b></p> <p>(Audience: GP practice teams; GPs, Practice Nurses and Administration Staff)</p> <p><b>Facilitator:</b><br/>Diane Baylis,<br/>Clinical Risk Manager, MPS</p> | <p><b>Workshop E: Complaints: “My expectations” – how does your practice measure up?</b></p> <p>(Audience: GPs, GP Trainees, Practice Managers, Practice Nurses and Practice Staff)</p> <p><b>Facilitators:</b><br/>Terri Bonnici, MPS<br/>Verity Comley, PHSO<br/>Louise Kearney, PHSO,<br/>Sue Taylor, MPS, Linda Tomlinson, PHSO</p> |
| <b>1.00pm – 1.50pm</b>   | <b>LUNCH</b>  |   |   |  |   |
| <b>1.50pm – 3.00pm</b>   | <b>WORKSHOP SESSION TWO</b><br>Delegates to attend second workshop selection  |   |   |  |   |
| <b>3.00pm – 3.20pm</b>   | <b>AFTERNOON BREAK</b>  |   |   |  |   |
| <b>3.20pm – 3.50pm</b>   | <b>The importance of reporting incidents in primary care, reporting and learning</b><br>Dr Martyn Diaper, Head of Primary Care, NHS England   |   |   |  |   |
| <b>3.50pm – 4.30pm</b>   | <b>Resilience and well-being: The personal impact of a claim and complaint on GPs</b><br>Dr Michael Blackmore, GP NHS Forth Valley  |   |   |  |   |
| <b>4.30pm</b>            | <b>Closing remarks</b>  |   |   |  |   |