

The Annual NHS Complaints & Redress Conference 2009 "Making experience count"

11 March 2009, Manchester Conference Centre

With the new complaints procedure due to go live in April 2009, and the Welsh version of an "NHS Redress Scheme" taking shape, the third Annual Complaints & Redress Conference will help you to prepare for the new procedure and really 'make experience count'.

You will hear from a range of top class speakers about the essentials of making this a reality, including the lessons from the Early Adopter Sites and proposals for the NHS Redress Scheme in Wales, which could act as a model for England. This is a vital event for all staff working on complaints, clinical governance / risk management, PALS, ICAS and patient groups. There will be opportunities for networking and to

participate during the day. We will end the day with a panel forum when you will have the opportunity to ask further questions and participate in what will be a lively discussion.

This event should not be confused with commercial profit-making events on similar subjects. This conference is organised by the charity Action against Medical Accidents (AvMA), which has 25 years experience of work on complaints, redress and patient safety. Any surplus from this conference will be ploughed into the charity's work on patient safety and support for people affected by medical accidents.

Conference Programme

09.15	Registration and coffee	11.50	The role of the Ombudsman in the new procedures and lessons from the past <i>Ann Abraham, Health Service Ombudsman</i>	15.30	Refreshments
10.00	Chair's Introduction	12.30	PALS and making experience count in Primary Care <i>Jane Bolding, Chair, National PALS Network</i>	15.50	Redress in Wales – a model for England? <i>Anne-Louise Ferguson, Managing Solicitor, Welsh Health Legal Services</i>
10.15	Are you ready for the new complaints procedure? How will we really 'make experience count'? Update on plans for the NHS Redress Scheme <i>Chris Bostock, Patient and Public Affairs, Department of Health</i>	13.10	Lunch	16.30	Joined up processes in practice – making experiences count <i>Eileen Walsh, Director of Clinical Governance and Assurance, Guy's and St Thomas' NHS Foundation Trust</i>
10.55	How will the Care Quality Commission Monitor Complaints Handling? What will be the standards or expectations for NHS bodies? <i>Representative of Care Quality Commission</i>	14.10	Make sure you are ready – practical lessons from the early adopter sites <i>Early Adopter Sites programme representative, Department of Health</i>	17.10	Open Forum: Questions and comments from the floor and discussion by panel
11.35	Refreshments	14.50	The 'Avoidability Test' – joining up questions of redress, complaints and patient safety <i>Peter Walsh, Chief Executive, AvMA</i>	17.30	Close of conference

NB Conference programme may be subject to change

CPD HOURS
SRA: 5 hours 10 minutes
Bar Council: To be confirmed

NHS Complaints & Redress Conference Registration (148)

Please complete in BLOCK CAPITALS and return one form per person, using photocopies where necessary.

Conferences & Events Department, AvMA, 44 High Street, Croydon CR0 1YB, DX: 144267 Croydon 24; fax 020 8667 9065.

First name: Surname:

Organisation:

Job title/position:

Address:

Postcode: DX:

Tel: Fax:

e-mail:

Special/dietary requirements:

Where did you hear about this event?

Registration fees

Voluntary Sector

£175 + VAT = £201.25

NHS / Local Authority, Public Sector & AvMA Lawyers' Service members

£295 + VAT = £339.25

Private Sector

£395 + VAT = £454.25

Fees includes refreshments, a light lunch and course notes.

A group discount of 15% applies if you book 3 or more delegates.

Method of Payment (please tick appropriate box and complete details)

Invoice

Please invoice for the amount of £

Address for invoice (if different from above):

Contact name for invoice: Tel:

Card payment

Please charge my Visa / MasterCard /Switch/Maestro / Diners * card (*delete as appropriate) for the amount of £

**If you are paying by card please note an additional 4% of your total fee payable will be added to your payment to cover card transaction fees*

Card number:

Valid from: / Expires: / Security code:

Name of cardholder: Signature:

Card/billing address (if different from above):

Cheque payment

I enclose a cheque for £ made payable to AvMA.

I agree to AvMA's terms and conditions of booking. Signature:

TERMS & CONDITIONS

CONFIRMATION OF BOOKING If you have not received confirmation of your booking fourteen days after registering please contact us on 020 8688 9555. Upon receipt of your booking, AvMA will issue a VAT receipt for your payment. The venue information and final details will be sent approximately three weeks prior to the event. Please note that full payment must reach AvMA before the conference takes place for admission to be given.

CANCELLATIONS AND SUBSTITUTIONS Cancellations must be confirmed in writing at least 10 working days before the conference and each delegate place will be liable for a £50 administration fee. Any cancellations received after this date will be liable for the full fee and course notes will still be sent on. Delegates who are unable to attend due to circumstances beyond AvMA's control and who have not cancelled in advance will still be liable for the full fee and course notes will be sent on. No refunds will be given. Delegate name changes may be made at any time at no extra charge.

INDEMNITY It may be necessary to change the content and timing of the programme, speakers or venue due to circumstances beyond the control of AvMA. We reserve the right to cancel the conference if absolutely necessary and issue a full refund of conference fees. AvMA accept no liability if, for whatever reason, the conference does not take place.

DATA PROTECTION ACT AvMA will retain your details on our database to enable us to process your booking, for accreditation purposes and so that you can be kept up to date with relevant details of future events. If you do not wish to receive future mailings from AvMA after this event, please tick the box. Occasionally we may include marketing material from external organisations with our mailings (eg conference sponsors mailings). If you do not wish to receive information from third parties, please tick this box