

BEST PRACTICE IN COMPLAINT HANDLING FOR HEALTHCARE PROFESSIONALS



La Touche Training
the legal training consultants



A one-day course designed specifically for healthcare staff who are required to investigate and manage complaints in the healthcare setting.

The course will aim to distil the knowledge, competencies and skills required to handle complaints in accordance with best practice principles.

La Touche Training

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WHO AND WHY?

Every healthcare agency needs to have a comprehensive Complaints Policy setting out how they respond to complaints. Those involved in investigating complaints need to be equipped to deal with the complainant, other staff members and lawyers.

They need to know how to investigate the complaint, who to talk to, how to get colleagues to co-operate with the investigation, how to run and manage meetings and how to make full and 1st class notes and records of their investigation and the outcome. They will also need to understand the legal environment and how complaints are brought to litigation.

This course will distil the knowledge, competencies and skills required to be able to handle all aspects of complaints management in accordance with best practice principles.

COURSE OUTLINE

This is a highly intensive and practical training day assisting delegates in understanding what is required in managing complaints properly. They will consider all stages involved in managing complaints from taking the complaint to liaising with relevant staff, investigating the complaint, conversing and running meetings with the complainant, taking proper notes and liaising with their legal team as and when necessary.

Delegates will experience running a mock meeting whilst learning how to make a full and proper record of the meeting which they can stand over.

KEY LEARNING POINTS

- Identifying the participants' needs from the course
- Understanding the implications of your Complaints Policy in practice
- Responding to complaints
- Identifying what initial steps to take - who to talk to, what to document
- Interviewing key staff members - do's and don'ts
- Questioning Skills
- Handling people's emotional responses to complaints
- Effective preparation for meetings
- Facilitation & negotiation skills
- How to handle the presence of lawyers at meetings
- How to handle the unexpected
- Effectively minuting the meeting
- The legal environment
- How a legal claim is brought
- Time frames for bringing a legal claim
- Implications of the Freedom of Information Acts and discovery orders

COURSE LOGISTICS

Courses are run in house and can be tailor made for your organisation.

Delegate numbers can range from 6-20 delegates a day.

Courses start at 9.30am and will be finished by 5.00pm.

ABOUT LA TOUCHE TRAINING

La Touche Training is Ireland's leading legal training company. We specialise in training non-lawyers in legal matters.

Our course designers and team of lawyers have unparalleled experience in providing high quality training that is tailored to your exact requirements.

Since beginning our specialised programme in 1995 over 70,000 delegates have attended our high quality and innovative training programmes. Clients' feedback is testimony to the success of our courses.

A selection of our clients include

Hospitals

- Adelaide and Meath Children's Hospital
- Beaumont Hospital
- Bon Secours Hospital
- Central Mental Hospital
- Cherry Orchard Hospital
- Children's University Hospital
- Coombe Women's Hospital
- Drogheda Women's Refuge
- Holles Street Maternity Hospital
- Kerry General Hospital
- Leopardstown Park Hospital
- Limerick Regional Hospital
- Mater Misericordiae University Hospital
- Midland Regional Hospital
- Our Lady's Hospital for Sick Children
- Our Lady of Lourdes Hospital Drogheda
- Rotunda Maternity Hospital
- St. James's Hospital
- St. John of God Hospitalier
- St. Joseph's Longford
- St. Vincent's Hospital Fairview
- Vergemount Clinic

HSE Areas

- East Coast Area
- Eastern Region
- Mid Western
- Midland Area
- North Eastern
- North Western
- Northern Area
- South Eastern
- South Western
- Southern Area
- Western Area

Organisations

- AON Healthcare Risk Services
- Brothers of Charity
- Centre for Nurse Education
- Department of Health
- Irish College of General Practitioners
- Irish Nurses Organisation
- Irish Prison Service
- Mental Health Commission
- National Association of GP Trainees
- NMPDU
- The Ergonomics Society
- The Health and Safety Authority



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Please call Martin Partridge at 01 878 8264 to book or discuss training