

Managing Concerns workshops launched for both Primary and Secondary care. Book soon for your free place!



Free workshop! Need to learn how to recognise, prevent and manage performance concerns? Book here!



Dear colleague,

10 July 2018, London

Our one-day FREE managing concerns workshop has been updated.

Designed for anyone dealing first-hand with performance concerns of doctors, dentists or pharmacists within primary care organisations. It is suitable for commissioners of primary care including NHS England staff in regional and local offices, CCGs (chairs, accountable officers, clinical leads), and providers of primary medical care, primary dental care and pharmacy contractors. This course carries 5 CPD points and you will learn about::

- Understanding factors that affect performance
- Managing practitioners in difficulty
- An overview of investigating performance concerns
- Sharing and recording information
- National frameworks, local procedures and organisations who can help
- The work and role of the practitioner performance advice service within NHS Resolution

Here is what some previous delegates have said about our workshops:

“I think I will be more confident, understanding the process and the reasons for each step.

“Most instructive course. Excellent. Very good instructors. I enjoyed it!”

If you are interested in this highly informative workshop, please select the link below. Don't forget it is FREE so register today!

Managing concerns - Primary care - London 10 July 2018 (1 day)

Hill Dickinson LLP, The Broadgate Tower , 20 Primrose Street

London EC2A 2EW

Managing concerns - Primary care - Leeds - AUTUMN DATE

PLANNED! Register your interest at events@resolution.nhs.uk

Please note the link will direct you to the Eventbrite page to register so please ensure that your internal systems are able to access the Eventbrite website and receive emails from Eventbrite to allow receipt of all confirmation and joining instruction emails.

If you cannot see the link or have problems registering please send your details to events@resolution.nhs.uk

If you know someone in your organisation who may be interested in this training and has not received this email please forward it to them.

We look forward to seeing you.

Kind regards,

Susannah Marcot

Events Team, NHS Resolution

(Courses are provided by NHS Resolution - Practitioner performance advice (formerly National Clinical Assessment Service)

The NHS Litigation Authority is now known under a new operating name of **NHS Resolution** in order to better describe the combined activities of the organisation - **our main services** are: **Claims management** providing indemnity schemes for the NHS in England and resolving compensation claims fairly; **Practitioner performance advice** (formerly National Clinical Assessment Service) resolving concerns about the performance of individual practitioners and **Primary care appeals** (formerly Family Health Services Appeal Unit) ensuring the prompt and fair resolution of appeals and disputes between primary care contractors and NHS England). Our services have a shared goal of reaching a resolution, whether that is around a claim, a concern about performance or a dispute between an NHS contractor and provider.

