

Promoting Quality & Handling Complaints

Half Day Workshop

The topics that will be covered include;

- Welcome, Introductions and Objectives
- The importance of complaints to the NHS and primary care

guidance

- The framework for implementation in primary care settings
- Key roles and responsibilities in the framework
- Effective complaint handling - practical examples
- The importance of quality to primary health care
- Identifying the needs of service users
- Your Practice Charter
- Using quality standards
- Action planning to improve quality