Dear All,

**NHS England** would like to invite you to attend a **Free** 3-hour GP Complaints Handling workshop.

The workshops have been developed to support you and your practice team in preventing and managing complaints and improving the service provided to patients.  It will encompass a presentation, reflective exercises, and facilitated group discussions.

The workshops will cover:

-         What triggers complaints and how to prevent them

-         How your practice and NHS England fit into the overall complaints process

-         How to manage and respond to a complaint effectively

The workshop will be facilitated by Lee Bennett, Strategic Complaints Lead at NHS England and Dr Claire Macaulay, independent medico-legal consultant. The facilitators bring expert experience of supporting primary care teams to manage and respond to complaints with valuable insight into why complaints are raised and how they can be effectively handled.

By the end of the workshop delegates will have an understanding of professional complaints handling and be able to select the appropriate management techniques and implement the relevant strategies.

The free workshop schedule is listed below:

* 23 September 2021 – Pendulum Hotel, Sackville St, Manchester, M1 3BB
* 24 September 2021 – Hotel Novotel Liverpool Centre, 40 Hanover St, Liverpool L1 4LN
* 21 October 2021 – Holiday Inn Portsmouth, Pembroke Rd, Portsmouth PO1 2TA
* 22 October 2021 – Novotel Southampton, 1 W Quay Rd, Southampton SO15 1RA
* 4 November 2021 – Holiday Inn Birmingham City Centre, Smallbrook Queensway, Birmingham B5 4EW
* 5 November 2021 – Jury's Inn Nottingham Hotel, Station St, Nottingham NG2 3BJ

Each date will have two sessions available; a morning session starting at 9:30am, and an afternoon session starting at 1:30pm. Please note that we are unable to provide teas and coffees at any of the sessions.

Additional sessions are planned to take place elsewhere in the country in early 2022 (North East, Yorkshire, East of England & South West). We hope to advertise these later in the year.

Please note that places are limited and are offered on a first come, first served basis. Due to the limited number of places available for each workshop, we request that no more than two members of staff from the same practice attends. These must be the Practice Manager (or equivalent) and/or the Senior Practice Partner. We will be able to let you know later if more places become available.

Whilst it is hard for us to predict the future safety guidelines surrounding the COVID19 pandemic, we have taken steps to ensure that all venues are complying with the current pandemic safety guidance, and will provide you with any relevant details specific to your venue closer to the date. In the event these sessions can no longer take place, we will contact you as soon as possible.

To book a place, please contact [england.complaints-training@nhs.net](mailto:england.complaints-training@nhs.net) with the following information:

* Details of the session you wish to attend (including whether you’d prefer to attend in the morning or afternoon)
* Your name
* Your practice name
* Your practice role
* Your GMC number (where registered)
* A contact telephone number

Details of how we will protect your data is available online in our privacy notice available here: <https://www.england.nhs.uk/contact-us/privacy-notice/>

**Some positive feedback from previous sessions:**

*“As the complaints manager in my Practice I found it all completely useful and relevant. There was so much that I took away to put into place in my own complaints policy.”*

*“Both trainers managed to create a positive and meaningful session from content that can be dry and, at times, incendiary. There were several practical tips that I will be implementing.”*

*“I found the training to be of extreme value. I know have a much better understanding of the complaints procedure and how I would handle a complaint. I thought the delivery was excellent and the trainers had an excellent of the subject and were excellent at their delivery of the content.”*