

**INCREASE YOUR EFFECTIVENESS
(AND REDUCE YOUR RISK)**



There continues to be a steady increase in the frequency with which doctors are being sued. Nurses and allied professionals are stepping into enhanced roles – their risk of being sued (hitherto negligible) is rising too.

And we are all being complained about more.

We have good evidence for some communication behaviours that can greatly reduce your risk. Happily, the same behaviours often improve clinical outcomes, lead to happier patients and promote more efficient use of time.

We present some key findings in this seminar.

With discussion and exercises to process the messages, we then move on to focus on some helpful skills.

Rehearsing skills of initial connection with patients and improved information giving, you should leave with increased effectiveness (and your risks reduced).

For further details contact:

Sarah Wright

Events Administrator

SE Thames Faculty, RCGP

Frazer House (Room 304)

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Tel: 020 7173 6097

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Email: sethames@rcgp.org.uk

**Wednesday 25 May 2011
09:30—16:30**

RCGP MEMBERS: £130.00

NON MEMBERS: £145.00

Venue:

**Oaklands Health Centre
Stade Street
Hythe
CT21 6BD**



**RCGP SOUTH EAST THAMES
FACULTY**

Booking Form

**A full-day workshop:
Increase your effectiveness (and reduce your risk)**



Royal College of
General Practitioners
SOUTH EAST ENGLAND FACULTIES

Date: 25 May 2010
Time: 0930—1630
Venue: Oaklands Health Centre, Stade Street, Hythe CT21 6BD
Fees: Members £130.00, Non-members £145.00

Delegate Details

Title	First Name	Surname
Address for correspondence:		
Postcode:		
Tel:	Mobile:	GMC No:
Email: (All correspondence will be sent via email unless you request otherwise)		

Additional Requirements

Wheelchair access, hearing loop, dietary, other: please state:

Payment details

To guarantee your booking you will need to send us a completed form and the full delegate fee.

By cheque made payable to RCGP South East Thames Faculty. I enclose £

By bank transfer. On receipt of your booking form we will send you an invoice. Use the account information on the invoice to process your electronic transfer. To enable us to track your payment, please put your name as a reference and inform us on the day of the transfer, stating your name and the course you wish to attend. We will reserve a place from 14 days from the date of the invoice. If we do not receive payment within 14 days, we will withdraw your reservation.

Terms & Conditions

Please DO NOT assume that a place is booked for you until you have received written confirmation. Any cancellations of registrations made up to 4 weeks before the course will be subject to a £25.00 cancellation fee. It is not possible to refund fees if the cancellation is less than 14 days before the course.

Please return completed form to:

Sarah Wright, RCGP, Frazer House, 32-38 Leman Street, London E1 8EW
Phone: 020 7173 6097 Fax: 020 7173 6074 Email: sethames@rcgp.org.uk Web: www.rcgp.org.uk

By signing this form I confirm I have agreed to the terms and conditions above.

Signature:

Date: