

HIS DIPC Network and DIPC Development Programme
Navigating the minefield: dealing with complaints, litigation and the media
 7 December 2018, Royal College of Physicians, London, UK

09:30 – 10:00	Registration and refreshments	
10:00 – 10:45	Investigating and responding to a complaint	Nick Deal, Barrister and Subject Matter Expert at Bond Solon Training
10:45 – 10:50	Comfort break	
10:50 – 12:20	Workshop: Preparing for an appearance in court	Nick Deal, Barrister and Subject Matter Expert at Bond Solon Training
12:20 – 13:00	Lunch and networking	
13:00 – 13:35	Taking a pragmatic approach to the management of risk	Dr Nick Gent, Consultant in Health Protection, Emergency Response Department, PHE
13:35 – 14:10	Exploring the cost of HCAI litigation	Tracy Coates, Safety and Learning Lead, NHS Resolution
14:10 – 14:45	Hot topic: Duty of Candour and IPC	Mr Robert Wheeler, Associate Medical Director, Department of Clinical Law, University Hospital of Southampton
14:45 – 15:00	Tea/coffee break	
15:00 – 16:00	Personal development: Dealing with the media	Kati Whitaker, Freelance broadcast journalist
16:00 – 17:00	Refreshments and Networking	

