

CPD EVENT RECORD

CONSENT AND COMPLAINTS

with Chantal Patel and Jonathan Goldring

Live Event:
Learning
With Others

This event covered the types of consent obtained in practice and how they should be recorded. The realities of confirming valid consent in a disciplinary hearing were also discussed. A necessary element in consent is clear communication and the complexities of achieving this were covered.

A number of cases were discussed where a practitioner had been the subject of a complaint and subsequently acquitted. The process, timescale and potential effect on the registrant were described.

Attempting to build, or conducting, a personal relationship with a patient is a common cause of complaint and how this problem should be handled was explained.

<h3>Chiropractic Code 2016</h3> <div><div>A Put the health interests of patients first A1 A2 A3 A4 A5 A6 A7</div><div>B Act with honesty & integrity. Maintain the highest standards of professional/personal conduct B1 B2 B3 B4 B5 B6 B7 B8 B9</div><div>C Provide a good standard of clinical care and practice C1 C2 C3 C4 C5 C6 C7 C8 C9</div><div>D Establish and maintain a clear professional relationship with patients D1 D2 D3 D4</div><div>E Obtain informed consent for all aspects of patient care E1 E2 E3 E4 E5 E6 E7</div><div>F Communicate properly and effectively with patients, colleagues and other healthcare professionals F1 F2 F3 F4 F5 F6</div><div>G Maintain, develop and work within your professional knowledge and skills G1 G2 G3 G4 G5 G6</div><div>H Maintain and protect patient information H1 H2 H3 H4 H5 H6 H7</div></div> <p>Equality, Diversity & Inclusion: No</p>	<h3>Certification</h3> <p>This certificate confirms that Daniela Witten participated in this CPD event</p> <div><p>S L BRUCE, APM Director</p></div> <div><div>90 minutes</div><div>Learning with Others Live, online discussion 18th April 2024</div></div> <h3>Confirmation</h3> <p>I confirm that this is an accurate reflection of my learning during this event.</p> <p>Signed:</p>	<h3>Osteopathic Practice Standards 2019</h3> <div><div>A Communication and patient partnership A1 A2 A3 A4 A5 A6 A7</div><div>B Knowledge, skills and performance B1 B2 B3 B4</div><div>C Safety and quality in practice C1 C2 C3 C4 C5 C6</div><div>D Professionalism D1 D2 D3 D4 D5 D6 D7 D8 D9 D10 D11 D12</div></div> <p>Objective Activity: None Communication & Consent: Yes NICE Guidance: Not Relevant</p> <div></div>
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Evaluation, Reflection and Impact on Practice (this part of the certificate is **not** automatically generated - it has been entered by the participant)

This was a revealing discussion concerning the impact that complaints can have on the career and wellbeing of a practitioner. It reinforced in my mind the need for good communication with patients and for scrupulous note-taking, with good consenting procedures.