

CPD EVENT RECORD - LEARNING WITH OTHERS

CLINICAL SUPPORT DISCUSSION

with Claire Short

LIVE EVENT

27th May 2025

50
minutes

Summary

The discussion explored how professional complaints against osteopaths and chiropractors can arise from misunderstandings, poor communication, or administrative oversights. Using real case examples, it highlighted the importance of clear consent processes, appropriate professional boundaries, and maintaining accurate records. The conversation also addressed the emotional and legal challenges practitioners face during fitness to practise investigations, and offered practical advice on managing complaints, safeguarding professionalism, and improving patient communication to support better outcomes and regulatory compliance.

NICE Guidelines: CKS: Temporomandibular disorders.

Principles and Standards of Practice

OSTEOPATHIC THEMES (Osteopathic Practice Standards 2019)

- A. Communication and patient partnership: A1, A2, A4
- B. Knowledge, skills and performance: B1, B3, B4
- D. Professionalism: D1, D5

This discussion is relevant to Communication and Consent.

Certification

This certificate confirms that

Alan Johnson

participated in this CPD event



S L BRUCE, APM Director

Please note: the time shown on the certificate reflects the duration of the event. When claiming your CPD, you should ensure that you only claim for the time you were present. In the event of an audit, APM records can be used to show the time at which you logged in.

Evaluation, Reflection and Impact on Practice *(this part of the certificate is **not** automatically generated - it has been entered by the participant)*

Listening to this discussion has reminded me how vital clarity, consent, and empathy are in every patient interaction. I will ensure all my communications are clearly documented, that my patients feel informed and respected, and that I follow up concerns with even greater attentiveness.