

# CPD EVENT RECORD

## CONSENT AND COMPLAINTS

with Chantal Patel and Jonathan Goldring

**Recording:**  
*Learning  
by Oneself*

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.

### Chiropractic Code 2016

**A** Put the health interests of patients first

A1 A2 A3 A4 A5 A6 A7

**C** Provide a good standard of clinical care and practice

C1 C2 C3 C4 C5 C6 C7 C8 C9

**E** Obtain informed consent for all aspects of patient care

E1 E2 E3 E4 E5 E6 E7

**G** Maintain, develop and work within your professional knowledge and skills

G1 G2 G3 G4 G5 G6

Equality, Diversity & Inclusion: No

**B** Act with honesty & integrity. Maintain the highest standards of professional/personal conduct

B1 B2 B3 B4 **B5** B6 B7 B8 B9

**D** Establish and maintain a clear professional relationship with patients

D1 D2 **D3** D4

**F** Communicate properly and effectively with patients, colleagues and other healthcare professionals

F1 F2 F3 **F4** F5 F6

**H** Maintain and protect patient information

H1 H2 H3 H4 H5 H6 H7

### Certification

This certificate confirms that

participated in this CPD event

  
S L BRUCE, APM Director

**90**  
minutes

**Learning by Oneself**  
Recorded

### Confirmation

I confirm that this is an accurate reflection of my learning during this event.

Signed: .....

### Osteopathic Practice Standards 2019

**A** Communication and patient partnership

A1 A2 **A3** A4 A5 A6 A7

**C** Safety and quality in practice

C1 **C2** C3 C4 C5 C6

**B** Knowledge, skills and performance

**B1** B2 B3 **B4**

**D** Professionalism

D1 **D2** D3 **D4** D5 D6  
D7 D8 D9 D10 D11 D12

Objective Activity: None

**Communication & Consent: Yes**

NICE Guidance:  
Not Relevant

  
Academy  
of PHYSICAL MEDICINE

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