

CPD EVENT RECORD

FITNESS TO PRACTISE - A COMPLAINT EXAMINED

with Martin Matthews DO

Live Event:
*Learning
With Others*

In this broadcast one practitioner's experience of being the subject of a complaint was examined. The procedures in place to handle complaints at the GOsC and GCC were described and the pace at which the outcome was reached outlined. The importance of good note-taking, in particular the recording of consent, was emphasised. The role of the General Councils was explained and the part played by insurance brokers and their affiliated solicitors noted. The potential effect on a registrant's mental health was evident.

Chiropractic Code 2016

A Put the health interests of patients first

A1 A2 A3 A4 A5 A6 A7

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

B1 B2 B3 B4 B5 B6 B7 B8 B9

C Provide a good standard of clinical care and practice

C1 C2 C3 C4 C5 C6 C7 C8 C9

D Establish and maintain a clear professional relationship with patients

D1 D2 D3 D4

E Obtain informed consent for all aspects of patient care

E1 E2 E3 E4 E5 E6 E7

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

F1 F2 F3 F4 **F5** F6

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

G1 G2 G3 G4 G5 G6

H Maintain and protect patient information

H1 H2 H3 H4 H5 H6 H7

Equality, Diversity & Inclusion: No

Certification

This certificate confirms that

participated in this CPD event


S L BRUCE, APM Director

45
minutes

Learning with Others

Live, online discussion
8th November 2023

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

B Knowledge, skills and performance

B1 B2 B3 B4

C Safety and quality in practice

C1 **C2** C3 C4 C5 C6

D Professionalism

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

Objective Activity: None

Communication & Consent: Yes


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)