

A Joint Healthcare Conferences UK and
InPractice Training Course

Root Cause Analysis Intensive Training Course

For Health and Social Care Professionals

Tuesday 19 - Wednesday 20 September 2017

Tuesday 28 - Wednesday 29 November 2017

Thursday 30 November - Friday 1 December 2017

De Vere West One, London

De Vere West One, London

De Vere West One, London



Objectives

A Practical guide to RCA including:

- Information collection and organisation
- Interview techniques
- How to write a tabular timeline
- How to analyse care and service delivery problems, and contributory factors
- Making effective recommendations
- Provision of a model report and checklists

The course will be facilitated by

Kate Hill

Solicitor

InPractice

InPractice

10% Credit Card discount*
15% Group booking discount**

Root Cause Analysis Intensive Training Course

For Health and Social Care Professionals

CHOICE OF 2017 DATES

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The report on Will the NHS ever learn? Follow-up to PHSO report 'Learning from Mistakes' on the NHS in England released from Commons Public Administration and Constitutional Affairs Committee States: "The Committee supports the recommendations made in the CQC's report that training should be provided to staff across the health service in England on how to conduct investigations."... "It is clear from the evidence reviewed during the course of this inquiry that the investigative processes in the health service in England remain obscure and difficult to navigate for patients and families. As a result, patients and families are excluded by the system, which must become open and learning-focused if investigations are to lead to positive changes in the system. Families and patients should, as a matter of course, be included in investigations and should feel confident that lessons will be learned as a result of clinical incidents." 2017

The Care Quality Commission have emphasized the need for improvement in RCA methodology and training. This interactive and practical course will provide a structured approach to incident investigation from an initial understanding of the legal and factual context, through to information collection, analysis, the report and writing a final action plan.

The first day will focus on information collection, data organisation and analysis. The second day of this interactive training will provide guidance on how to support staff and interview techniques. There will then be a root cause analysis case study.

One of the most common complaints made about incident reports in the NHS is the lack of consistency. The aim of this course is to ensure a consistent approach to investigations that is supportive and solution orientated. All techniques will be tested through role play.

Delegate Feedback

"When I attended the RCA course last year, it actually changed a huge area of my practice and understanding. To the point where I have led in Essex such a radical change to the reporting and the documentation of the serious harm falls, that our CCG loved it so much they have used it as their policy. You guys do such excellent conferences!" Mid Essex Hospital

Programme

Day One

9.30am to 10.00am Coffee and Registration

10.00am-10.30am Gathering information

10.30am to 11.00am Case Study

11.15am to 11.30am Coffee Break

11.30am to 12.00pm Mapping the information:
Using simple and tabular timelines

12.00pm to 12.45pm Identifying CDPs and SDPs

12.45pm to 1.15pm Lunch

1.30pm to 2.45pm Identifying contributory
factors and recommendations: the 'Wagon
Wheel' approach

2.45pm to 3.00pm Tea Break

3.00pm to 3.45pm Focus on model report
template

3.45pm to 4.00pm Conclusion

Day Two

9.30am to 10.00am Coffee and Registration

10.00am to 11.15am Supporting staff

11.15am to 11.30am Coffee Break

11.15am to 12.00pm Interview techniques

12.00pm to 12.30pm Introduction to case study

12.30pm to 1.00pm Lunch

1.00pm to 2.30pm Case Study (including role
play)

2.30pm to 2.45pm Tea Break

2.45pm to 3.45pm Feedback on reports

3.45 to 4.00pm Conclusion.

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Root Cause Analysis

How to book

Book online via credit card and receive a 10% discount*

www.healthcareconferencesuk.co.uk

Fax the booking form to
0208 181 6491

Post this form to Healthcare Conferences UK
8 Wilson Drive, Ottershaw, Surrey, KT16 0NT

> Your Details

(please complete a new form for each delegate. Photocopies are acceptable)

Dr Mr Mrs Ms	(Please Circle)
First Name	
Surname	
Job Title	
Department	
Organisation	
Address	
Postcode	
Telephone	
Fax	
Email	
Please write your address clearly as confirmation will be sent by email, if you prefer confirmation by post please tick this box, ☐ Please also ensure you complete your full postal address details for our records.	
Please specify any special dietary or access requirements	
This form must be signed by the delegate or an authorised person before we can accept the booking (By signing this form you are accepting the terms and conditions below)	
Name	
Signature	
Date	

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Please make Cheques Payable to: Healthcare Conferences UK Ltd.		
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Please note if you are requesting an invoice many NHS organisations now require a Purchase Order Number to be provided. If you do not provide this number this may slow down the processing of this delegate place.		
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For more information contact Healthcare Conferences UK on **01932 429933** or email jayne@hc-uk.org.uk

Venue

London: De Vere West One, 9-10 Portland Place, London, W1B 1PR

A map of the venue will be sent with confirmation of your booking.

Date

- ☐ 19 - 20 September 2017
☐ 28 - 29 November 2017
☐ 30 November - 1 December 2017

Further dates available on request

Conference Fee

- ☐ £495 + VAT (£594.00) for NHS, Social care, private health care organisations and universities.
☐ £749.00 (£898.80) for Commercial Organisations

The fee includes lunch, refreshments and a copy of the hand-outs. VAT at 20%.

Credit Card Discount

10% discount when you book credit card. This offer is exclusive cannot be used in conjunction with any other Healthcare Conferences UK offer.

*Group Rates

A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

Terms & Conditions

- **** A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

Accommodation

On confirmation of your booking you will receive information for booking accommodation should you require it.

Confirmation of Booking

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

Credits

CPD Certified.

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We occasionally release your details to companies sponsoring or exhibiting at our events. If you DO NOT wish to receive information from these companies, please tick this box ☐

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