

BOOKING FORM

The risk of litigation - is it real and should you be worried?

BOOK ONLINE: bda.org/seminars

Or please complete this form in BLOCK CAPITALS and post it with your payment to:
Events Department, British Dental Association, 64 Wimpole Street, London W1G 8YS. Tel: 020 7563 4590 Email: events@bda.org

Delegate:

Title:	First name:	Surname:
Job title:	Organisation:	
BDA membership number (if applicable):	GDC number (if applicable):	
Address:		
	Postcode:	Telephone:
Email: (please note we cannot send emails to "info@" type addresses)		
Booking contact (if different from above):		
Any special requirements, such as dietary or disabled facilities?		

I would like to book:

- Friday 24 January 2020, London (ER047)
- Friday 28 February 2020, Birmingham (ER048)
- Friday 6 March 2020, Manchester (ER049)
- Friday 3 July 2020, London (ER050)
- BDA Indemnity members: £95
- BDA members*: £150
- Non-members*: £195
- BDA members within 5 yrs of graduation: £125
- Non-members within 5 yrs of graduation: £170

*A £25 discount is available to all dentists who are within 5 years of graduating. This discount does not apply to the rate for BDA Indemnity members.

- All costs include refreshments, a standing buffet lunch and all course documentation (where applicable).
- This event is exempt from VAT.
- Payment MUST be received prior to the event.
- Discount vouchers will not be accepted for this event.

Stay in touch

The BDA will hold your personal data on its computer database and process it in accordance with the Data Protection Act. Further details at: bda.org/legal/privacy-policy

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If you currently receive them and want to continue please tick 'yes'.

To opt out at anytime email mydetails@bda.org

I enclose a cheque for £ made payable to the British Dental Association (please write seminar code ER047 for London (Jan), ER050 for London (Jul) or ER048 for Birmingham or ER049 for Manchester and your name on the back of your cheque)

Please debit my credit / debit card (delete as applicable)

£ Visa MasterCard

Card number:

Cardholder signature:

Expiry date:

Date:

For data security, if booking using this form, you will need to call us with your 3 digit card security number or send this number via a separate email - we cannot process your booking without it.

Call 020 7563 4590 or email events@bda.org

Please photocopy this form for multiple bookings.

Our cancellation policy, terms and conditions are available at bda.org/events

Due to unforeseen circumstances, the programme may change and the BDA reserves the right to cancel the event or alter the venue and/or speakers.

Seminar Series

BDA
British Dental Association

The risk of litigation - is it real and should you be worried?



Len D'Cruz
Kevin Lewis
Jane Merivale

LONDON | Friday 24 January 2020
BIRMINGHAM | Friday 28 February 2020
MANCHESTER | Friday 6 March 2020
LONDON | Friday 3 July 2020

5½ hours
CPD

DEVELOPMENT OUTCOME



Learning objectives

- Gain a better understanding of risk, your own attitude to it and how it can impact your clinical and patient management decisions
- Recognise facts and myths about patient dissatisfaction and complaints, the likelihood of being sued or investigated by the GDC and the 'risky' areas of dentistry
- Discover a range of proven techniques for managing patient expectations and maximising their satisfaction while minimising the potential for complaints, litigation and other forms of dento-legal challenge
- Be better equipped to manage situations and people when things don't go to plan.

PLEASE NOTE THAT ALL BOOKING CONFIRMATIONS ARE SENT BY EMAIL

bda.org/seminars | 020 7563 4590 | events@bda.org

Do you ever think that there is too much fear and negativity in and around dentistry? It's time to find out the facts, explode the myths and stop worrying about being sued or being hauled before the GDC. Whatever kind of dentistry you do and irrespective of the mix of patients you are treating, you can have a successful and trouble-free practising life by making some small changes and doing some remarkably simple things.

Our expert speakers share 70+ years of experience in the dento-legal field and will ensure that your day is informative, empowering and packed with useful tips for how to keep your patients happy and keep lawyers at a safe distance.



Len D'Cruz

GDP and Practice Owner, London and Senior Dento-legal Advisor, BDA

Len is a general dental practitioner, running a seven-surgery mixed NHS and private practice in North East London. He is an experienced vocational trainer for the London Deanery. He is Senior Dento-legal Advisor for BDA Indemnity and Lead Lecturer for the MA in Dental Law and Ethics at the University of Bedfordshire. He is the author of two books and writes and lectures widely, on dento-legal aspects of dentistry.



Kevin Lewis

Former Dental Director, Dental Protection

Kevin spent 27 years in various capacities at Dental Protection including as a member of its original Board in 1989 and later as Dental Director 1998–2016. He was on the Council (Board) of MPS and a member of its senior management team.

Drawing from that background, he is currently working as a special consultant to the BDA, having been involved in the development of BDA Indemnity which launched in June 2019, in collaboration with Royal and Sun Alliance Insurance (RSA).



Jane Merivale

Dento-legal Advisor, BDA

Jane has accumulated two decades of dento-legal experience, while also leading a successful practice in South London. With a Master of Laws (LLM) in Medical Law from Cardiff University, Jane rose up the ranks at Dental Protection to become one of the foremost authorities in her field.

On top of extensive experience of complex UK cases, she has served as Head of Dental Services for dentists in both Singapore and Malaysia, leading the assessment, recruitment, training and development of new advisors, and was instrumental in the creation of the 'Communication in Dentistry' and 'Record Keeping' risk management programmes.

Speakers throughout the day: Len D'Cruz, Kevin Lewis, Jane Merivale

08:40 Registration and refreshments

09:10 Opening remarks from the Chair, Len D'Cruz

09:15 **Should you be worried?**

- Why do dentists worry about litigation?
 - Understanding the interaction between dentist, environment and the patient that generates risk
 - Understand the factors affecting your risk status
 - Are claims and GDC cases going up or down?
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10:25 Morning refreshments

10:45 **How you can reduce your personal risk?**

- Caring for yourself
 - Caring for the patient and managing the team interactions
 - Caring for the practice.
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12:00 Lunch

13:00 **Where is the quicksand?**

- What are the hot topics that might cause problems in practice?
 - What can we do about them?
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14:15 Afternoon refreshments

14:35 **What should you do if things go wrong?**

- Some key messages when managing problems – complaints and beyond
 - Key aspects of practice management and staff procedures to evaluate when things go wrong.
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15:50 **Indemnity - look before you leap**

- What to look for in a policy to ensure you have the correct cover to satisfy your needs
 - Understand the differences between different types of indemnity policies and how to make the right choice.
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16:25 **Meet the team networking reception with refreshments**

17:10 Close of event
