

FEEDBACK AND COMPLAINTS: MORNING SESSION		
8.45	<b>REGISTRATION AND REFRESHMENTS</b>	<b>CEDAR FOYER</b>
9.30	<b>Welcome and Introduction</b>	<b>CEDAR SUITE</b> <i>Keynote Address, Scottish Government, Care Inspectorate, Healthcare Improvement</i>
9.45	<b>What's in a Story?</b>	<i>NHS Education for Scotland and Care Inspectorate</i>
10.15	<b>Workshop Breakout 1</b>	
	<ol style="list-style-type: none"> <li>1. The Power of Apology</li> <li>2. Learning from Experience ... NHS and Social Work Feedback and Complaints Procedures</li> <li>3. Learning from Experience ... Implementing the Procedure in NHS Boards</li> <li>4. Learning from Experience ... Implementing the New Complaints Process in Social Care</li> <li>5. Meetings with Families and Difficult Conversations</li> </ol>	
11.00	<b>COMFORT BREAK</b>	
11.20	<b>Workshop Breakout 2</b> <i>(see Workshop Breakout 1 for details)</i>	
12.05	<b>Ask the Panel</b>	<i>Representatives from Scottish Government, Scottish Public Services Ombudsman, Care Inspectorate, NHS Boards, Scottish Social Services Council and Healthcare Improvement Scotland (TBC)</i>
12.30	<b>LUNCH</b>	<b>CEDAR FOYER / RESTAURANT</b>

*For afternoon session please see over*

## DUTY OF CANDOUR: AFTERNOON SESSION

12.45	<b>REGISTRATION AND REFRESHMENTS</b>	<b>CEDAR FOYER</b>
1.30	<b>Introduction</b>	<b>CEDAR SUITE</b> <i>Scottish Government</i>
2.00	<b>Science of Sorry</b>	<i>Dorothy Armstrong, DA Professional</i>
2.45	<b>Duty of Candour - How To Respond?</b> Experiential Scenario	
3.00	<b>COMFORT BREAK</b>	
3.20	<b>Duty of Candour - How To Respond?</b> Experiential Scenario	
4.15	<b>Ask the Panel</b> <i>Representatives from Scottish Government, Care Inspectorate and Healthcare Improvement Scotland (TBC)</i>	
4.30	<b>FINISH</b>	