

FEEDBACK AND COMPLAINTS: MORNING SESSION	
8.45	REGISTRATION AND REFRESHMENTS MELVILLE HALL FOYER
	Chair: Pennie Taylor, Pennie Taylor Communications MELVILLE HALL
9.25	Welcome and Housekeeping
9.30	Opening Address <i>Kevin Freeman-Ferguson, Head of Service Review, Healthcare Improvement Scotland</i>
9.45	What's in a Story? <i>NHS Education for Scotland and Care Inspectorate</i>
10.15	Workshop Breakout 1
	<ol style="list-style-type: none"> 1. The Power of Apology 2. Learning from Experience ... NHS and Social Work Feedback and Complaints Procedures 3. Learning from Experience ... Implementing the Procedure in NHS Boards 4. Learning from Experience ... Implementing the New Complaints Process in Social Care
11.00	COMFORT BREAK
11.20	Workshop Breakout 2 <i>(see Workshop Breakout 1 for details)</i>
12.05	Ask the Panel <i>Representatives from Scottish Government, Scottish Public Services Ombudsman, DA Professional and Care Inspectorate</i>
12.30	LUNCH MEIKLE RESTAURANT

For afternoon session please see over

DUTY OF CANDOUR: AFTERNOON SESSION

12.45	REGISTRATION AND REFRESHMENTS	MELVILLE HALL FOYER
1.30	Introduction	MELVILLE HALL <i>Craig White, Divisional Clinical Lead, Scottish Government</i>
2.00	Science of Sorry	<i>Dorothy Armstrong, DA Professional</i>
2.45	Duty of Candour - How To Respond? Led by Interact Role Play	
4.15	Ask the Panel <i>Representatives from Scottish Government, Care Inspectorate, DA Professional</i>	
4.30	FINISH	