

Parallel Sessions

Disciplinary and Grievance – Danny Cunning, ACAS

The Acas Code of Practice on disciplinary and grievance procedures gives practical guidance for handling these issues in the workplace, to enable you to conduct these processes with confidence. During this session the Acas code of Practice and the implications if it is not followed and the rights to accompaniment will be explained.

Registration Masterclass – Practitioner Services Division

This workshop provides guidance regarding registrations in general and particularly around registering sensitive cases such as adoptions and fostering, transgender and witness protection cases.

Cybercrime – Angela Wilson-Coutts and Graham Ross, Counter Fraud Services

Cybercrime is the most commonly reported criminal offence in the U.K. Most organisations respond to cybercrime through policies and email reminders to employees to look out for suspicious emails and links to websites. However, human behaviour is a vital element to countering the threat from cyber-criminals.

Raise your awareness of the risks from using networked technology and the consequences of falling victim to cybercrime. You will hear the latest behavioural strategies to help us stay safe online and protect our data.

Will give a better understanding of:

- the need for good cyber security
- the secure behaviours you should adopt and promote
- how we leak our personal data into social media
- safer wi-fi networking
- social engineering – the manipulation of human biases

Using Social Media in the Workplace – Medical Protection Society

Medical Protection's experienced medicolegal consultants presenting real-life case examples of medical professionals who have encountered difficulties relating to the use of social media. An interactive session reviewing case studies allowing exploration of the benefits and potential pitfalls of social media. Reference to relevant guidance, particularly that from the GMC. Relating to both personal and professional use and the impact this can have along with how to manage patients using social media to provide feedback or bypass usual communication modalities.

Unconscious Bias – Charlotte Cameron, Hemsley Fraser Group

Have you ever walked into a room of strangers and immediately felt drawn to one person...or perhaps felt repelled by another? Congratulations! Your brain works just as it should – categorising the huge amount of data you get from the world around you so that you can function well in an increasingly complex world.

Unfortunately, that categorisation also can lead you to incorrect conclusions, sometimes called unconscious bias, that can get in your way.

This workshop will help you understand unconscious bias, explore your own world view and provide you with tools to help mitigate its effects.

Practice Admin Staff Collaborative – Health Improvement Scotland PASC Teams

The Practice Administrative Staff Collaborative (PASC) commenced in February 2018 and will run until March 2019. The overarching aim of the collaborative was to develop the skills and enhance the role of practice administrative teams in GP practice settings. In this workshop the PASC teams will share the successes and challenges around Workflow Optimisation and Care Navigation and provide information about the tools and techniques which can support Workflow Optimisation and Care Navigation.