Management of Sharps Injury & Managing Complaints In Dental Practice
Friday 23rd September 2016 at BF Mulholland Ltd Offices

Speaker: Grainne Miskelly Practice Manager & Award In Education & Training.
Open To: Dental Nurses and Receptionists
Date: Friday 23rd September
Cost: £15.00/€18.75 + VAT

Agenda:
1.30pm - registration and refreshments
2.00pm – Course Start
3.00pm – Short Break
4.00pm – Course Finish

Location:
BF Mulholland Ltd’s Offices,
58 Glenavy Road, Crumlin BT29 4LA

How to book:
To book your place email education@bfmulholland.com

Please book early to avoid disappointment as places are limited. Payment will be taken at the time of booking. Cancellation charges may apply. Prices exclude VAT. E&EO.

Course Aims/Objectives:
• Dental nurses will use local and practice policies & guidelines, managing and handling sharps injuries and a complaints procedure in the dental practice.
• Understand the steps that are taken when an injury occurs in practice, to follow Local policy, understand the importance of keeping up to date records in an incident & report file and to be able to complete these reports using risk assessments.
• Understand how to deal with a written & verbal complaint, be informed of the importance of having an effective complaints procedure and complaints officer.
• Understand the time limits when dealing with complaints and the rights of the patient to complain. Understand and be familiar with standards and operations and ensure information on Local bodies is provided for the patient to complain.