

**'LIFE AFTER VTS'  
LMC TRAINING PROGRAMME  
PGEC, Nottingham City Hospital, Nottingham – 12 May 2010**

**Programme for the Day**

**Module 3: 'The Regulation of General Practice, Performance Review and Complaints'**

Welcome/introduction, followed by ice-breaker picture quiz:

	<i>'Heroes and Villains'</i>	<b>9.00am</b>
Presentation 1:	<i>'Performers' Lists, Clinical Governance and Performance Review'</i>	<b>9.10am</b>
Group Exercise 1:	<i>Case studies on Performance Review: 'What would you do?' (Part 1)</i>	<b>9.55am</b>
<b>TEA BREAK</b>		<b>10.10am</b>
Group Exercise 1:	<i>Case studies 'What would <u>you</u> do?'(Part 2)</i>	<b>10.25am</b>
Presentation 2:	<i>'The GMC, Professional Regulation and the management of complaints.'</i>	<b>10.40am</b>
Group Exercise 2:	<i>'How to respond to a patient complaint.'</i>	<b>11.25am</b>
<b>LUNCH BREAK</b>		<b>12.00noon</b>
<b>Module 4: 'The LMC and GPs' Representative/Negotiating Machinery'</b>		
Icebreaker – video and election manifesto multiple choice.		<b>12.45pm</b>
Presentation 1:	<i>'The LMC and how it operates'</i>	<b>12.55pm</b>
Group Exercise 1:	<i>'Democracy in Action (LMC Conference Motions)' (Part 1)</i>	<b>1.55pm</b>
<b>TEA BREAK</b>		<b>2.05pm</b>
Group Exercise 1:	<i>'Democracy in Action' (Part 2)</i>	<b>2.20pm</b>
Presentation 2:	<i>'The GPC and GP Contract Negotiations'</i>	<b>2.30pm</b>
Group Exercise 2:	<i>'Negotiating with PCTs'</i>	<b>3.00pm</b>
<b>CLOSE OF SESSION</b>		<b>3.45pm</b>