

- 9.45** Arrival
- Registration
 - Tea, Coffee, Scones available

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| 10.15 | Welcome | Michael Bloomfield Director of Performance and Corporate Services, HSCB |
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| 10.20 | Context and Objectives for the Day | Liz Fitzpatrick, Complaints Manager, HSCB |
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| 10.30 | Embedding Care, Compassion and Dignity in the Education of Healthcare Professionals | Dr Melissa McCullough Non-Executive Director, HSCB |
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| 11.00 | Mary's Story | Service User |
| | Dementia Strategy NI Dementia Learning and Development Framework | Seamus McErlean Co-chair of the Dementia Strategy Implementation Group and Social Care Commissioning Lead, HSCB |
| | Reflection | |

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| 11.50 | Complaints Handling - how are we doing? | Ms Clare Toland, Graduate Intern, BHST |
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| 12.10 | LUNCH | |
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| 13.00 | In their Words | Tony Stevens, Chief Executive, NHSCT |
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| 13.30 | Bereavement Support at a Difficult Time | Heather Russell, Bereavement Coordinator, BHST Jacqueline McGarry, Service User |
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| 14.00 | Quality Improvement Through Complaints in a Maternity Unit | Dr Clodagh McElhenney Consultant Obstetrician, SEHST |
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| 14.30 | BREAK (take to tables) | |
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| 14.40 | Broken Communication - Learning from a Complaint in the Fracture Ward | Cathy Glass, Service Manager, Trauma and Orthopaedics, WHST |
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| 15.10 | Questions from the Floor Feedback Closing Remarks | Liz Fitzpatrick, Complaints Manager, HSCB |
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