



RCOphth Annual Congress 2018

Dealing with complaints

Monday 21 May 2018 13.00 – 14.30

Chaired by Mr Declan Flanagan Moorfields Eye Hospital, London

13.00 – 13.20	Introduction Mr Declan Flanagan
13.20 – 13.40	Review of complaints, incidents and litigation in Moorfields Eye Hospital over past 5 years Mr James Cassidy, Trust Solicitor, Moorfields Eye Hospital
13.40 – 14.00	GMC perspective on complaints Mr Anthony Americano, GMC
14.00 – 14.15	A patient's perspective on complaints Ms Nicole Howard
14.15 – 14.30	Question and answer session