

WORKSHOP: PREVENTION IS BETTER THAN CURE

EXPLORING AN EARLY RESOLUTION MODEL TO REDUCE
GMC REFERRALS

CENTRE FOR RACIAL
EQUALITY IN
MEDICINE (CREIM)

&

General
Medical
Council

SUPPORTED BY BIDA



SUN 20 OCT, 2024



1 - 4 PM

VENUE: WORSLEY PARK COUNTRY CLUB, M28 2QT

ORGANISERS



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GMC HEAD OF OPERATIONS,
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**EXPLORING AN EARLY RESOLUTION MODEL TO REDUCE GMC
REFERRALS**

ABSTRACT

IN THIS COLLABORATIVE INITIATIVE BETWEEN CREIM AND GMC, ATTENDEES WILL BE TRAINED TO DELIVER AN EARLY RESOLUTION MODEL, DEVELOPED IN CONJUNCTION WITH VANDERBILT UNIVERSITY, TO PREVENT ESCALATION OF COMPLAINTS.

THE OVERARCHING AIM IS TO REDUCE REFERRAL TO THE REGULATOR, WHILST PROVIDING SUPPORT TO AFFECTED STAFF. WE ARE KEEN TO SEE THE MODEL ROLLED OUT TO EVERY EMPLOYER AND WILL FORMULATE A WORKING GROUP TO HELP EMBED THE TRAINING. THE LAUNCH WORKSHOP WILL BE INTERACTIVE AND WILL USE A VARIETY OF METHODS FROM CASE-BASED DISCUSSION TO GROUP EXERCISES TO EXAMINE MANAGING CONFLICT AND PROMOTING INCLUSIVE CULTURES.

ATTENDEES WILL EXPLORE DISTINCT THEMES TO EQUIP THEM WITH THE BACKGROUND KNOWLEDGE AND SKILLS. THE FIRST PART OF THE WORKSHOP WILL CONSIDER THE DATA, RESEARCH AND LIVED EXPERIENCE SCENARIOS ASSOCIATED WITH THE MODEL'S METHODOLOGY. ATTENDEES WILL THEN REVIEW CASE SCENARIOS AND USE SMALL GROUP DISCUSSION TO IDENTIFY ISSUES AND OPPORTUNITIES IN THEIR OWN WORKPLACES. ATTENDEES WILL THEN FOCUS ON CROSS-CULTURAL COMMUNICATION AND INVESTIGATE PERSONAL CULTURAL PROFILES AND HOW THIS MAY AFFECT COMMUNICATION AND CONFLICT. THEY WILL EXPLORE THEIR OWN COMMUNICATION STYLE AND THEN PRACTISE HOW TO APPROACH DIFFERENT CONFLICT SCENARIOS.

THE WORKSHOP WILL DRAW ON THE FOLLOWING ACADEMIC RESEARCH:

- VANDERBILT HEALTH CENTRE FOR PATIENT AND PROFESSIONAL ADVOCACY PROFESSIONALISM PYRAMID; HICKSON ET AL**
- WELCOMING AND VALUING IMGs; PROF MALA RAO**
- CULTURE MAP; ERIN MEYER**
- CULTURAL HUMILITY; DR. MELANIE TERVALON AND DR. JANN MURRAY-GARCIA**
- FAIR TO REFER; ATEWOLOGUN; KLINE**
- CARING FOR DOCTORS, CARING FOR PATIENTS; WEST; COIA**