

Medical
Protection



MORE THAN DEFENCE



Your guide to
member benefits

Welcome to your guide to member benefits

You are part of more than just a defence organisation. Your membership gives you access to over 125 years of experience and expertise assisting medical professionals, and with Medical Protection, you receive so much more than defence.

We can help you develop your professional skills in communication and risk management. Workshops and online learning are free for you as a member, and give you the opportunity to tackle issues before they arise.

Expert guidance is always at hand with our range of advice resources, including our medicolegal advice line, available around the clock in an emergency, as well as numerous online booklets, factsheets and publications.

This guide outlines your benefits as a member of Medical Protection. From our reassuringly robust defence service to the support and advice which can help you stop complaints and claims before they escalate; this is your guide to how your membership can give you a lifetime of protection.

DEFENCE

to protect you when you're facing a claim

- ✓ The right to request indemnity for claims arising from your clinical practice (including NHS-contracted and private work).
- ✓ Protection for Good Samaritan acts worldwide.
- ✓ An expert, dedicated legal team for your case.

to protect your professional reputation

The right to request:

- ✓ Advice and legal representation:
 - for GMC procedures
 - in relation to disciplinary matters
 - at inquests/Fatal Accident Inquiries
- ✓ Support with criminal investigations and allegations arising from your clinical practice.
- ✓ Assistance in responding to and resolving complaints.
- ✓ Help with unwanted media attention.

Find out more on page 4

ADVICE

whenever you need it

- ✓ Free medicolegal advice line.
- ✓ Emergency advice available 24/7.
- ✓ Online case reports.
- ✓ Medicolegal factsheets on common concerns.
- ✓ Leading journal Casebook delivered to your door.
- ✓ Relevant and topical updates to your inbox.

More information on page 10

SUPPORT

for your professional development

- ✓ Free communication skills and risk management workshops.
- ✓ Free online learning modules.
- ✓ Accredited CPD.
- ✓ Events around the country.
- ✓ Medicolegal talks and conferences.

See a full overview on page 16

Your benefits
at a glance



World-leading defence that goes further to protect you

Sometimes things go wrong. Claims, investigations and inquiries are a distressing part of being a GP. As a member of Medical Protection you have access to some of the best medicolegal experts in the world, dedicated to protecting you and your reputation.



I cannot speak highly enough of the superb service I have received and the excellent communication, encouragement and support I continue to receive from the Medical Protection team

Source: Medical Open Cases Survey (2016)

World-class defence from the experts

Even as a highly-trained clinician, at some point you might find yourself the subject of a complaint or claim for clinical negligence. This can be a challenging and stressful experience; but we are here to help.

You are part of a member-owned, not-for-profit organisation, whose sole focus is on supporting and protecting members throughout their careers.

UNPARALLELED DEFENCE FOR:

Claims of clinical negligence

When we take on a claim, we can manage it from first notification to conclusion, and can take care of all the legal costs and compensation payments for members.

Disciplinary proceedings relating to your clinical practice

We can provide advice and representation if you face allegations arising from the provision of clinical care to patients, concerning your professional conduct, competence and performance, or in relation to health problems that are having a significant effect on your clinical performance.

GMC hearings

We can provide advice and legal representation for regulatory council inquiries arising from health, performance, and professional conduct. We can help you from the outset, whether it be drafting a letter in response to a GMC inquiry or providing world-class legal representation at a full hearing.

Complaints procedures

We can help you formulate a response to a complaint, assist and support you through to its resolution. We can work with you to look at why complaints arise and how to minimise the risks of recurrence.

Inquests and inquiries

We can help you prepare a report for the coroner (or procurator fiscal in Scotland) and advise you on how to conduct yourself at the inquest or fatal accident inquiry. If necessary, we can arrange for legal representation on your behalf.

If you need assistance with a claim or potential claim, contact us.

GET MEDICOLEGAL ADVICE



Our advice line
0800 561 9090

With emergency advice available 24/7

Our office hours are 08.30 to 17.30 on weekdays. Outside these hours, we can still put you in touch with a medicolegal adviser in an emergency.

Here for you

PUTTING MEMBERS FIRST

As a mutual society, the needs of members are central to everything we do. When we take your case, we can take care of all of the legal costs and compensation payments, relieving you of the pressure of a claim from the day we are notified. Working with your co-operation, we always strive for the best possible outcome.



Your team

When we support a claim we provide a dedicated team, including:

- ✓ a medicolegal claims adviser with experience in primary care
- ✓ a claims manager with expertise in clinical negligence claims
- ✓ a professional support team to ensure that claims are managed as efficiently as possible
- ✓ a specialist solicitor for legal representation.

The same team manages your claim from first notification to conclusion, only acting with your agreement.



Handling unwanted media attention

Unwanted media attention can put your personal and professional reputation at risk and can be very worrying. You can always contact the press office and we can help you, responding to the media on your behalf and giving expert assistance throughout.

You have us on hand to:

- ✓ provide experienced and expert advice on handling all aspects of unwanted media attention
- ✓ speak with journalists on your behalf
- ✓ prepare statements for the press
- ✓ monitor coverage and assist with any follow-up action.

CONTACT US



Please contact the team by
phone **0800 561 9090** or email
pressoffice@medicalprotection.org



Defence in action



A LETTER FROM A SOLICITOR

Dr K, a retired GP, received a letter from a solicitor, informing him that the family of a recently deceased patient was bringing a claim against him. The letter alleged that, three years ago, Dr K had failed to make an early diagnosis of a rare form of cancer, from which the patient had unfortunately recently died.

Dr K was a member of Medical Protection when the incident occurred, so immediately called us.

We fully investigated the claim on his behalf, seeking expert opinions on the allegations made. It was felt that the cancer would have been extremely difficult to diagnose prior to its presentation, and as such Dr K had acted in the same way as any other GP would have.

Medical Protection indicated to the solicitor that we intended to defend the claim. Upon receiving our response and seeing the expert opinions, the solicitor and family agreed to drop the claim without court involvement.



Advice and guidance from fellow professionals

It is important to have an expert to speak to, and to have easily accessible advice available whenever you need it.

Managing a situation effectively is crucial to stopping a complaint or claim from escalating, and receiving advice from a fellow medical professional can provide reassurance and comfort when deciding on the next steps to take.

When you are facing a problem or a dilemma, or have worries or questions, our confidential advice line is here for you. What's more, there are resources, covering a huge range of topics, available online for instant help. These guides are written by doctors and medicolegal professionals and give expert, accessible advice.



Prompt and tailored advice.
Very comprehensive and
thorough advice professionally
and courteously given

Source: Medical Open Cases Survey (2016)

Professional expertise when you need it

GET EXPERT GUIDANCE ON:

- ✓ Complaints
- ✓ Claims
- ✓ Investigations
- ✓ Disciplinary proceedings
- ✓ Inquests
- ✓ Whistle-blowing
- ✓ Ethical dilemmas
- ✓ Patient safety
- ✓ Records and reports
- ✓ Prescribing
- ✓ Probity
- ✓ Consent
- ✓ Confidentiality
- ✓ Patient capacity
- ✓ Unwanted media attention





Your medicolegal advice line

YOU CAN ALWAYS CALL ON US

Dedicated medicolegal advisers make up our on-call team, many of whom are also GPs themselves. We know that no two situations are exactly the same, so the advice you receive is always tailored to whatever circumstances you might find yourself in.

Everyone benefits from reassuring, personal advice from time to time. As part of your membership, you have access to over a century's worth of combined expertise and guidance, just a phone call away.

No matter what your question, we are here to help.

GET MEDICOLEGAL ADVICE



Our advice line
0800 561 9090

With emergency advice available 24/7

Our office hours are 08.30 to 17.30 on weekdays. Outside these hours, we can still put you in touch with a medicolegal adviser in an emergency.

Online resources here when you need them

Whether you need an answer to a specific query, or want to know more about a range of issues, our online medicolegal resources are always available.





FACTSHEETS

Compiled by medicolegal experts, factsheets provide detailed information which you can access at any time. From consent and mental capacity to preparing for court, our downloadable factsheets answer many of the major questions which affect medical professionals.

CASE STUDIES

Calling on the first-hand experience of members, these anonymised case reports highlight the difficulties that others have unfortunately encountered. Each case is chosen to provide clear learning points to guide how you practise, and give guidance on handling similar situations that you might face.

CASEBOOK

Our leading journal *Casebook* is full of topical articles and features on medical and medicolegal developments. Drawing on our knowledge and expertise, *Casebook* gives you relevant and compelling insights into the present and future of medical practice.

FIND OUT MORE

Visit [medicalprotection.org](https://www.medicalprotection.org)
to access these resources



Advice in action



AN ADVERSE INCIDENT

Dr G planned to perform a sebaceous cyst excision on a patient's arm, which involved first injecting the area with local anaesthetic. Dr G checked that the area was sufficiently numb and asked the patient to let her know immediately if he experienced any discomfort during the procedure. Dr G began but the patient quickly became distressed and complained of pain. Despite offering further local anaesthetic, the patient preferred to abandon the procedure.

Although Dr G tried to reassure the patient, she could tell that he was dissatisfied with the outcome.

Dr G suspected that the patient might make some sort of complaint, so immediately contacted us for advice on how to prevent the situation from escalating. We advised Dr G to contact the patient and offer to discuss the experience, offering an apology and explaining the situation fully. Dr G saw the patient, who was grateful for the chance to talk through the events and have his questions answered. He left the consultation satisfied and did not make a subsequent complaint.



Unparalleled professional support

Prevention is better than a cure, and having the knowledge to combat issues before they escalate is the best way to stay protected.

Over 125 years of experience means we have a unique insight into why things go wrong, and why complaints and claims arise. You have access to a range of courses which are built around this, helping you to identify and address issues, manage risks, and deliver better patient outcomes through improved communication.

No other defence organisation offers such a wide range of expert, practical support. Join the 30,000 members worldwide who have already taken part in our world-class risk management programme.



An excellent course. I thought this was an extremely powerful workshop. In my opinion this should be mandatory training for all junior doctors and ideally should be delivered or refreshed every few years

Source: UK workshop feedback (2016)



Master the tools to practise safely

WORKSHOPS

Convenient. Practical. Peer-to-peer.

Page 18

Covering a variety of topics relevant to primary care, delivered by specially trained doctors.

ONLINE LEARNING

Anytime. Anywhere.

Page 20

Earn CPD and top up your skills with our online learning modules and webinars.

Visit prism.medicalprotection.org for more information.

Workshops

You have access to a host of acclaimed half-day workshops, all for free.

Designed to enhance your skills in communication and risk management, they target the areas which are most likely to expose you to complaints and claims.

You can find a full list of workshops at **medicalprotection.org**



Many courses are available, including:

MASTERING YOUR RISK

An excellent first course to attend. Grasp the fundamentals of risk management and communication that are crucial for avoiding complaints and claims.

MASTERING ADVERSE OUTCOMES

When an adverse incident occurs during a patient's care, communication is key. Gain the knowledge and skills you need to take control of a situation if things go wrong.

MASTERING DIFFICULT INTERACTIONS WITH PATIENTS

Patient interactions can be challenging, and the need to preserve the professional relationship is paramount. Refine your skills to handle tough situations and reach the best possible outcome.

ACHIEVING SAFER AND RELIABLE PRACTICE

Prioritise patient safety and reliability of care. Spot critical areas of risk in your daily practice and improve patient satisfaction with a range of crucial skills.

MEDICAL RECORDS FOR GENERAL PRACTITIONERS

Complete and well organised medical records can be the difference between successfully defending a claim and facing an unwelcome verdict. Take control with practical tools and guidance.

MEDICATION ERRORS AND SAFER PRESCRIBING

The prescribing process presents great opportunity for error. Gain practical tips and reliable strategies to improve patient safety and avoid exposure to risk.

3 HOURS
CPD

FIND OUT MORE



To see a full list of workshops, view upcoming dates and book, visit medicalprotection.org/workshops

You can also contact education@medicalprotection.org

0113 241 0696

Online learning

As a busy GP, finding time to fit in training and development can be a challenge.

That is where our online learning platform can help. As a member, you have access to the largest range of free online learning modules of any defence organisation, with courses available to complete whenever you want, wherever you are.

Develop your knowledge and skills when it suits you, including modules on:

- ☒ medicolegal issues
- ☒ professionalism and ethics
- ☒ communication and interpersonal skills
- ☒ systems and processes
- ☒ clinical risk management.

Our online learning platform allows you to complete modules and earn certified CPD. Your progress and certificates are saved automatically, and can be viewed and downloaded at any time.

FIND OUT MORE

See the full list of courses at prism.medicalprotection.org

When you first access online learning, you will need your Medical Protection membership number.



Support in action

CONCERNS ABOUT PRESCRIBING



Dr F had a close call in the OOH setting, having prescribed NSAID analgesia to a patient who also, unbeknown to Dr F, had a repeat prescription for Warfarin. The pharmacist, who happened to know the patient well and knew his usual medication, fortunately flagged that the two medications should not be taken together. The patient returned to see Dr F and was very understanding of the mistake. He requested different analgesia and assured Dr F that he would not be making a complaint.

However, Dr F was very distressed by this “near miss” error and, feeling in need of additional support in this area of his practice, contacted Medical Protection. We suggested Dr F attend one of our workshops on prescribing, and arranged for him to book on to one nearby.

Having attended the workshop, Dr F felt much more confident in his prescribing and less anxious in his day-to-day practice.



Your questions answered

What assistance is provided on your telephone advice line?

You can speak to us about any queries and concerns that are related to your practice. Some common topics members ask us about include complaints, ethical dilemmas, working with the police, attending court proceedings and advice on prescribing, but we encourage members to speak to us about any concerns they might have.

Advice line:
0800 561 9090

Am I protected for voluntary work overseas?

We can offer professional protection for volunteer doctors working for a recognised charity or humanitarian organisation.

Professional protection for humanitarian work can be requested for up to six months in any twelve month membership period. You will need to have been in membership for a minimum of six months before you volunteer, and you must contact us beforehand if you intend to work in this capacity.

Call **0113 243 6436** or email
international@medicalprotection.org.

Does my membership apply to Good Samaritan acts?

Yes. In the unlikely event that you are sued as a result of a Good Samaritan act, you can apply for assistance from Medical Protection, no matter where in the world the action is brought.

Are other members of practice staff protected by my Medical Protection membership?

While Medical Protection will not assist members for the acts or omissions of other medical professionals, as a GP partner, you may be liable for the actions of certain members of practice staff, including administrative staff, healthcare assistants, phlebotomists and dispensers.

If you are a GP partner, and a claim is made against you in relation to the acts or omissions of these members of staff in your direct employment, your membership entitles you to request assistance, provided they:

- were acting under appropriately delegated authority
- were adequately trained and supervised
- were working to practice protocols
- were not making standalone clinical judgements
- do not have their own individual indemnity arrangements in place.

Does my membership subscription renew automatically?

Yes, if you pay by Direct Debit. That is one of the advantages of paying by Direct Debit – you are not at risk of any unintended gaps in your membership. However, you must contact us as soon as possible if your professional or personal circumstances or your contact details change.

If you pay by cheque or credit card, you will receive renewal information and we will send you your membership certificate once we receive your payment. To set up a Direct Debit, please contact one of our membership advisers on **0800 561 9000**, or email **member.help@medicalprotection.org**

Can I join a group scheme?

In a practice where at least half of GPs are members of Medical Protection, we offer a group scheme – Practice Xtra – at no extra cost to the practice. Practice Xtra provides many additional benefits including free membership for nurses, discounts on membership for GPs and free training for the practice staff.

Find out how your practice can join Practice Xtra by contacting us. Visit medicalprotection.org or email **gppractice@medicalprotection.org** or call **0800 952 0441**.

How do I access online learning?

Our online learning platform is available through our website at **prism.medicalprotection.org**.

If it is your first time accessing online learning you will need your membership number to activate your account. Next time you log in you will just need your username and password.

How do I book a workshop?

You can easily book a workshop place online at medicalprotection.org. You can also email **education@medicalprotection.org** or call **0113 241 0624**.

There are limited spaces available for each workshop and they can fill within a very short time, so we encourage members to book on as soon as they can.

Where do your workshops take place?

We know your time is precious, so we want to make it as easy as possible for you to attend our workshops. They take place in cities all over the country, including London, Birmingham, Manchester, Belfast and Southampton.

FIND OUT MORE

If you have any further questions please call **0800 561 9000**

Lines are open 08.00 – 18.30
Monday to Friday.

How to get in touch

MEMBERSHIP ENQUIRIES

0800 561 9000

08.00 – 18.30 Monday to Friday

member.help@medicalprotection.org

ADVICE LINE

0800 561 9090

08.30 – 17.30 Monday to Friday
Emergency advice available 24/7

querydoc@medicalprotection.org

GENERAL ENQUIRIES

0800 136 759

08.30 – 17.30 Monday to Friday

info@medicalprotection.org

WORKSHOPS

0113 241 0696

08.30 – 17.30 Monday to Friday

education@medicalprotection.org

MEDICAL PROTECTION

Victoria House
2 Victoria Place
Leeds LS11 5AE
United Kingdom

The Medical Protection Society Limited (“MPS”) is a company limited by guarantee registered in England with company number 36142 at Level 19, The Shard, 32 London Bridge Street, London, SE1 9SG.

MPS is not an insurance company. All the benefits of membership of MPS are discretionary as set out in the Memorandum and Articles of Association. MPS® and Medical Protection® are registered trademarks

Images © MPS and Getty Images.

TOP 50 companies
for customer service