

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 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 private practice.
- ✓ 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. Complaints, investigations and inquiries are a distressing part of being a doctor. 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.

When you work in an NHS hospital, you are covered by NHS indemnity for clinical negligence claims arising from your practice in that hospital. However, there are still situations where you need protection that goes even further.

NHS indemnity covers the financial consequences of a claim for clinical negligence from your NHS hospital practice, but it does not protect you from some of the other professional threats you may face.

Your membership means you are protected for any private work you may carry out, as well as Good Samaritan acts all over the world.

We can help you protect your professional reputation, not just against complaints, but also in disciplinary proceedings, GMC hearings, and during the course of inquests and inquiries. We can even help you handle unwanted media attention.

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.

Membership goes beyond NHS indemnity. You can request:

- ✓ Support, advice and defence for any private work you carry out.
- ✓ Assistance in responding to GMC investigations, plus representation at hearings.
- ✓ Protection for Good Samaritan acts.
- ✓ Assistance with National Clinical Assessment Service (NCAS) investigations.
- ✓ Representation in NHS trust disciplinary hearings.
- ✓ Protection for fitness to practise decisions that are referred to the high court.
- ✓ Help to prepare responses to patient complaints.
- ✓ Representation in a Coroner's Court, or a Fatal Accident Inquiry.
- ✓ Protection for criminal investigations arising from your clinical practice (for example, manslaughter).

**IF YOU NEED
ASSISTANCE
WITH A CLAIM OR
POTENTIAL CLAIM,
CONTACT US**



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 in the event of a claim the compensation payments, from the day we are notified. Working with your co-operation, we always strive for the best possible outcome.



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

Source: Open Cases Survey (2016)

The team

When your claim is supported, you get your own dedicated team, including:

- ✓ a medicolegal claims adviser with experience in secondary 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 NOTIFICATION FROM THE GMC

Mrs S received a letter from the GMC, informing her of a complaint from a patient alleging a failure to explain the expected after-effects of a local anaesthetic during a recent consultation. The patient complained that he experienced a full week of unexpected numbness in his leg which caused him great stress and concern. He was also critical of Mrs S's "unsympathetic manner". Mrs S was shocked to receive this complaint and was distressed by the patient's perception of her attitude.

Mrs S contacted Medical Protection, and we arranged for a medicolegal adviser to assist and support her through the investigation. After reviewing Mrs S's records, we felt that she had acted appropriately as her records documented a thorough consultation about the effects of the anaesthetic, including printed materials, given to the patient, which included the possibility of long-term loss of sensation. The GMC sought expert opinion, who felt that there were no concerns about Mrs S's management of this patient. The case was concluded after a few months. Mrs S had found the medicolegal adviser very supportive in providing advice and an explanation of the GMC process.



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 is 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 have worked in secondary care. 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 the medical profession.

FIND OUT MORE



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

Advice in action



A REQUEST FROM THE POLICE

Ms B was visited by a police officer at her hospital. He told Ms B that one of her patients was the subject of a criminal investigation, and that the patient's medical records were required. Ms B was unsure of her obligations from both a legal and patient confidentiality perspective.

Ms B asked the police officer for time to speak to Medical Protection, and rang us to explain the situation and seek advice. We advised her to seek further information from the police about the alleged crime they were investigating, so that she could make a judgment on whether it was reasonable to disclose records without consent. The alleged crime was fraud and, as such, Ms B felt she could not justify disclosing the information without consent. She explained her duty of confidentiality to the police and suggested they seek patient consent and put their request in writing.



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 who have already taken part in this 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 secondary care, delivered by specially trained doctors.

ONLINE LEARNING

Online. 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](https://www.medicalprotection.org)



Many courses are available, including:

MASTERING PROFESSIONAL INTERACTIONS

Transferring patient care takes excellent communication to avoid the dangers of assumption and misunderstanding. Tackle the risks and improve patient safety.

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 SECONDARY CARE

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.

MASTERING SHARED DECISION MAKING

Giving patients a more informed choice about their healthcare decisions helps reduce the chance of dissatisfaction and complaints. Find out the best ways to protect yourself from risk and strengthen the doctor-patient relationship.



3 HOURS
CPD

FIND OUT MORE



To see a full list of our workshops, to book, or to view upcoming dates, visit [medicalprotection.org](https://www.medicalprotection.org)

You can also contact education@medicalprotection.org

0113 241 0696

Online learning

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

That is where our online learning 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 courses 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



A PROBLEM WITH RECORD KEEPING

Mr P was informed by his manager that colleagues had commented about his record-keeping, concerned that the records often lacked detail and did not outline the advice provided to patients or the subsequent management plan. Mr P was shocked to hear this but, on reflection, admitted that he hadn't had recent training regarding record keeping.

Mr P visited the Medical Protection website for help and found that he could book on to a free workshop locally. He attended the workshop and was pleased to gain new skills which he could apply to his everyday practice. Colleagues noticed a significant improvement in Mr P's record keeping, and the practice manager encouraged other members of the practice to attend future workshops.



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 claims and 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

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.

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 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 if your professional or personal circumstances or your contact details change.

If you pay by cheque or credit card, you will automatically receive renewal information. 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**

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 0696**.

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 19 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

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TOP 50 companies
for customer service