

Promotion for APRASSA website

5 April 2019

## RISK MANAGEMENT MASTERCLASS FOR PLASTIC SURGEONS

The masterclasses have been developed with the support of APRASSA who we have also consulted on the membership grade change.

A total of **four masterclasses** will be held in locations across South Africa between May and October 2019. Members will be required to attend one masterclass only.

<b>JOHANNESBURG</b>	<b>CAPE TOWN</b>	<b>DURBAN</b>
<b>Friday 10 May</b> The Faircity Quatermain Hotel 60 West Road South Morningside 2196	Saturday 13 July Sunsquare Cape Town Gardens 10 Mill Street Gardens Cape Town 8000	Saturday 5 October Protea Hotel Durban Umhlanga Ridge 14 Palm Boulevard, Umhlanga Ridge, Umhlanga Rocks Durban 4320
<b>Saturday 11 May</b> The Faircity Quatermain Hotel 60 West Road South Morningside 2196		

The one-day interactive masterclass has been developed specifically for plastic surgeons that practice in South Africa, based on South African MPS case data insights.

The masterclass uses tailored interactive and practical sessions to help attendees enhance their skills in achieving more effective consultations.

- ✓ Refine skills with actor-led role play scenarios based on plastic and cosmetic surgery practice
- ✓ Use the ASSIST® communication model to manage escalating patient interactions
- ✓ Practice active listening, checking understanding and managing expectations
- ✓ Learn how to make a personal connection with patients and show empathy
- ✓ Understand the reasons why patients complain and claim
- ✓ Gain on the day feedback for self-review and reflection.

The masterclass is:

- Worth 6 ethics CPD points.
- Open only to members of Medical Protection who are plastic surgeons moving from Very High Risk to the lower risk Plastic and Reconstructive Surgery membership grade (full and limited private practice).
- Free to attend.

### Registering for a place

To register for a place at one of the four masterclasses, members will be asked to complete an online registration form on the Medical Protection website, indicating their first and second choice dates.

Within two days, members will then receive an email from Medical Protection (sent directly from the UK office) confirming their allocated place.

You can see the online registration from here: <https://www.medicalprotection.org/southafrica/for-members/risk-management-masterclass-for-plastic-surgeons>