



Practice Management Foundation Programme Overview: Mandatory Modules

Session 1: Introduction to the Programme and Networking - Virtual - 2 hours

Objectives

- Introduction to the Course Content and structure of the course
- An overview of the learning platform
- Introduction to the Candidates: Name and Practice, jobs currently doing, how long in Primary Care, What do you enjoy/not enjoy.
- Networking opportunity

Session 2: All Things HR - Managing Teams and Partnerships – All Day – Face to Face

Provisional Speaker: Liz Willett – Kraft HR

Objectives

We will spend the day discussing everything we do in the framework of performance. It will cover:

- A quick introduction to the principle of “are you being reasonable”.
- Recruitment – job descriptions, why interviews alone are not a good predictor of performance, documentation of the process
- On boarding – pre-employment checks and importance of medical checks
- Employment contracts – delegates will be invited to bring their own practice standard contract or I will provide some (bad) ones. We will go through what should and should not be in them.
- We’ll manage the probation of the 2 receptionists. 1 will be great and the other not good enough but very quick to throw up reasonable adjustments.
- We’ll take the not good enough Receptionist through a process which will include sickness management and probation dismissal.
- planning for change and managing bad behaviour.
- high performance principles and then jump back to our Receptionist. We will fast forward 5 years.
- The good Receptionist is very ambitious and is now working as Reception/Admin and is great. How can we support her to progress as part of a small practice where it’s one in, one out? – this will all be about training, development and role enrichment.
- PM makes a flexible working request, we’ll deal with this.

- As a result of the PM flexible working request, we want to make changes within the Practice and put our good Reception/Admin on a training scheme to be a PM of the future. How will we set this up? How does this link to appraisal?
- Other staff are jealous – how do we deal with this? The difference between rewarding high performance and favouritism.

By the end of the day the delegates should be able to:

- Set up a recruitment process and undertake the recruitment checks
- Make an offer of employment and issue a reasonable contract
- Follow a robust probation process and document it
- Understand the basic principles absence management and why it is performance management
- Understand the basic principles of performance management and the importance of continuous feedback
- Understand the link between business plans and appraisals and how to use this to drive priorities and justify succession plans
- Understand the importance of holding difficult conversations and responding appropriately to challenge.

Session 3: Introduction to the Role of Practice Management and General Practice Structure – All Day – Face to Face

Speakers: Lucy Cassidy/Emma Rowe

Objectives

The aim of the workshop is to understand the landscape and role of general practice in the wider NHS and the changing landscape. The afternoon session will focus on the range of roles of the Practice Manager and give a broad understanding of the important areas to be aware of:

- Where general practice sits in the NHS Structure
- Overview of the role and function of the ICB and PCNs
- Knowledge of the Practice Manager role
- Knowledge of what a partnership is and it's legal and contractual responsibilities. Overview of different models
- Overview of the types of GP contract
- Knowledge of the practice responsibilities
- Overview of the responsibilities of the practice

Session 4 – The essentials of CQC

Speaker: Alison Johnson

Objectives

- An overview of what needs to be done to be compliant with CQC registration
- Overview of the project process and a checklist for delivery
- A broad understanding of what needs to be reviewing using the CQC Mythbusters

- Gaining a knowledge and reviewing the mandatory training matrix and understanding the importance within the context of CQC
- Practical tips for a CQC inspection

Session 5 – Introduction to Practice Finance and Claims – Full Day – Face to Face

Provisional Speaker: Colin Haw at BHP, Specialist AISMA Accountants

Objectives

- An improved understanding of the financial flows within the practice
- How to manage budgets and financial planning
- Knowledge of sources of income for general practice
- Understanding of the importance of monitoring staffing costs and levels
- How to construct a P&L and present to practice partners

Session 6 – Premises and Health and Safety – Half Day – Online

Provisional Speakers: Lynne Sharpe and Steve Smith

Objectives

- Understanding approaches to risk management
- Knowledge of COSHH and what is required at practice level
- Understanding risk assessment and the role of compliance
- An understanding of premises regulations
- Understanding the legal and regulatory compliance responsibilities for a partnership/corporate entity.

Session 7 – Practical Support

Provisional speakers: Mark Clements and Anita Smith

Objectives

- Understanding the Phoenix Portal and the Toolkit of Resources
- An overview of the annual planning calendar for a Practice Manager

Session 8 – Self-Care Wellbeing and Resilience – Half Day – Face to Face

Provisional speaker: Dr Clare Veltman

Objectives

- Provide a toolkit to support wellbeing and resilience
- Building resilience and useful tips and tools to support wellbeing

Session 9 – Celebration Event