

Annual Report

1st July 2010 – March 2011
(To fall in line with NHS West Sussex financial year)

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The West Sussex Practice Managers Association was re-launched in June 2009 at the annual conference, and has thus now been established to support Practice Managers across the county.

Our aim was to form a robust association for Practice Managers to achieve the following:

- 1) A strong countywide network for all Practice Managers.
- 2) Address unmet training and development needs.
- 3) Sharing and dissemination of best practice.
- 4) Improve communication between all Practice Managers and organisations.
- 5) Provide mentoring and support when required.
- 6) Form a national link with the NHS Alliance Practice Managers network.
- 7) Establish improved partnership working with the Primary Care Trust and have Practice Management representation at key meetings.
- 8) Support GP Commissioning.

We have met bi-monthly and have representation from each locality across West Sussex on our committee.

<http://www.wspma.co.uk/committee.html>

We have a membership of 103 Practice Managers and have created a network map of what all the practice managers are engaged in across the county.

Our Objectives

- 1. To influence Policy and Procedure within West Sussex & within the wider NHS.**

The Chair of the WSPMA is on the NHS Alliance Practice Managers steering group and represents views within that forum. All committee members are also members of the national practice manager network.

2. To create meaningful partnerships with the PCT, LMC, Provider Organisations and primary care.

- Close working relationships continues with the LMC.
- Practice Managers are represented in GP commissioning, emergency planning, enhanced services, training and education, service redesign and patient and public involvement.
- WSPMA supported practices by ensuring quality training were continued for practice teams from January to March 2011 when the PCT training department ceased. The evaluations received were excellent.

3. To gather and give feedback to and from West Sussex Practice Managers, collate information and present it the PCT, PBC Consortiums and nationally to the NHS Alliance and/or Government.

- This has been achieved through feedback at the Practice Manager training events, workshops, conferences and via email.
- WSPMA representation at the Coastal West Sussex
- Our website has created a good forum for information
- Newsletters (example below)
- There is continual NHS Alliance representation

4. To provide a forum for supporting and mentoring Practice Managers

This has now been developed. An appraisal/mentoring workshop was held and a list of Practice Manager mentors and appraisers are now available. We also have a networking map of all the Practice Managers across West Sussex, to see what special skills or experience they have in various areas.

5. To ensure provision of training/education specific to Practice Managers

- We have a training/education committee chaired by Tracey Osborne, who also currently leads on Training and Education for West Sussex GP Commissioning.
- Annual Conferences are held in June, with key note speakers such as Dr David Colin Thome in 2010 and Dr David Jenner is

booked for the 2011 conference. Workshops were also held which included 'marketing your practice', 'Developing a PPG' and QOF updates.

- Lunch and learn sessions have been held, which included, PBC updates, Employment law, and understanding the NHS financial statement
- A Roadshow was held in March 2011 to four parts of West Sussex to support Practice Managers in improving the patient experience, involving patients in decision making and improving access. See educational report and evaluations attached below.

6. To support initiatives eg. Access and responsiveness and practice accreditation

- Roadshows were held in March 2011 as above.

7. Ensure engagement of patient and public involvement, including supporting practices to set up patient participation groups.

- Workshop at the Annual Conference in June was held.
- Chair of the WSPMA is working closely with the PPI Manager from NHS West Sussex to support practices in involving patients in decision making.

Plans & Areas for Development in 2011/2012

- Continue the mentoring of Practice managers
- CQC Support
- Practice Accreditation
- Continual training and education workshops of current Issues
- GP Commissioning involvement
- Service redesign input

Finance

Accounts to follow, however we did overspend our £15,000 budget as the WSPMA and the NHS West Sussex financial years overlapped. The WSPMA now plans to follow NHS West Sussex financial year. We cannot continue at the same high quality level without an investment of £15,000 per year, the Association depends on this investment along with pharmaceutical funding support.

Other News!

Liz Coulthard has now retired from the Pulborough Medical Group, but the WSPMA are pleased to announce that Liz has

agreed to stay as a key member of the WSPMA as Treasurer and Patron!

What do the Practice Managers Think About Us?

We asked the Practice Managers if they felt their association was valuable to them. These are their comments.

The WSPMA would like to thank and acknowledge the support of NHS West Sussex, LMC and the GP Commissioning Leads

Special thanks goes to:

Louise Watson, Dr Andrew Foulkes, Dr Minesh Patel and Dr Bruce Allan.