



## WSPMA Chair's Corner

Well Spring is here, thank goodness!

The committee are still working tirelessly to ensure that there are plenty of training courses and lunch and learn sessions for you to receive the support that you need. Thank you all so much for continually supporting us by your fantastic attendances and great evaluations - it just makes us want to continue striving forward. We have a really strong network of Practice Managers now and we feel that this is ever more important with the forthcoming challenges ahead with GP commissioning and the CQC registration.

Thank you all so much for your emails of support for the WSPMA which really helped our application to NHS West Sussex for funding for 2011/2012. We are still awaiting confirmation, but remain optimistic.

I look forward to seeing you all at the conference!

*Josiane Wadey*



### Chair

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### IMPORTANT DATES FOR DIARY:



**Thursday 16th June 2011**

**Annual Conference**

**Key Note Speaker -**

**Dr David Jenner - NHS Alliance**

**TRAINING —  
SEE PAGE 3 FOR UP AND  
COMING TRAINING EVENTS**



## LOCALITY BITES

**Crawley Locality Bite**—Crawley and the North of West Sussex seem to be moving ahead at pace with GP Commissioning, although as a Exec Board Member, I am not always sure in what direction. I was recently reminded at our last Crawley Practice Managers Meeting that communication centrally is still not great and although plans are in place for websites, newsletters and training, PMs and GPs are, having not been involved directly in the decision making, unaware of the many things happening, once again, in the background. I will be sure to bring this to both the next Crawley Board Meeting and the Three Boards but in the mean time, I would appreciate any examples of good practice from across West Sussex – email me at [perry.anderson@nhs.net](mailto:perry.anderson@nhs.net) – thanks!

**Chanctonbury Locality Bite**—Chanctonbury Practice Managers are pleased to have received an invitation to join Adur Arun and Worthing Practice Managers at their bi-monthly morning meetings and we are looking forward to being involved with the group at these events - especially as we have been promised bacon rolls!

**ARCH Locality Bite**—Practice visits are underway in the ARCH area and are providing to be very useful to practices and visitors. Enhanced Service usage, referrals and A&E attendances are all discussed and variations explored. The visiting team includes a PM, GP and Simon Mansfield our data analyst.

In response to financial pressures, a Bognor branch surgery will be closing in September, with the majority of patients being transferred to the main branch of Maywood Healthcare Group. A business case to demonstrate the level of investment required to improve patient and staff safety was considered too high.

The February ENCIRCLE protected learning event in the ARCH area received excellent feedback and had over 240 healthcare professionals in attendance. Non-clinical staff received updates on managing appointments and chaperoning, the GP's had updates on MSK guidelines and joint injections and nursing staff enjoyed a development needs workshop which will help shape the forthcoming nurse development courses and qualification programmes.

**Arun Locality Bite**—**Jodie Olliver** - I will be replacing Sandy Masley as Arun's representative from the 1st May 2011 - they are certainly big shoes to fill as Sandy has a unique wealth of experience and knowledge, which she generously shares with her colleagues.

A little about me - I started work in the NHS in 1997 when I joined East Sussex, Brighton and Hove Health Authority. I then continued my career at West Sussex Health Authority before spending five years at Mid Sussex PCT. My roles in these NHS organisations focused on working with primary care practices and professionals, across all four primary care contractor groups at varying times. During the restructuring process which saw the creation of West Sussex PCT, I decided it was time to move on and became the Practice Business Manager at Arun Medical Group in 2007. I have learned an awful lot over the last four years and am still learning!

I sit on the Arun Commissioning Group Board and am delighted to be the WSPMA's new representative on the Coastal West Sussex GP Commissioning Federation Board - I hope to provide two way communication between the board and yourselves and will be talking more about this role in the next newsletter. In the meantime, if you have any queries/concerns/suggestions, I would be delighted to hear them - [jodie.olliver@nhs.net](mailto:jodie.olliver@nhs.net) or 01903 736964.

I am married with two young daughters aged 5 & 2. If I get any spare time I enjoy cooking (and eating!), decorating and walking with my family in the beautiful West Sussex countryside or along our lovely coast.

**IPC TRAINING**

**16th March** - assertiveness training for line managers and practice managers

**30th March** - meeting the needs of customers

**7th April** - practice nurse managers course

**13th April** - joint WSPMA/Pfizer/IPC Insights Communications Skills

**9th May** - joint injections update for GPs

**18th and 19th May** - two day M&K Update assessing children in primary care for NPs

**4th July** - minor surgery update for GPs

further information available on IPC website - [www.innovationsinprimarycare.com](http://www.innovationsinprimarycare.com)

We are pleased to announce that 'North West Sussex Commissioning Association' and 'Coastal West Sussex Federation' have pooled some of their training resources together to allow for a core programme of events to be held in accessible venues across West Sussex for non-clinical staff and Nursing staff. WSPMA's Tracey Osborne is the educational lead for CWS Federation and has taken on the responsibility of organising the non-clinical programme and is working closely with Liz Clay on the nurse programme. Both programmes will be circulated shortly and will be added to the GP website.

We will also see the return of a qualification programme for reception staff, along side courses such as Medical terminology (at 3 different levels), Chaperone Training, Employment Law updates, Read code training, Health and Safety and lots more, delivered by quality training providers such as Syder & Young, Athelbrae, Darius Ferigno and IPC....

Tracey would like to add 'These non-clinical courses will NOT be free to practices but WILL be generously subsidised by our commissioning organisations. We will be focusing on quality and accessibility. Also when we deliver full day courses we will be providing you or your staff member with a working lunch. The WSPMA committee has had a big influence in the content of the non-clinical programme and has helped to locate venues across the patch.

There is funding available from 'Train to Gain' £500 offered to practices for strategic type training and another £500 available for 'matched' funding from the surgery. Any VAT element of the invoice must be paid in full by the surgery.

Examples of where practices have used this is Insight Solutions for QOF advice (as per our workshop earlier in the year) or other aspects training. Please telephone them for more advice.

Train to Gain



Skills South East, Greenacre Court, Station Road, Burgess Hill, West Sussex, RH15 9DS

Customer Service: 0845 751 2288

Website: [www.traintogain.gov.uk](http://www.traintogain.gov.uk)

## Practice Managers Association

### Annual Conference 2011

- 9:00** Registration and Coffee and Visiting Stands  
(and a chance to network!)
- 9:45** WSPMA Second Annual General Meeting
- 10:00** Conference Introduction  
Dr Tim Fooks, Conference Chair
- 10:15** Key Note Speaker  
Dr David Jenner  
NHS Alliance GMS/Commissioning Lead
- 11:00** Tea and Coffee and visiting Stands

Hilton Avisford Park

Arundel

[www.hilton.co.uk/arundel](http://www.hilton.co.uk/arundel)

Thursday 16th June 2011

9.00am to 4.00pm

## Workshops

Choice of 2 – You choose



- 1 'Managing your Nurses effectively'
- 2 CQC -What does it mean for practices?
- 3 LMC - Responding to QoF and the Enhanced Services

- 11:30** Workshop 1
- 12:30** Lunch - Buffet
- 1:15** Dr Tim Fooks
- 1:30** Special Guest Speaker  
**Barbara Pointon:** The support 'Practice Managers' can give to the patient with Dementia and their family from 'Diagnosis to Death'. (This is a very moving account – not to be missed).
- 2:15** Tea and Coffee
- 2:30** Workshop 2
- 3:30** Closing Remarks - Dr Minesh Patel – Going forward with Commissioning - What every Practice Manager should know.

The **West Sussex Practice Managers Association** has been established to support Practice Managers across the county

**Conference Fee: £0**

If you would like to book your place, please email [maura.preece@nhs.net](mailto:maura.preece@nhs.net)

A £25 cancellation fee will be charged for cancellation 3 days or less prior the event.

**ONE NIGHT ONLY - WEDNESDAY 15 JUNE 2011 - SPECIAL DINNER BED AND BREAKFAST RATE OF £109.00** (normal rate £179.00), with Guest 'After Dinner' Speaker Dr David Jenner NHS Alliance and a few words from Liz Coulthard, former Practice Manager and Patron of WSPMA. Please contact the hotel direct to book quoting 'WSPMA Conference'

Telephone: 01243 - 558304 or email [kymberley.large@hilton.com](mailto:kymberley.large@hilton.com)