

Appendix 1

Practice Managers feedback about the value of the WSPMA

In support of WSPMA I would say that it has been invaluable to me:

- *as a novice PM with no NHS background in providing support and guidance*
- *in providing relevant workshops and courses (that especially for me I wouldn't have thought of !!)*
- *in sharing best practice with other surgeries.*
- *as an effective tool for imparting important changes within the NHS*
- *as a forum for discussion*
- *as a means of identifying common issues and forwarding as appropriate for consideration*

*Mike Sandford-West
Executive Manager - Billingshurst Surgery*

I have attended several of the WSPMA events and would like to see them continue as they always provide valuable information on current issues and they are also a good opportunity for networking with all the other PMs attending.

*Stephanie Seacombe
Joint Practice Manager
Old Shoreham Road Surgery*

Being a 'new' and rather 'green' practice manager, having the WSPMA was a brilliant support for me when I first took on the role, not only for the various training sessions offered which helped me immensely, but also the invaluable networking opportunity. On-going from that the WSPMA is an excellent resource. I know a lot of dedicated people put in an awful lot of work to keep it going for which I certainly am extremely grateful - may long it continue. Thank you all.

*Patsy Smith - Practice Manager
The Old Shoreham Road Surgery*

*From Michael Lickiss
Ouse Valley Practice, Handcross.*

I think the WSPMA is very important. Each of our localities meet regularly to discuss issues which is great. However we do need a wider view of concerns that are important to us. This is particularly important with GP commissioning. The decisions we make locally are nothing without the wider

support of our colleagues across the whole area, particularly those whose main hospitals are the same as ours.

Also the sharing of information from one locality to another is incredibly useful. The patient experience lunch and learn session on Wednesday (organized free by WSPMA) would be a good example. Managers from all localities were there and there was a good sharing of information. I have already started investigating some tips from the event so we might adopt them here.

It is very difficult to quantify what the worth of such an organization is as there are no particular outcomes that can be measured. However the fact that it has been a strong organization for a number of years and that well qualified managers are willing to put themselves out for each other year on year is a demonstration of what worth is given to it. On line systems are fine but they cannot replace the face to face interactions that we have and the telephone discussion etc where information is shared between managers who know and trust each other.

The PCT, and subsequent GP commissioning bodies, should definitely continue to support it.

I continue to be happy to act as a PM mentor/appraiser. I have my ILM Level 5 Diploma in Management Coaching and Mentoring.

Many thanks to WSPMA and the work you all do.

The WSPMA is the only consistent forum available to the Consortia and PCT's through which it is possible to poll opinion and communicate effectively with practice managers via their trusted colleagues and peers. The practice managers have maintained their local groups meeting on a regular basis with a representative from each area sitting on the committee. In this way each area is part of the county wide network which links all practices far more effectively than any other organization. WSPMA was formed because no such forum was available and the fact that almost all PMs are members speaks for itself.

I am happy to act as a PM mentor/appraiser. I have my ILM Level 5 Diploma in Management Coaching and Mentoring, I also sit on the NHS West Sussex Emergency Planning Committee.

*Summary: Communication with peers
Representative
Strong, informed leadership by Jo Wadey.
Act as forum for PM opinion for Consortia & PCT
Responsive and reactive via the mail network
Politically aware
Consistent
Networking*

*Training
Supportive – especially for new managers.
Mentoring and appraisal*

*Lynn McCutcheon
Riverside Surgery, Horsham.*

The organisation is important to our practice as it provides topical training, networking support and an accessible knowledge base. It prevents "re-invention of the wheel" in so many cases as a result of shared experience etc.

Such an organisation could and should also be useful in building a recognised qualification for this specialised type of management which would of course include all the more usual aspect of our management work. In the current climate of radical change this is a very important issue.

*John Venner
Petworth Surgery*

I think the WSPMA does a wonderful job of representing our profession cohesively with one large voice in terms of communication, general support as well as lobbying and campaigning on our behalf, with the PCT and other NHS bodies.

It also supports our education and development at a time when there are so few options for specialised management training and so little funding to do this.

To have a central body to do this on all our behalf is so much more effective, as one voice and in terms of financial cost, than us all trying to make ourselves heard from our individual practices.

In addition, on a more basic level, we are professionals, we have an important role and should have a professional body to support and represent us.

I would also be very willing to help others and offer coaching and mentoring as Paula mentions below.

(And in terms of other roles, as you know I am on ARCH Consortium board and the Data, Finance and Audit subgroup for the Federation.)

Hope this helps.

*Lesley Kent
Lavant Road Surgery*