



**Annual Report**

**1<sup>st</sup> June 2009 – 31<sup>st</sup> May 2010**

**Report Compiled by: Josiane Wadey**

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 Practice Based Commissioning Leads.

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

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



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We have a membership of 82 Practice Managers and have created a network map of what all the practice managers are engaged in across the county.



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## **Our Objectives**

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

The Chair of the WSPMA has attended regular meetings at the Department of Health and provides feedback from the WSPMA on a number of policy directives.

This year representation of views has been on the following:

- Access & Responsiveness in GP Practice – a handbook has now been developed as a training/resource tool and a training DVD for receptionists and this has been circulated to every Practice Manager in the country.
- Removal of practice boundaries
- Replacement of QMAS
- Member of the National Practice Managers Network. She also represents West Sussex on the NHS Alliance Practice Managers Steering group.
- Active participation in the development of the first ever National Network for Practice Managers  
<http://www.practicemanagement.org.uk>

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

- Close working relationships has been established with the LMC.
- PCT and West Sussex Health representatives have attended WSPMA committee meetings, such Director of Long Term Conditions, Director of Communications and PPI, Sussex HIS projects.
- Practice Managers represented on a number of committees, ie emergency planning, enhanced services, PBC boards, premises, primary care incident reporting project.

### **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.
- A PBC workshop was held to raise the profile of the importance of Practice Managers within PBC.
- A Primary Care Strategy workshop was also organised, whereby the Director of Primary Care Development was able to obtain feedback on the strategy.
- Our website has created a good forum for information
- Newsletters and now monthly bulletins with links are sent to all Practice Managers



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- There is continual NHS Alliance representation

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

- To be developed in 2010/2011

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

- Workshops have been held throughout the year on: PBC, primary care strategy, QOF, IM&T, Swine Flu, HR & Employment Law, business planning etc. Evaluations attached:



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

- Access & Responsiveness (see point 1)
- Practice Accreditation – needs to be developed

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

- Workshop at the Annual Conference in June is being held by Graham Box and a local Practice Manager.

### **Plans & Areas for Development in 2010/2011**

- Appraisal System for Practice Managers
- List of Practice Managers with specialist skills and knowledge
- Mentoring/Buddying System
- CQC Support
- Practice Accreditation
- Continual training and education workshops

### **Finance**

NHS West Sussex supported WSPMA to the sum of £19,830. Other income was from sponsorship at local workshops and conferences, making a total expenditure of £21,946. Breakdown in certified accounts attached.



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The WSPMA would like to thank and acknowledge the support of NHS West Sussex, Surrey and Sussex Local Committee, and the Practice Based Commissioning Leads especially Dr Bruce Allan and Dr Minesh Patel.

### **Special thanks goes to:**

Louise Watson – Director of Clinical Commissioning, NHS West Sussex

Dr Andrew Foulkes – Acting Medical Director, NHS West Sussex

For their support and financial resources.