

West Sussex Practice
Managers Association



Re-Launch Conference

2009

Dr Tim Fooks

June 5th 2009

West Sussex Practice
Managers Association



Ambitious for Excellence



Why Re-launch?

Share intelligence/best practice

Future planning & proofing

Mutual support/learning ?Appraisal

Representation to PCT and above



Why Re-launch?

“Coming together is the beginning
Keeping together is progress
Working together is success”

Henry Ford



Why Re-launch?

The only constant attribute of the NHS is
the pace of change

BUT....

Practice Managers are change specialists



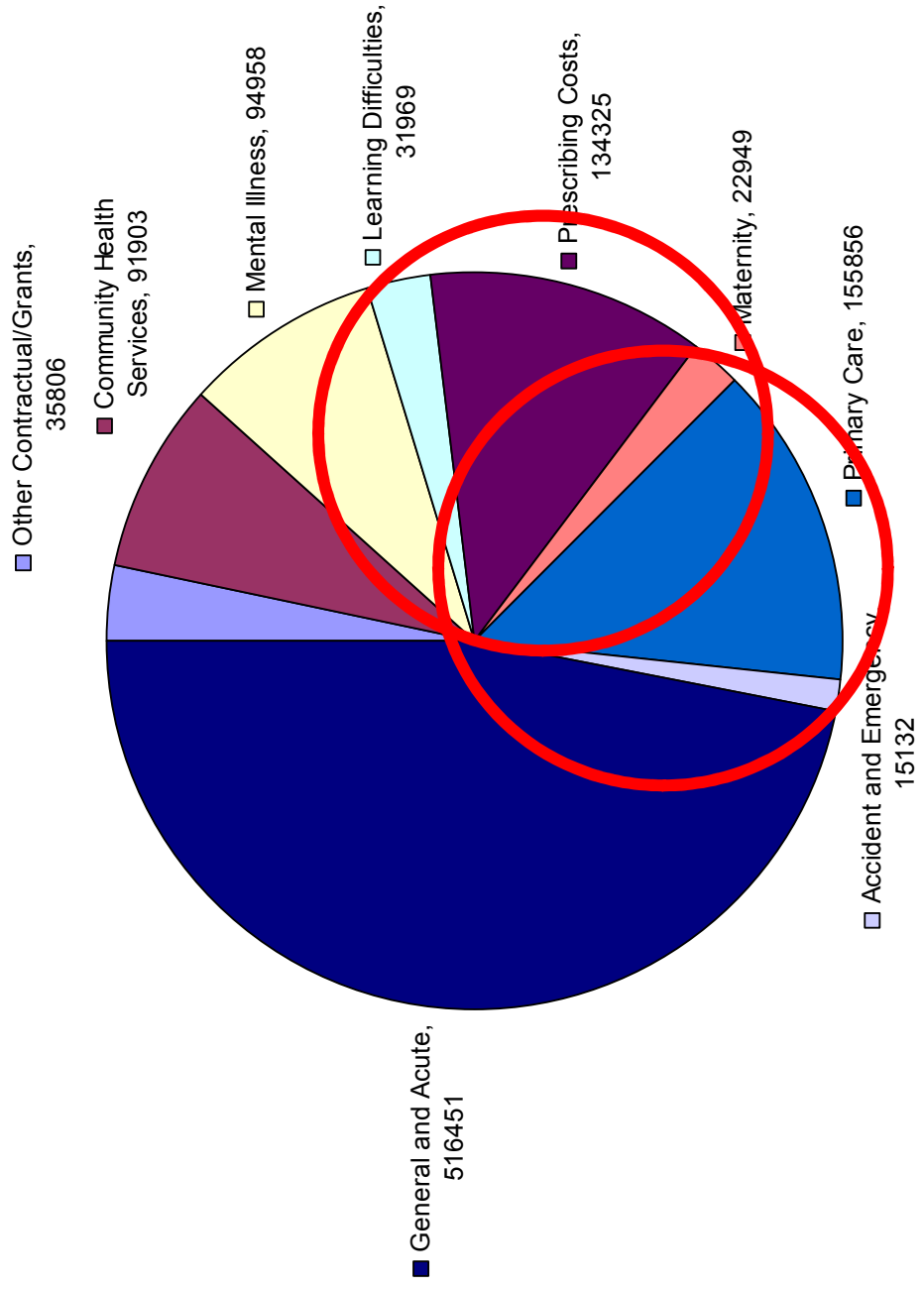
Why Re-launch?

- Primary Care Strategy
- Primary Care Based Commissioning
- World Class Commissioning
- PCT reformation
- Revalidation



PCT Expenditure

Analysis of Operating Expenditure by Expenditure Classification £000's

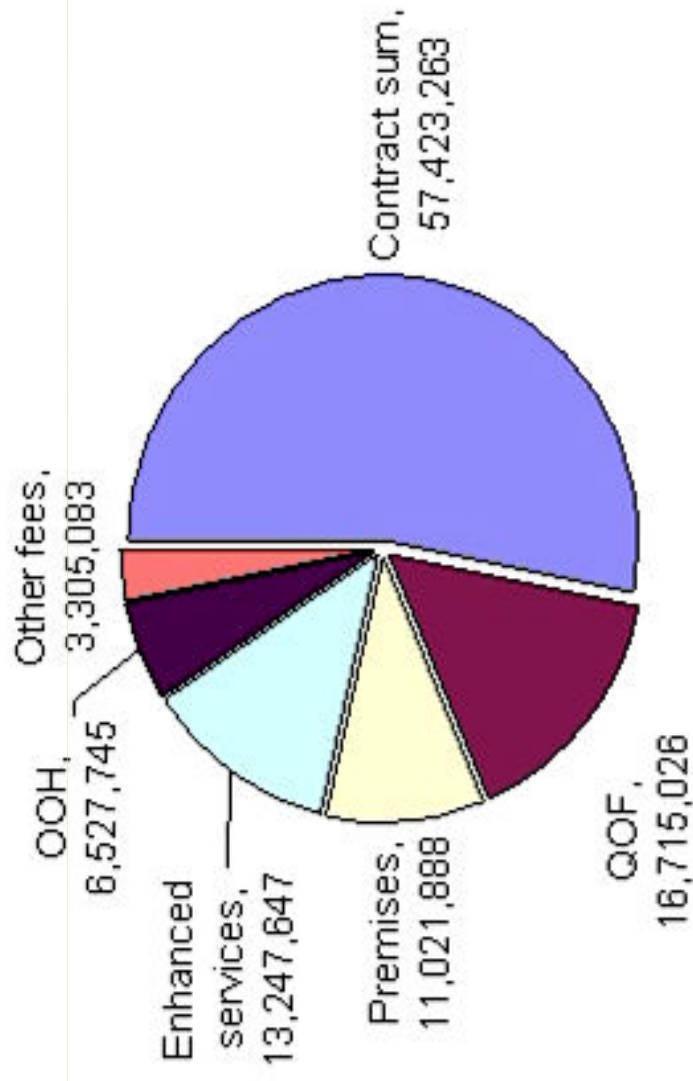


Primary Care Spend



Where resources were spent in primary care (excluding dental & ophthalmic services)

2008/09 primary care expenditure £





Why Re-launch?

Within every excellent PCT
are excellent General Practices

Within every excellent GP Practice
is an excellent Practice Manager



Skills and Competencies

- Expertise in managing and developing staff
- Ability for managing budgets
- Ability to reach financial goals for your practice
- Organizational and multi-tasking skills
- Expertise for streamlining operational processes such as appointments systems and medical records systems
- Expertise in managing purchased stocks
- Collaborative experience liaising with other managers
- Experience leading, managing and motivating teams
- Accounting and computer skills
- Ability to make strategic plan
- Business management acumen
- Other significant contributions towards successful management of your practice



PEC 'Appraisal'

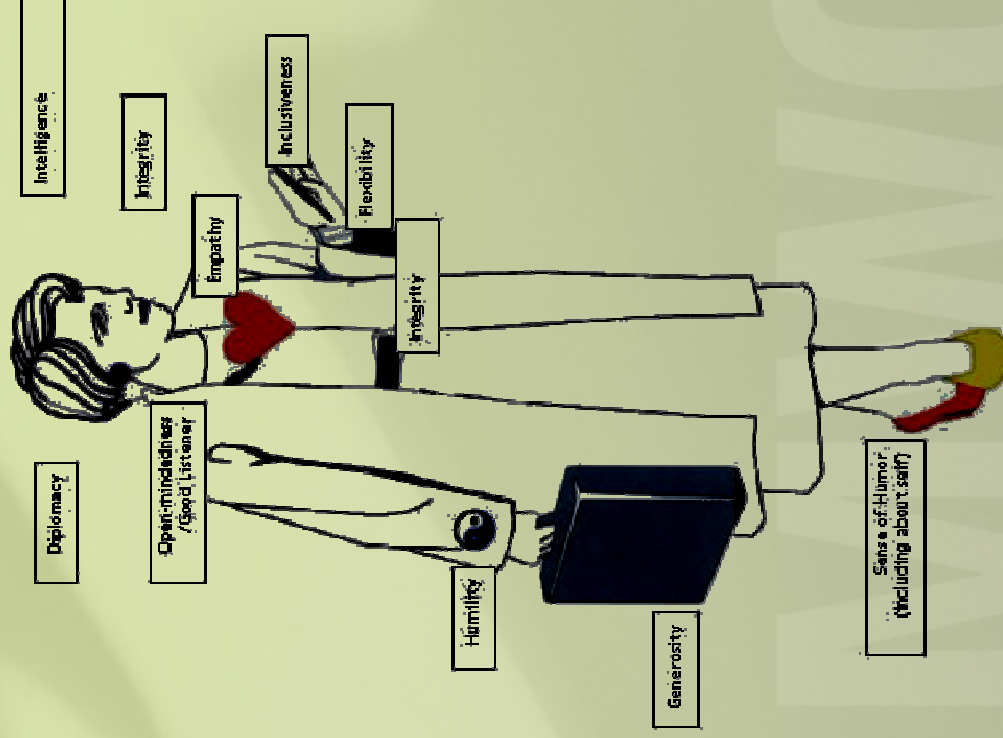
- Good processes to promote Health & Wellbeing in practice population
- Staff involvement
- Improving effectiveness and efficiency of practice



PEC 'Appraisal'

- Part of the key triumvirate leadership in a practice: manager, lead nurse and GP to promote quality agenda
- Multi-tasking, multi-skilled
- In need of support

Model Practice manager!





PEC 'Appraisal'

- Facilitator
- Ready tolisten, help, direct
- The 'Lynchpin'



PEC 'Appraisal'

- Signposting
- Supporting
- Suggesting

THE AWOBK



Practice Manager

A General Practice's Orchestral Conductor



- Complexity capable
- Commitment
- Clarity of Vision
- Culture creator



Practice Manager



A General Practice's Orchestral Conductor



Practice manager

- help set the tone and pace of practice
- Performance manager
- Quality & Innovation
- Partnership manager
- People/Patient manager
- Promoter/Publicist



The Staff

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Multi-talented,
Multi-tasked,
Multi-complicated!





The Culture

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- What sort of noise are you making?



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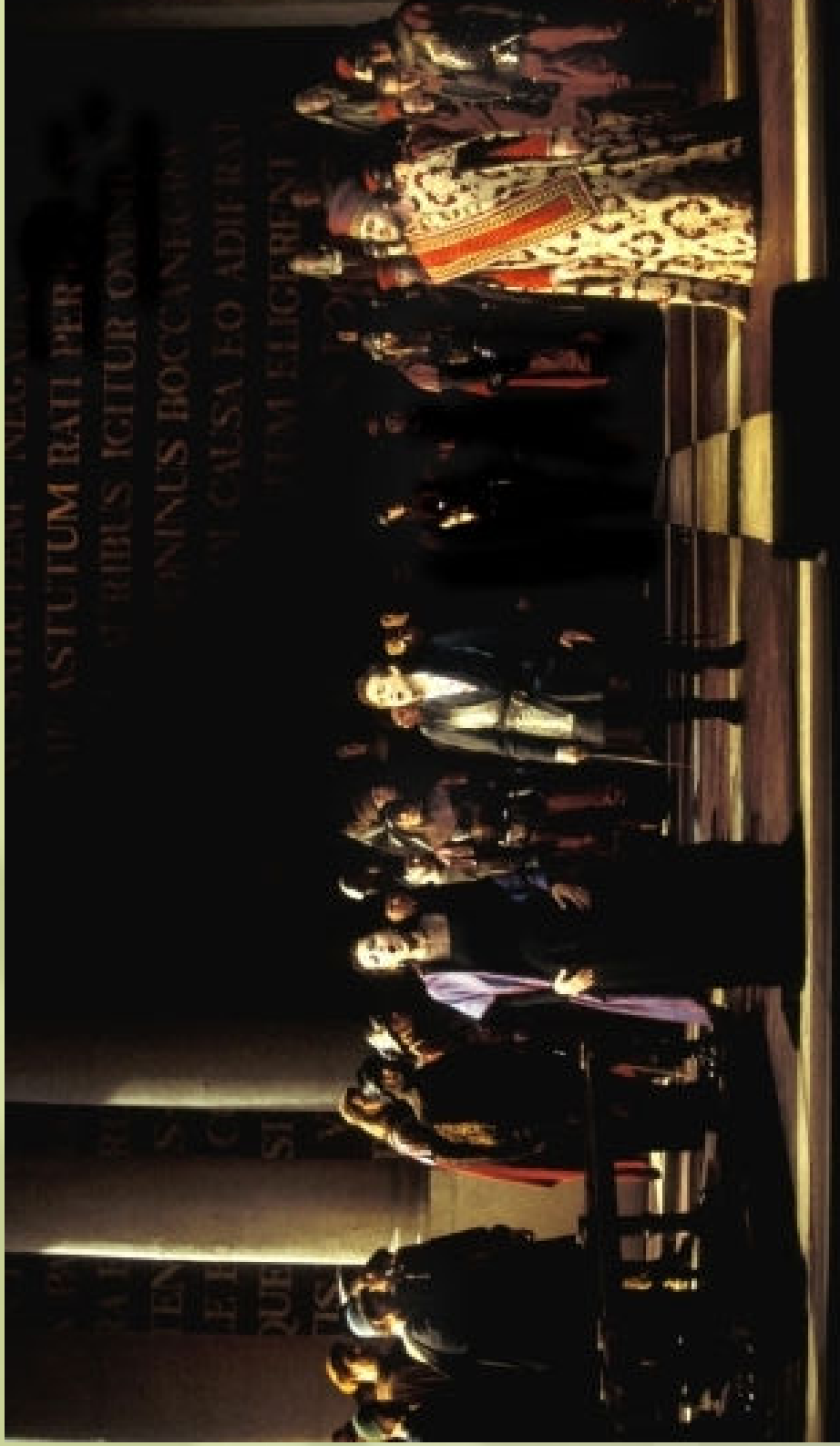
The Clinical Soloists





Making it happen

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The Challenging Partner





The DoH Critic

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This Practice
should be doing
more ...!

...for less!

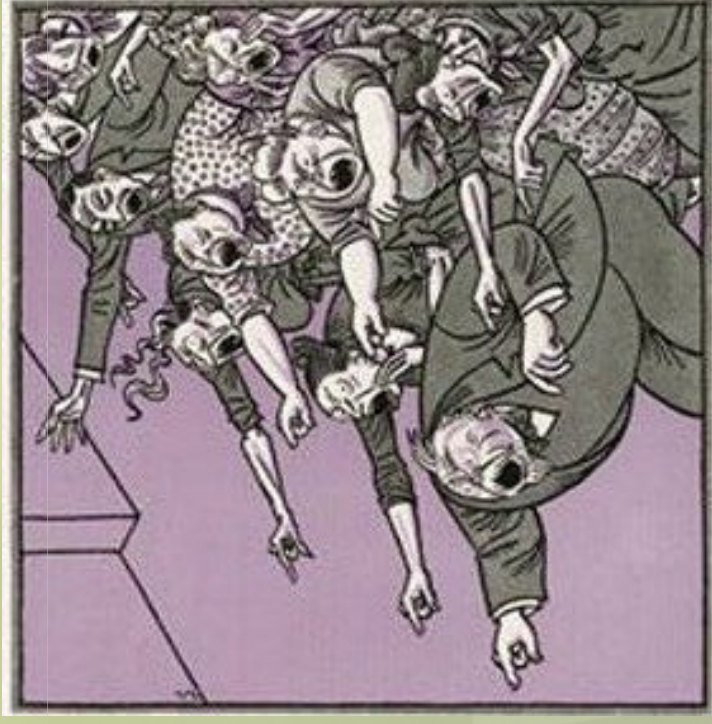


Our audience

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Managers Association



Applauding?



Appalling or appalled?



Customers

“It is not the employer who pays the wages.
Employers only handle the money.
It is the customer who pays the wages.”

Henry Ford



Unique perspective

- Primary Care clinicians
- Patients & Carers
- PBC groups (Commissioning)
- PCT – primary care support/contracts
- Frontline staff
- Voluntary sector
- Allied professionals
- Social services



Future Challenges

- Primary Care Strategy
- Primary Care Based Commissioning
- World Class Commissioning
- PCT reformation
- Revalidation

TEAMWORK



Why Re-launch?

- Share intelligence/best practice
- Inter-practice/Integrated working
 - Future planning & proofing
- Mutual support/learning ?Appraisal
- Representation to PCT and above

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Thank You!



The Rap

From Crawley in the North, to Selsey on the coast
We're the practice managers you love the most
From Uckfield East to Midhurst West
We're the pick of the bunch, the best of the best.
So cheers to us all for our Association
Let's get our voice heard across the nation
And-when-today-is-over and the work all done
Let's kick off our shoes and have some **FUN!!**