

PRACTICE MANAGER MASTERCLASS 2016

Biographies

Keynote Speaker – NICE

Professor David Haslam, CBE Chair, NICE

Professor David Haslam was a GP in Ramsey, Cambridgeshire for many years. He was president of the British Medical Association (2011-12), President (2006-9) and chairman (2001-4) of the Royal College of General Practitioners (RCGP), and vice chairman of the Academy of Medical Royal Colleges. He is a visiting Professor in Primary Health Care at De Montfort University in Leicester.



He is also a member of the National Quality Board and Chair of the NQB Quality Information Committee. He was formerly National Professional Advisor to the Care Quality Commission, and was chair of the NICE Evidence Accreditation Advisory Committee.

Professor Haslam chaired the Modernising Medical Careers Programme Board from 2007-9. He was co-chair of the NHS Future Forum Information subgroup, a member of the Postgraduate Medical Education Training Board, a member of NHS MEE, co-chair of the MMC Programme Board from 2006-9 and a board member of the Postgraduate Medical Education Training Board.

David is a Fellow of the RCGP, the Faculty of Public Health, the Academy of Medical Educators and the Royal College of Physicians. He has written 13 books, mainly on health topics for the lay public and translated into 13 languages, and well over a thousand articles for the medical and lay press. He was awarded the CBE in 2004 for services to Medicine and Health Care.

Future of Commissioning

Dr Jim O'Donnell Clinical Chair, Slough CCG

Dr O'Donnell qualified at the National University of Ireland, Galway, in June 1978 and completed his General Practice training in Portsmouth in 1982.

He worked in tertiary referral medicine in Baghdad, Iraq from 1984 to 1988 followed by a cardiology research post at Wexham Park Hospital (UK) involving the first use of thrombolysis in acute myocardial infarction.



This led to a career in the pharmaceutical industry involving novel treatments for ischaemic heart disease. He continued as a GP and was involved in the development of new medicines up to 1998 at which time he returned to full-time general practice in Slough and had a key interest in clinical governance and education in primary care. In 2007 he became the Slough Locality Lead and shortly after in 2008 he became Chairman of the Clinical Executive Committee at Berkshire East PCT.

He is also a member of the NHS Commissioning Board "Sounding Board" and has been involved in drawing up plans for the Commissioning Assembly.

Implementing the Duty of Candour in General Practice

Jeanette Beer,
Safety & Learning Lead, NHS Litigation Authority

Jeanette qualified as a registered nurse at St Bartholomew's Hospital London. Following time working clinically a career in academic research followed where she completed a Diploma in Research Methodology and an MSc in Health Services Research. These gave an opportunity to present research findings at national and international conferences and publish in peer review journals.



A desire to return to clinical practice meant a change of direction and Jeanette worked in haematology and oncology for several years.

In 2009 Jeanette had the opportunity to use her clinical skills and change management knowledge when appointed as Head of Patient Safety Matching Michigan at the NPSA. During this time she also worked with World Health Organisation. Following successful completion of the project Jeanette worked as Patient Safety Manager NHS London, Safer Care Associate NHS Institute for Innovation and Improvement when she completed the Patient Safety Executive Officer training at Institute for Healthcare Improvement Boston USA.

Immediately prior to being appointed as Safety & Learning Lead at NHS LA Jeanette worked for a Clinical Commissioning Group as Quality Manager.

After the Event: Surviving the Scrutiny

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Practice summary: Solicitor Advocate, based in the City of London since 1983. Principal practice is the defence of organizations and individuals in the construction, chemical, transport, waste, water and emergency services sectors in regulatory claims: particularly those involving health and safety, environmental damage and catastrophic personal injury or death.

Appeared for the British Shooting Sports Council and its constituent associations in the public inquiry arising out of the Dunblane tragedy of 1996 in which 16 children and their teacher were shot dead. Represented Balfour Beatty's civil engineering division in the Health & Safety Executive prosecution over the Heathrow Express tunnel collapse of 1994, and Thames Trains at the public inquiry into the October 1999 collision near Ladbroke Grove in which 31 people died; numerous health and safety, regulatory and environmental cases arising from a variety of activities including construction, pipelines, oil storage, highway maintenance, waste, firearms, fish farming, fire and explosion, flooding, pollution, drinking water supply, asbestos management, legionella, electrocution, confined spaces and EU public procurement.

In 2003 handled the successful Old Bailey defence of Metropolitan Police Commissioner Sir John Stevens and his predecessor Lord Condon on all ten charges brought against them by the HSE arising out of roof falls suffered by patrolling police officers.

Appointed by Balfour Beatty on the October 2000 train derailment at Hatfield which claimed the lives of four passengers, in July 2005 during a 6-month trial helped win the acquittal of its rail division on all corporate manslaughter charges it faced over the incident, and in July 2006 succeeded on its appeal

against sentence for admitted health and safety failings.

Represented the Metropolitan Police in the health and safety prosecution brought to trial at the Old Bailey against the service in October 2007 over the fatal shooting of Jean Charles de Menezes at Stockwell station in the aftermath of the failed London suicide bombings of 21 July 2005.

Workshop 1: 20:20 Vision – Transforming Primary Care

Sue Cooke

**Digital Primary Care (DPC) Senior Programme Manager for GPIT
The Digital Primary Care Team, NHS England**

Role is to support the on-going development and implementation of GPIT Operating Framework arrangements, which will form part of a broader Digital Primary Care Operating model currently under development.

This includes managing a range of related projects and business as usual activities across the GPIT Programme, including primary care digital maturity assurance, GPIT funding model arrangements and associated CCG digital assurance work.



Workshop 2: Information Sharing

Dr David Stables

Trustee & CEO, Endeavour Health Charitable Trust

Formerly a General Practitioner and director of EMIS specialising in IT systems for healthcare professionals, where he led the software development team until 2010. Also Trustee of the Peter Sowerby Foundation.



Pre-Dinner Speaker

Sara Bird

www.sarabirdstyle.co.uk

A professional, creative, dynamic author and motivational speaker; Sara is a unique entrepreneurial business woman with a diverse background gained across a variety of sectors. She now spends her time between her three main interests; a business leadership and motivational speaker consultancy – BrubakerBird; a fashion business - Squares and an 'obesity thought leader' and weight management advocate – FATorexia.

She is an accomplished and engaging public speaker and her motivational speeches are often sought by women's groups, business schools, executive clubs and is popular as a 6th form mentor for pupils looking at entering business whether as an entrepreneur or as part of a large organisation.

Sara is currently working in conjunction with Dr Adrian Carr at Lincoln University as a co-author and lecturer designing a leadership course aimed at the senior executives of the NHS preparing them for the commercial leadership that the NHS now needs.

Sara started her career in the corporate world and has held numerous Director roles with some of the largest and best known companies in the UK such as Boots and Specsavers. Unable to shelve her creativity during this time she also developed myriad trademarks, registered designs and sold many onto other companies to develop her ideas further.



Workshops 3 and 6: Emotional Intelligence, Negotiating & Influencing, Personal Resilience

Caroline Braxton

Caroline Braxton is a Practice Manager of a surgery in Hertfordshire and works for Thornfields as a consultant. By continuing to run a practice Caroline has the ability to tailor her training specifically to needs of the delegates whilst being aware of the constraints within General Practice. Caroline specialises in CQC as well as running courses ranging from communication through to clinical notes summarising.



Feedback received from Delegates of past courses;

Clinical Notes Summarising in Primary Care

- *The trainer delivered a not very 'sexy' subject with aplomb, maintaining interest all the way through. Thank you!*

Preparing for CQC Inspection

- *Trainer is clearly an expert in her field and very confident. Good interactivity, kept us going.*

Improving Patient Experience

- *Excellent trainer, as a Practice Manager, understood the issues in general practice.*

Thornfields

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Workshop 4: Mindfulness in Leadership

AMELIA LYONS : MSc, MSc, BSc, PG Dip MH, PG Dip Group Therapy, PG Dip Counselling, PGCE (FE)

Experience – Management

Amelia was Dean of Health and Social Services at the University of Wales, Newport for 14 years. She has 21 years experience of lecturing, training and working in senior management. She served for 4 years as a Board Member at the Care Council for Wales where she contributed to policy making and guidance for Social Work focusing on Service User inclusion.



She also served for 6 years on the Higher Education Funding Council for Wales' L&T Committee. She holds Bachelors and Masters degrees in Management Sciences (Lancaster University), Management of Change (University of Surrey) and Group Therapy (Oxford Brookes). As Dean, she quadrupled the size of the Department, consolidating the academic integrity, profitability and the reputation of its programmes. She initiated and sustained a strong tradition of annual staff development retreats which facilitated de briefs, support and shared learning across the faculty. She fostered the development of a creative culture reaching across the academic disciplines. Her faculty pioneered many changes that were later adopted across the University as a whole. She left the University in 2011 to further her independent practice and interest in mental health.

Experience - Mental Health

Amelia is a qualified individual and group psychotherapist, an RMN, a counsellor trainer and a qualified teacher. She speaks many therapeutic 'languages', having initially trained in person centered counselling, she then trained in motivational interviewing with substance misuse, and qualified as an integrative counsellor (CBT, Psychodynamic, Humanistic). She studied with the HPRG in the University of Surrey and developed her management practice in the humanistic/gestalt tradition. Toward the end of

her time at Newport she went on to study and qualify as a group analyst. She has also gained experience in the delivery of DBT and emotional skills groups and has undertaken training as a mindfulness teacher with Bangor University.

She has a current practice working as an individual and group psychotherapist in Bristol. Additionally she works part time as a Clinical Supervisor Trainer in the NHS and also as a freelance leadership and mental wellbeing consultant.

Amelia recognizes mindfulness as being an important contributor (amongst other therapeutic interventions) to emotional regulation, resilience and balance in mental health and wellbeing. However she believes it should be more carefully and critically delivered (Loy 2013), taking contra indications into account and exploring further elements to the debate.

www.practicesolutions-ltd.co.uk/

Workshop 5: Neuro-Linguistic Programming (NLP)- The Language of Success

Tracey Gray

Managing Director & Lead Trainer

Inspirational Minds: www.inspirational-minds.co.uk



My passion in life is NLP, mBraining, Hypnotherapy, Time Line Therapy™, and Coaching. I utilise these powerful tools to make a profound difference in your business and personal life. I am innovative and fun in my approach to inspire you to get the results you deserve. In 2013 I had the honour of developing, leading and implementing an NLP Intervention that won 2 prestigious national awards:

Nursing Times award for Excellence in supporting Staff health and Well Being and Training Journal Award for Best Organisational Development Program.

I have been working towards my goal of creating a unique high quality Training, Coaching and Therapy academy for a few years, Inspirational Minds is the realisation of my dream, my fellow director is an exceptional graduate of my training courses I can therefore personally testify to her exceptional skills and abilities.

My professional background is varied, after leaving school with few qualifications I eventually trained as a Registered Nurse. Whilst working as a nurse I was always enthusiastic about working with colleagues to develop them so that patients could get an even better experience. I have a vast amount of experience in Education as both a senior lecturer, Head of Education and Head of Organisational Development for a large NHS Foundation Trust and have presented Internationally at major conferences and have experience in overseas consultancy. I combine my professional skills with my expertise in NLP, mBraining, Hypnosis, Time Line Therapy™ and Master coaching to get you measurable results in all areas of your life as well as providing certified training to Masters level in all of these.

At Inspirational Minds I am the lead Trainer on all of our certification programs having trained with Master Trainer David Shephard and Master Trainers Tad and Adrianna James. In mBraining I have trained personally with the co-founder Grant Soosalu as both a trainer and master coach.

As well as getting incredible personal results for people through my coaching and therapy practice I have worked with organisations designing major change initiatives which have delivered results that have improved staff engagement and improved efficiency and productivity.

To me there is no work life balance just life, and I live it to the full and empower others to do the same, it has been said that my enthusiasm and positivity are contagious..... I look forward to spreading it to you soon.

Workshop 7: Achieving Outstanding Customer Service

Dilip Chakrabarti **Senior Market Development Manager, Virgin Care**

Dilip Chakrabarti is a Senior Market Development Manager for Virgin Care and has been with the organisation since its formation in 2007 (previously as Assura Medical). He has held a number of roles with the company including Regional Director with operational responsibility for services in the South of England and the Head of Strategic Communications. His focus is now on developing relationships with commissioning and partner organisations and leading the engagement strategy for Virgin Care's primary care services.



Before joining Assura / Virgin Care Dilip worked in the NHS in a number of roles including helping to create NHS Direct as a Regional Lead and then as the National Director for the Choose and Book Appointment Line. Prior to that he worked for Riverside Mental Health Trust in West London.

Jess Thomas **Market Development Manager, Virgin Care**

Jess Thomas is a Market Development Manager for Virgin Care and has been with the organisation since 2009 (previously as Assura Medical). She has been a Practice Manager for 5 years running GP practices in the Midlands as an Operations Manager for the company. Her focus now is on developing and refining our primary care strategy, working on key innovation projects for general practice and supporting engagement with commissioners and partner organisations for Virgin Care.



Workshop 8: SNoMed Coding – Implications for Practices

Jennie Johnson **Training Development Consultant** **Primis**

Jennie started her primary care career in general practice in 1992, leading to various clinical audit and data quality support roles within the Cheshire area. She then joined the PRIMIS team in 2006 as a Learning Consultant, training and supporting PCT staff with data quality initiatives in North West England. Currently Jennie develops training materials to improve knowledge in the area of primary care data and information and to support the use of PRIMIS quality improvement tools.



Effective Management Behaviours - Enact Solutions

Enact Solutions is a drama-based consultancy for training, motivating and informing people in education and work. We are dedicated to pioneering innovative and bespoke solutions that challenge expectations and achieve the required results. Working in partnership with our clients we turn problems into highly effective learning and developmental outcomes that influence people's attitudes, behaviours and aspirations in a powerful and highly memorable manner.

At Enact we unite a wealth of training and learning & development knowledge, educational acumen, and creative expertise to address the specific needs of the individual clients with a range of experiential theatrical techniques.

Rosie Perkin – Creative Director

Following a highly successful career in corporate sales and marketing, Rosie decided to follow her first passion, drama, and retrained gaining a first class honours degree in Theatre and Arts Education

Rosie is driven by her passion for the positive impact drama can have on people of all ages. As a result, she has happily dedicated the past 13 years to creating blended learning solutions designed to challenge, inspire and motivate behavioural change within the education, public and private sectors. Her creative skills are always underpinned with total client focus.



Rosie loves working with people, exploring creative ways to engage groups and raise their self-esteem and confidence levels. She has always found her work with hard to reach young people and young people with learning disabilities to be the most rewarding.

With relentless energy, sparky ideas and a total commitment to all projects, Rosie will oversee and manage all creative elements for Enact Solutions.

www.enactsolutions.com