

PRACTICE MANAGER MASTERCLASS 2016

SESSION OBJECTIVES DAY 1

Keynote Speaker – NICE

Objectives for this session are to:

- appreciate what is on the horizon
- consider what is NICE's focus
- understand what influence NICE has and is it being eroded
- what is the working relationship with other bodies, NHS England for example
- understand what NICE's view of the future of General Practice is and what it will do to protect it

Professor David Haslam, CBE
Chair, NICE

Future of Commissioning

Objectives for this session are to explore:

- success/challenges of CCGs,
- the effect of the Prime Ministers Challenge Fund
- progress with Vanguard
- future of commissioning
- Sustainability and Transformation Plans

Dr Jim O'Donnell
Chair for Slough CCG

Implementing the Duty of Candour in General Practice

There is a contractual duty of candour imposed on all NHS and non-NHS providers of services to NHS patients in the UK to 'provide to the service user and any other relevant person all necessary support and all relevant information' in the event that a 'reportable patient safety incident' occurs.

This session will explore:

- What we mean by the Duty of Candour
- How it affects General Practice
- When is it implemented?
- What should we do?

Jeanette Beer,
Safety & Learning Lead
NHS Litigation Authority

After the Event: Surviving the Scrutiny

Critical and major incidents, whether in the public or private sector, engage a host of legal processes and procedures in their wake. Inquests, demands for public inquiry, police and other official investigations, compensation claims, disciplinary proceedings, criminal prosecutions, media interest and reputational scrutiny typically run as serious and cumulative threats to the affected organisation as it tries to get back on its feet.

The most important weapon in the armoury of defence against attack on these and other fronts is good quality and readily-provable investment before the event in planning and preparing for it, training and supporting those who will be involved in managing the response: coupled with calm and decisive action when trouble strikes.

Almost as important are the ability credibly to demonstrate learning from previous incidents, especially those involving multi-agency response and large scale losses which have been the subject of formal published inquiries; and to produce cogent records of decisions made and actions taken as the event unfolds.

This seminar will cover the legal framework which surrounds serious incidents, but focus on practical steps which the management teams of large organisations can take, in advance of an untoward incident, to improve the prospects that the organisation and all its people involved come out of the post-event inquisitions better than they otherwise might, and hopefully with reputations intact or better still enhanced.

Key points to be covered

- The legal framework of post-event inquiries, claims and proceedings
- Pre-event planning: proving due preparation and commitment
- Lessons from the past: key incidents and findings and how to use them
- Decision-making and incident management: proving your case
- Records, recollections and evidence: the keys to successful defence
- The role of senior management: leadership and competence
- Post-event internal reviews: pitfalls and suggestions

Mark Scoggins
Solicitor – Advocate
Limited Liability Partner
Fisher Scoggins Waters LLP Solicitors

Workshop 1: 20:20 Vision – Transforming Primary Care

- Securing excellence in GPIT: Operating Model 2016-18 3rd Edition
- GP Forward View
- Learning from the Prime Minister's GP Access Fund

Sue Cooke
Programme Lead for GPIT
The Digital Primary Care Team, NHS England

Workshop 2: Information Sharing

The objectives of the Endeavour Health Charitable Trust are to improve healthcare by enabling the design of, and researching the effectiveness of, new forms of healthcare information technology and healthcare provision with particular emphasis on patients as users of IT.

The workshop will focus on

- Sharing & confidentiality
- Data integration & interoperability
- Accessing healthcare via IT from the patients' perspective

Dr David Stables
Trustee Endeavour Health Charitable Trust

SESSION OBJECTIVES DAY 2

Workshop 3: Emotional Intelligence

This short workshop will introduce managers to the concept and underpinning principles of Emotional Intelligence. Delegates will learn about the 5 key elements of EI and how to use these effectively to enhance their working relationships and improve performance:

- **Self-awareness.** The ability to recognise and understand personal moods, emotions and drives, as well as their effect on others
- **Self-regulation.** The ability to control or redirect disruptive impulses and moods, and the ability to suspend judgement and to think before acting
- **Internal Motivation.** A passion to work for internal reasons that go beyond money and status (which are external rewards) such as an inner vision of what is important in life, a joy in doing something, curiosity in learning, a flow that comes with being immersed in an activity.
- **Empathy.** The ability to understand the emotional make up of other people. A skill in treating people according to their emotional reactions
- **Social Skills.** Proficiency in managing relationships and building networks, and an ability to find common ground and build rapport. Hallmarks of social skills include effectiveness in leading change, persuasiveness, and expertise in building and leading teams.

Negotiating & Influencing

A short masterclass introducing models for successful negotiation and influence that will help managers achieve more of their goals and objectives and successfully lead negotiation within the practice or team.

- Seven themes of influencing behaviour
- Negotiation strategies – integrative or distributive
- Effective behaviour

Caroline Braxton

Thornfields

Workshop 4: Mindfulness in Leadership

This 2 hour session on mindful leadership will look at the following elements of mindfulness:

- Self awareness and connecting with the present moment
- Compassionate Mindfulness
- Mindfulness of thought

The session will consist of brief exercises in these areas to give participants a flavor of mindfulness. It will facilitate discussion and reflection about their meaning and implications for citizens/service users and for the leadership and management of staff.

The session will conclude with a critical overview of mindfulness including the benefits, the evidence, the pros and cons of it, including adverse effects of meditation and offer some

concluding thoughts for consideration.

The session will draw from the work of John Kabat Zinn in 1979, David Loy (2013) and Breeze & Denugra (2013)

The interactive session includes,

- short focussed mindful exercises,
- questions designed deliberately to challenge the status quo (rather than take it for granted),
- discussion and reflection, all of which will gently nudge participants to think at a deeper level about what mindful leadership might constitute.

The learning approach adopted will be experiential. Participants should come willing to engage and give a little of yourself

Amelia Lyons

Practice Solutions

Workshop 5: Neuro-Linguistic Programming (NLP)- The language of success

Have you ever wondered why you communicate really well with some people and with others you feel as if you have spoken an alien language? Would it benefit you to be able to communicate and negotiate effectively with all people, in every situation to increase your success? Would you like to be confident that your communication will improve outcomes for you, your team, and your stakeholders?

This fun and interactive workshop will give you tools and techniques that you can instantly use to get great results.

What will be covered:

- An introduction to the key concepts of Neuro-linguistic Programming (NLP)
- The latest neuro science research to improve personal and professional performance.
- The NLP communication model
- How to gain rapid rapport and keep it
- How to communicate with people for incredible results
- Plenty of opportunity to practice and ask questions.

Tracey Gray

Inspirational Minds

Workshop 6: Personal Resilience

Resilience is the ability to withstand or recover from difficult situations. It includes our capacity to make the best of things, cope with stress and rise to the occasion. The short workshop will provide managers with an understanding of the key principles and how it can help them perform more effectively in life and at work.

- Resilience assessment questionnaire
- Mindfulness
- Recognising strengths and positive achievements
- Personal action planning

Caroline Braxton

Thornfields

Workshop 7: Achieving Outstanding Customer Service

With only 4 % of practices nationally receiving an outstanding rating from CQC to date, the focus of this session is to review how Virgin Care approaches delivering good customer service within its services.

Virgin has recently launched a new strategy 'Feel The Difference' and this session will explore:

- Setting the context/the Virgin brand
- Explaining the strategy
- Relating this to General Practice / Health Services
- How to create the right environment
- How to maintain this in a free-to-use service
- How to instil the principles in staff within the constraints we operate in

Dilip Chakrabati

**Senior Market Development Manager
Virgin Care**

Workshop 8: SNoMed Coding – Implications for Practices

Systemized Nomenclature of Medicine Clinical Terms

SNOMED CT enables elements of a patient's electronic health record to be coded in a clear unambiguous way that is consistent across all of healthcare. It covers areas such as diseases, symptoms, operations, treatments, devices and drugs. Systems that accurately record healthcare encounters in a way that can be reliably communicated and exchanged across different systems will reduce the requirement of additional manual input and thus reduce data entry errors as well as provide business efficiencies.

SNOMED CT is the natural successor to the current coding schemes in use, Read codes version 2 (Read v2) and clinical terms version 3 (CTV3), and has been developed with the knowledge gained through these terminologies. SNOMED CT addresses the current issues we know exist with those legacy terminologies. It is the only terminology that meets the requirements of both primary and secondary care in the UK; and is the most extensive international clinical terminology in existence.

This workshop will explore the benefits of SNoMED and implications for practices.

Jennie Johnson

**Training Development Consultant
Primis**

Effective Management Behaviours - Enact Solutions

The session will bring to life Leadership Qualities desirable within an organisation.

What does it mean to you to be a leader? What qualities and behaviours are you expected to demonstrate.

Building on last year's Unconscious Bias session we plan to utilise a live drama scenario using professional actors, as well as digital material, electronic voting and skilled facilitation.

Rosie Perkin
Creative Director
Enact Solutions

www.enactsolutions.com