**Wessex LMCs Practice Manager Programme for Hampshire, IOW & Dorset**

***An interactive, practical programme for Practice Managers in Hants, IOW and Dorset. Learn & apply theory and knowledge to your own practice in a dynamic and supportive environment***

This unique programme has been developed following the results of 136 Practice Manager Appraisals that were carried out all around the country in Spring 2017.

Using funds from the GPFV that have been assigned for practice managers, Wessex LMCs have worked with NHSE & HEE (Wessex CEPN) to produce this programme which has been designed by the people who it is aimed at – **practice managers.**

This programme is for all managers who want to know there is evidence and background for the learning they are receiving - and that will be for half the session. The rest of the session is all about practical application and looking at case studies where some simple changes have had great effect in practices all over the country. These are to take back to your practice and try.

It is anticipated that the delegates will already be experienced in their practice and have worked as a practice/business manager there for at least 12 months. Some pre-learning is assumed, and if the delegate does not already have the background knowledge, podcasts/websites and papers will be recommended to be viewed before the event.

This programme is to suit the delegate and to provide them with as much resource as possible to use back in the practice. Wessex LMCs has recruited 10 Practice Manager Supporters who will have spent time looking for useful case studies and examples for each of the training days to enable the application of the knowledge learned at the event to be easy to apply. As all PMs know, there is so much out there to look at – but no time to do this!

Following the training day, all delegates will have access to the PM Supporters who can mentor and support them through any challenges that they might face in applying their new knowledge to their practice.

Each training day will run twice – once in Hampshire (at Wessex LMCs, Chandler’s Ford) and once in Dorset ( at The Atrium, Dorchester).

Each day costs £85 per delegate (and NHSE are adding £126 to this to meet the total cost)

Please choose to attend as many or as few as you like, and you are welcome to mix up attending in Dorset and Hampshire if you want to – a ‘pick and mix’ approach!

***Value yourself and your role enough to take time out of your busy schedule to give yourself some thinking space and learn with your peers in a supportive, dynamic environment…and notice the change!***

**Booking on multiple events**

You can see an overview of all the Hampshire events here <https://www.wessexlmcs.com/events/groupevent/4252> where you can book on several events for one person and just enter their details and pay once. For the Dorset events, the link to see all is here <https://www.wessexlmcs.com/events/groupevent/4253> . Or you can book on the events individually using the links below.

**Supporting the Individual**

**Difficult Conversations with Staff & “Managing Up**

Tuesday 21st November 2017 Hampshire <https://www.wessexlmcs.com/events/4248>

Tuesday 28th November 2017 Dorset <https://www.wessexlmcs.com/events/4265>

* how to manage the Partners when they are also your boss
* how to keep control of your staff, whilst support & developing them
* giving yourself the confidence to articulate your point of view

**Managing Poor Performance & Absence**

Thursday 7th December 2017 Hampshire <https://www.wessexlmcs.com/events/4254>

Tuesday 12th December 2017 Dorset <https://www.wessexlmcs.com/events/4267>

* instilling a strong work ethic
* knowing how to manage when the situation becomes difficult
* keeping within the boundaries employment law rules

**Stress Management & Personal Resilience** (2 day course £170)

Tuesday 23rd Jan & Tuesday 1st May 2018 Dorset <https://www.wessexlmcs.com/events/4268>

Tuesday 30th Jan & Tuesday 8th May Hampshire <https://www.wessexlmcs.com/events/4255>

* looking at you and your work
* do you value yourself and the work and effort you put in?
* two days (a few weeks apart) with top tips to help you change your outlook and resilience

**Time Management** (Half day course £50))

Tuesday 13th March 2018 Dorset <https://www.wessexlmcs.com/events/4269>

Tuesday 20th March 2018 Hampshire <https://www.wessexlmcs.com/events/4256>

* A skill/will matrix to assess where to delegate to
* Creating time for headspace

**Supporting the Team**

**Influencing and Negotiating Skills**

Tuesday 27th February 2018 Dorset <https://www.wessexlmcs.com/events/4270>

Tuesday 6th March 2018 Hampshire <https://www.wessexlmcs.com/events/4257>

* Influencing our partners, our staff and external stakeholders
* Taking the emotion out of the argument and articulating well

**Delegation & Organisation**

Tuesday 5th June 2018 Dorset <https://www.wessexlmcs.com/events/4272>

Tuesday 12th June 2018 Hampshire <https://www.wessexlmcs.com/events/4258>

* How are other practice teams structured?
* How do you implement small and large changes of structure within your team
* How do you successfully delegate and who is taking responsibility?
* Are you creating leadership opportunities in your team?

**Managing and Implementing Change**

Tuesday 17th April 2018 Dorset <https://www.wessexlmcs.com/events/4273>

Tuesday 24th April 2018 Hampshire <https://www.wessexlmcs.com/events/4259>

* What sort of change should I be considering?
* How do I know who to work with?
* What are the pitfalls and advantages to change?
* How do I keep everyone onside?

**Coaching, Mentoring & Empowering**

Tuesday 15th May 2018 Dorset <https://www.wessexlmcs.com/events/4274>

Tuesday 22nd May 2018 Hampshire <https://www.wessexlmcs.com/events/4260>

* Skills and tips to help in managing your staff

**Supporting the Practice**

**The GP Contract, Commissioning and Regulation**

Tuesday 16th January 2018 Hants <https://www.wessexlmcs.com/events/4261>

Tuesday 6th February 2018 Dorset <https://www.wessexlmcs.com/events/4275>

* Learn the basics of contracts and regulation
* Know where to look for guidance

**Finance**

Tuesday 9th January 2018 Dorset <https://www.wessexlmcs.com/events/4276>

Tuesday 20th February 2018 Hampshire <https://www.wessexlmcs.com/events/4262>

* Understanding where the money comes from.
* ……..and how to make sure you get it
* Look at budgeting and prioritising your finances
* PPA/FP34 and other claims

**Making and Writing a Business Case**

Tuesday 19th June 2018 Dorset <https://www.wessexlmcs.com/events/4277>

Tuesday 26th June 2018 Hampshire <https://www.wessexlmcs.com/events/4263>

* How to write a persuasive paper for use inside and outside your practice
* Chairing and planning meetings

**How well are we doing?**

Tuesday 3rd July 2018 Dorset <https://www.wessexlmcs.com/events/4278>

Tuesday 10th July 2018 Hampshire <https://www.wessexlmcs.com/events/4265>

* It is hard to know what everyone else is doing
* Learn how to measure your performance and how to apply the information you have gathered

***We want these courses to give you confidence, education and resources to make a positive change in your practice and we want to support you in all that you do.***