



Avon Practice Managers Conference

Conference overview

The role of a Practice Manager is changing and it is clear that running a successful practice will not get any easier! The new regulatory framework being introduced by the Care Quality Commission will have a major impact on general practice and following the general election, there continues to be uncertainty regarding the development of primary care in the NHS.

Our conference will focus on the key issues affecting Practice Managers and will provide a forum where we can share ideas and best practice on how to prepare for the challenges ahead.

The morning and afternoon sessions will begin with a key note speech and will be followed by break out sessions which will include a short presentation and practical group discussions. Time will be allowed throughout the day for you to raise questions.

Conference programme

Morning session

8.30am - 9.00am	Registration and refreshments
9.00am - 9.10am	<p>Introduction</p> <p>Jose Tarnowski (Practice Manager, Wroughton Vale Medical Practice)</p>
9.10am - 10.10am	<p>Regulation</p> <p>Gemma Rafferty the Regulatory Strategy Manager at the Care Quality Commission will provide an overview of the Care Quality Commission and Regulation from her unique position where she is currently leading the development of registration for primary medical services in April 2012.</p>
10.10am - 10.30am	Refreshments
10.30am - 12.45pm	<p>Three break out sessions which each Practice Manager will attend on a rotating basis</p> <p>1. Delivering outstanding performance in your practice</p> <p>Craig Stoddart, of Innergy, will host a highly interactive session on practical and proven techniques to improve your ability to deliver change and manage your practice</p>

	<p>2. Practice Accounts</p> <p>Andrew Spear from Lentells Chartered Accountants will give practical guidance on best practice for your practice accounts.</p>
	<p>3. Regulation Q & A</p> <p>Derek Bellew, healthcare consultant at Veale Wasbrough Vizards will provide practical advice and discussion on how to prepare for the new CQC Regulations.</p>
12.45pm - 1.45pm	Lunch and refreshments

Afternoon session

1.45pm - 2.30pm	<p>The Future - Post Election</p> <p>Dr Lisa Silver will provide an insight into topical primary care issues including the future post election and care closer to home</p>
2.30pm - 3.15pm	<p>PCT Question Time</p> <p>You will be separated into your four PCT regions for this break out session which will be chaired by a Practice Manager from the organising committee.</p> <p>This session is designed to afford you the opportunity to put questions directly to your PCT representative. A representative from the Avon Primary Care Support Agency will also be on hand to answer questions.</p> <p>The representatives from the different PCT areas are:</p> <p>Deborah Evans the Chief Executive of Bristol PCT</p> <p>Janet Rowse the Joint Director of Commissioning and Deputy Chief Executive of BANES PCT</p> <p>Penny Harris the Chief Executive for South Gloucestershire PCT</p> <p>Penny Hynds the Associate Director of Primary Care Contracting for North Somerset PCT.</p>
3.15pm - 4.00pm	<p>Closing Panel Session</p> <p>Final discussion session with all the conference speakers during which the Avon Practice Managers Conference Committee will feed back key issues to come out of the four PCT break out sessions and where you can air your final questions of the day.</p>
4.00pm	Afternoon tea

Speaker profiles

Derek Bellew, Consultant, Veale Wasbrough Vizards

Derek is a consultant at Veale Wasbrough Vizards. He is an expert on the legal issues affecting general practice and has written articles and lectured extensively on the subject. He is a Chartered Arbitrator.

Gemma Rafferty, Regulatory Strategy Manager, Care Quality Commission

Gemma is the Regulatory Strategy Manager at the Care Quality Commission. Since joining the Healthcare Commission, now the Care Quality Commission, Gemma's main area of work has looked at how clinical quality can be incorporated into regulatory assessments. She is currently leading the development of registration for primary medical services in April 2012. Care Quality Commission will involve providers, commissioners, people who use services and other key stakeholders to develop an effective system to ensure that the essential standards of quality and safety are met in primary medical services.

Craig Stoddart, Partner, Innergy

Craig Stoddart is a partner with Innergy and is a highly entrepreneurial and energetic consultant and trainer, with a keen perspective on what is required to run a successful business and get the most out of its people. He has a very logical and persuasive style which works with all levels of staff and is experienced in working within partnership organisations. Craig is a regular speaker on business improvement issues with organisations such as CIPD, CIMA and APSCo.

Andrew Spear, Director, Lentells

Andrew Spear is a chartered accountant and one of the joint managing partners at Lentells together with Jo Fursman. Andrew is a recognised expert in medical practitioner services and professional partnerships and has lectured widely across the South West on financial issues for GP practices.

Dr Lisa Silver, GP and Partner, Nettlebed Surgery Oxfordshire

Dr Silver is a GP in Nettlebed Oxfordshire where she has been a partner for 17 years. She is on the Local Medical Committee for Oxfordshire and advises the PCT on prescribing matters. She also advises practices on issues relating to dispensing and finance as part of her work with the LMC. She is the practice based commissioning lead for her practice.

Deborah Evans, Chief Executive of Bristol PCT

Janet Rowse, Joint Director of Commissioning and Deputy Chief Executive of Banets PCT

Penny Harris, Chief Executive, South Gloucestershire PCT

Penny Hynds, Associate Director, Primary Care Contracting for North Somerset PCT

Supporting organisations

Veale Wasbrough Vizards

Veale Wasbrough was established on 1 September 1988 by the merger of the long standing Bristol firms Stanley Wasbrough and Veale Benson. The origins of those firms can be traced back to 1815.

Veale Wasbrough Vizards was formed on 16 November 2009, having previously been Vizards Tweedie and Veale Wasbrough Lawyers. Veale Wasbrough Vizards is a full commercial law firm acting for clients nationally.

Our professional practice and business management are organised accordingly and our four key client sectors are: Education & charities, Healthcare, Family owned businesses, Public sector.

The firm also offers a dedicated service to private clients.



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Lloyds Banking Group/Lloyds TSB Bank Plc

Lloyds TSB provides a first class service for healthcare professionals. We appreciate the continuous changes currently being faced by GP's, and our dedicated team of HealthCare Managers will work closely with you to help you develop your business and make the most of our products and services. Whether you're looking for specialist advice on raising capital or large loan transactions for GP property development we'll help you put together a financial package that's best suited to your needs.



Banking for healthcare professionals

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Innergy

Innergy help organisations improve performance, increase profitability and enable positive change through a tailored blend of online and face to face consultancy, training and recruitment. Their experience in the public sector, with large corporates, professional services firms and entrepreneurial growth companies and their toolbox of practical and proven yet innovative methods helps their clients exercise the true potential of their people.



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Lentells

Lentells are a long established West Country Accountancy practice with a specialist medical services department which is managed jointly by Andrew Spear FCCA and Jo Fursman FCCA. Andrew is a recognised expert in medical practitioner services and professional partnerships and has lectured widely across the



South West on financial issues for GP practices. Jo has an in depth knowledge of medical practices and has several years experience in dealing with GP practitioners and other medical related clients.

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Lentells currently deal with over 100 medical practices. Our experienced team of professionals provide expert advice and support allowing you to focus on running your practice. Our in depth knowledge ensures we are able to provide advice on VAT, pensions, practice property issues, partnership agreements, all financial impacts of the GMS contract, PMS funding and contracts and practice based commissioning.

Avon Primary Care Support Agency



The Avon primary Care Support Agency provides administrative support to primary care services throughout the former county of Avon. Their role includes:

- Maintaining a database of information provided by patients when they register with a doctor.
- Providing administrative support to the cervical and breast screening programmes
- Providing administrative support to childhood vaccination, immunisation and development programmes across BNSSG.
- Paying doctors and opticians who are in contract to provide medical services on behalf of the NHS
- Administering the pharmaceutical regulations which govern where pharmacists can set up a chemists shop
- Ensuring that doctors meet the requirements of the NHS Regulations when they wish to provide NHS services
- The provision of courier and supplies services to doctors, dentists, pharmacists and opticians

Avon Primary Care Support Agency

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Care Quality Commission

The Care Quality Commission is the new health and social care regulator for England. They look at the joined up picture of health and social care and their aim is to ensure better care for everyone in hospital, in a care home and at home. The CQC regulates health and adult social care services in England, whether they're provided by the NHS, local authorities, private companies or voluntary organisations.

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