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# THE BUSINESS OF GENERAL PRACTICE

**Delivering Operational Excellence**

**Introduction to Practice Management &**

**Performance Management**

**Web workshop**

**Introduction**

This web workshop is for NHS staff who are Practice or Admin Managers in Primary care who want to improve their operational delivery. During the workshop, delegates will learn at how to identify barriers in their job, improve the current practices, processes and tasks, understand how to monitor and log performance and how to overcome challenges.

By the end of the workshop delegates will be able to:

* Understand their role in the practice and be armed with the knowledge and tools to improve Operational Delivery
* Identify and review the daily and weekly operational tasks, and how to enhance them to work better for the practice
* Monitor and improve performance
* Manage the Manager

Guidance notes and will be provided to support this workshop and certificates of attendance are awarded after the workshop.

**Programme**

***Session One***

**Introduction and Welcome**

**All about you**

* The role of the Practice Manager
* Identify and discuss current work patterns / duties / policies and processes, including QoF, ES, Contract targets
* Identify risks, obstacles and barriers to doing job role

**Review of the current processes and how to improve the operational delivery for the following daily tasks:**

* Test results
* Document processing
* Recording information
* Tasks
* Prescriptions
* Registrations and deductions
* Summary care records
* Appointments
* Clinics

**Overview of the important elements of operational delivery on a weekly basis:**

* QOF
* Enhanced service delivery
* Health checks
* LD health checks
* Child immunisations
* Alerts

***Session Two***

**Monitoring Performance**

* Making it part of your daily work - things to check
* Logging performance
* Carrying out audits on clinical system

**Improving Performance**

* How to hold staff accountable
* Discussing issues at clinical / practice meetings – how best to facilitate /using evidence
* How to conjure up solutions for improvement and implementing change
* Drawing up or revising policies and protocols as required
* How to deal with a red flag issue

**Action Planning & Conclusions**

**Open Q&A**

**CLOSE**