



# Londonwide LMCs

The professional voice of London general practice

## Training and development events for GPs and practice staff

Reflective Practice Masterclass (10 October 2015, 13 November 2015 and 4 December 2015) – Each master class helps individuals to identify both the organisational and psychological barriers to change and personal development. They introduce techniques to enable participants to overcome some of the challenges facing GPs and gain insight into the necessary changes that need to be made to their practice in order to improve their working lives and their ability to continue to deliver safe, effective and compassionate care. For more information and to book a place, please visit our website.

Business Health Check (24 September 2015) – Whatever lies in store for General Practice, running a practice as an effective and efficient business is becoming increasingly critical – for partners, staff and most importantly, for all patients. To do this practices need to be able to identify what they can improve, where they can save time and resources to re-invest in patient care, what a good practice will look like and how to bring about the changes they need to get there. For more information and to book a place, please visit our website.

Patient Complaints – The Dos and Don'ts (am and pm workshops on 7 October 2015) – A combination of presentations and group discussion with plenty of opportunities to ask questions and learn from each other. This half day course is designed to help practices improve their patient complaints processes. More information is available on our website.