



# Londonwide LMCs

The professional voice of London general practice

## Working as a team helps combat workload stress

Alison Dalal, practice manager at the Paddington Green Health Centre, shares her top tips.

As surveys show, working in general practice can be a stressful business and as the workload crisis shows no sign of abating Londonwide's Practice Managers Conference next month will be looking at positive steps practices can take.

But in advance the team at Paddington Green Health Centre share their eight ingredient recipe to produce a resilient practice team

Our people are at the heart of our practice.

Our staff are people first and we are interested in supporting their lives at work and outside it.

We think our relationships with each other matter.

We get together over regular meetings, lunches, dinners, social events and away days.

We know we're not all the same.

We try to make a safe space to talk to each other, especially when we don't agree.

We make time to reflect and learn.

We take time to think about what we've done right and wrong using significant events, complaints and multidisciplinary team meetings.

Paddington Green Health Centre is five partner training practice with a long and strong history of teaching and learning. The list size is 9,500 and growing. In addition to the partners there is a team of five salaried doctors, two nurses, a phlebotomist and 12 administrative staff who together run the practice.