



## Practice Managers Conference 2018 summary

The Practice Managers Conference was attended by dozens of delegates from across the Londonwide area. Delegates said they enjoyed the day, particularly the opportunity to meet other PMs and learn from each other.

Sessions included presentations on the following topics:

Care Quality Commission Update  
GP Partnership Review  
Data Protection Update  
Working at Scale  
Emerging Risks in General Practice  
Online Services in Primary Care

The CQC and GDPR presentations were the most popular among delegates as they provided practical advice and guidance. The update on the GP Partnership Review also proved to be valuable.

Asked what they would do differently as a result of what they had learned at the conference, responses included updating policies and practices for GDPR and CQC. The session on digital health also prompted some PMs to look at their websites to make them more user friendly.

Several healthcare professionals joined the Q&A panel to share their experiences of working in general practice. The panel consisted of a health care assistant, a general practice nurse, two pharmacists, a consultant musculoskeletal physiotherapist and a paramedic, all of whom are either directly employed by a practice or work closely with several practices on a regular basis.

The overall reaction to the panel discussion was very positive with the majority of delegates giving the session a high rating of approval. One delegate wrote: "I found the whole day valuable. I learnt something new from every single speaker on the day. MDDUS and CQC, GDPR, GP partner review were valuable."

Other feedback on what delegates found valuable included:

"Everything! It was great to talk to and hear from other managers, clinicians etc. gave an opportunity to think about the bigger picture of practice management."

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"The Partnership Review speaker, the CQC element and digital speaker were very valuable"

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We also tweeted throughout the day, using the hashtag #LdnPMConf18.