

Practice Manager Event

Developing and sustaining good practice

Business Health Check



Is your Practice as productive as it could be?

Thursday 24 September 2015



Whatever lies in store for General Practice, running your practice as an effective and efficient business is becoming increasingly critical – for partners, staff and most importantly, for all patients. To do this you need to be able to identify what you can improve, where you 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 you need to get there.

Time: 9.00am – 4.30pm (registration from 9.00am – 9.30am)

Venue: Londonwide LMCs, Entrance D, Tavistock House South, Tavistock Square, London [WC1H 9LG](#)

Cost: £160 (inclusive of VAT) for attendees from Londonwide practices
£175 (inclusive of VAT) for attendees from practices from other areas

**Please complete the booking form on page three to reserve your place.
Please keep terms and conditions for your reference.**

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Practice Manager Event

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Workshop name	Business Health Check
Target Audience	For GPs, Practice Managers looking to implement business improvement across a GP practice or group of practices.
Presenters	Croft Coaching and Development.
Format	Interactive.
Duration	Full day.
Overview	This course is primarily for those looking to implement business improvement across a defined business unit, a GP Practice or a group of practices. It draws briefly on the “Productive General Practice” material developed by the NHS Institute for Innovation and Improvement and we will provide signposts to further engagement with specialist suppliers of that programme for those interested. The main focus is on practical, generic business improvement methods.
Aims	<ul style="list-style-type: none">• Understanding Models<ul style="list-style-type: none">○ What is the productive practice model, and where do I find further information○ The fundamentals of business improvement – alignment, measurement, demand and flow• Improvement Tools and Techniques<ul style="list-style-type: none">○ Understanding and aligning with core purpose○ Your customers – the patients – what do they need and want○ The component parts of our business○ Identifying value add and non-value add activities○ Simplifying systems and process around the customer flow• Implementing change<ul style="list-style-type: none">○ Managing different types of people in change scenarios○ Creating momentum and building a change team○ Setting and communicating vision and direction○ Engaging and maintaining commitment
What to bring with you	Bring with you a clear understanding of your current business challenges and as much clarity as you have available about where your practice needs to go moving forwards.

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Booking Form: Business Health Check, Thursday 24 September 2015

The cost for attendance at this workshop is **£160 (inclusive of VAT) for attendees from Londonwide practices** and **£175 (inclusive VAT) for attendees from practices from other areas**. Places are limited so please complete the form below and return it with your cheque, payable to 'Londonwide Enterprise Ltd', or tick the box if you wish to pay by BACS, for the attention of Karen Cooper (Karen.Cooper@lmc.org.uk) at Londonwide LMCs, Tavistock House South, Tavistock Square, London, WC1H 9LG by **18 September 2015**. **Please complete and save this form before emailing it.**

Name: _____
Practice/contact details: _____
Postcode: _____
Email address: _____
Dietary/Access requirements _____

Please tick this box if you would like to pay by BACS

Please tick this box to indicate that you have read our Terms and Conditions

Terms and Conditions

Londonwide LEAD – All bookings are subject to the terms and conditions set out below. The person making the booking accepts all terms and conditions as set out herein on behalf of those named. The fee includes refreshments and a copy of the event documentation and is inclusive of VAT.

Booking Conditions – A confirmation will be sent by email within five working days from receipt of your booking. Please contact us if you have not received confirmation within ten working days. You can choose to pay online via credit card/debit card or by cheque. Payment must be received before the event date.

Cancellations/Substitutions – Cancellations made at least four weeks before the event date will be charged at 10% of the invoice total. Cancellations made between this date and at least two weeks before the event date will be charged at 50% of the invoice total. Cancellations made after this date will be charged the full invoice total. We regret that any cancellation after this date cannot be refunded, and that refunds for failure to attend the event cannot be made. However you can send a substitute delegate at any time. Cancellations and substitutions must be made in writing to lead@lmc.org.uk.

Access Requirements – To help us ensure that all delegates attending the event are able to participate fully, please let us know about any requirements you have when you complete the form.

Dietary Requirements – We always provide vegetarian options at our events, but please inform us on the form if you need us to cater for any other dietary requirements.

Data Protection – Londonwide Enterprise Ltd and Londonwide LMCs Ltd are committed to protecting your privacy and security. In order to deliver our services to you, we need to process and store your personal information. By entering your details, you agree to allow Londonwide Enterprise Ltd and Londonwide LMCs Ltd to contact you (by mail, email, telephone, SMS or fax) regarding its services and activities. Events may be supported by external companies, including pharmaceutical suppliers. Your name, profession and location area may be shared with these carefully selected exhibitors and sponsors at events. If you do not wish to receive such communications or details outlined, please inform Londonwide Enterprise Ltd in writing to lead@lmc.org.uk.

Event Language – English

Alterations to the advertised event – It may be necessary for reasons beyond the control of Londonwide Enterprise Ltd to alter the timing of the event, the identity of the speaker, the date or the venue but the event objectives will remain the same. In the unlikely event that the scheduled event is cancelled by Londonwide Enterprise Ltd (as opposed to postponed), we will refund you the registration fee, but to the fullest extent permitted by law, we will not be liable to you for any other costs or losses, whether direct or indirect. This does not affect your statutory rights. Londonwide Enterprise Ltd shall not be liable for loss of profit or business damage, whether direct, indirect or consequential, howsoever caused.

Venue policies – Delegates in attendance will be expected to comply at all times with the rules and regulations imposed by the venue and may be removed from the event for failure to do so. Any loss of personal property at the venue is at your own risk. You may be held liable for any damage you may cause at the venue.

Feedback, Complaints, Comments and Suggestions

– If you have any feedback, complaints, comments or suggestions about an event then please contact us in writing to lead@lmc.org.uk. We will acknowledge this within ten working days and agree an appropriate timescale with you in which to respond to your request.

Equality – Londonwide Enterprise Ltd is committed to equality for all. Londonwide Enterprise Ltd does not tolerate any form of exclusion, harassment, victimisation, bullying or other unfair discrimination on any grounds including protected characteristics as described in the 2010 Equality act. All participants (including wider groups of individuals connected to the organisation) are expected to value and respect each other. The behaviour of non-employed associates of the company will be addressed where they are in breach of this principle and may be subject to the following actions:

- Contractors/speakers/exhibitors may have their contract terminated.
- Course delegates may be removed from their programme.

Force Majeure – Londonwide Enterprise Ltd shall not be liable for any failure to perform its obligations where caused by circumstances beyond its control including for example acts of God, war, riot, explosion (including terrorist attack), abnormal weather, or natural physical disaster, fire, flood, strikes or Government, or Government agency, action or regulations.

VAT Registration – All payments are subject to VAT and Londonwide Enterprise Ltd VAT registration number is 130 1454 66.

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