

# Practice Manager Event

Developing and sustaining good practice

## Practice Manager Update Day

### Securing the Future of General Practice Wednesday 9 September 2015

Londonwide LEAD is running a day of updates for Practice Managers.

**Time:** 9:00am – 4.30pm (registration from 9.00am – 9.30am)

**Venue:** Woburn House, 20-24 Tavistock Square, London WC1H 9HQ

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

### Learning Outcomes

**By attending this event delegates will have an increased understanding of:**

**Part 1:**

- Londonwide LMCs' view of the future of general practice
- Co-commissioning and the next stage of federation development
- When and how to merge practices
- Key lines of CQC inquiry
- New initiatives for practice nurses and health care assistants

**Part 2:**

- How to manage work relationships
- Learn a comprehensive framework for your ongoing development as a Practice Manager
- Reflect on how you are operating in the six essentials of Emotional Resilience
- Identify actions you could take in your practice to be more emotionally resilient

**Please complete the booking form on page three to reserve your place.**

**Please keep terms and conditions for your reference.**

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<b>Workshop name</b>	<b>Practice Manager Update Day</b>
<b>Target Audience</b>	Practice Managers
<b>Overview</b>	<p>We know all about general practice and understand the pressures many practice managers work under. We have tried hard to get the content of this day right by speaking with many of your colleagues and we hope that beyond some of the practical ways of managing your day-to-day work which is reflected in the first half of the day, this event will leave you feeling more resilient when you return to work the next day.</p> <p>We are pleased to be able to provide you with a copy of the recently published book "Emotional Resilience: Know How to Be Agile, Adaptable and Perform at your Best'. The author of this book, Geetu Bharwaney will join us for a practical session on Emotional Resilience.</p> <p>You can access an e-chapter <a href="#">here</a> which we suggest you read before the event.</p>
<b>Duration</b>	7 hours
<b>Format</b>	A combination of seminars and practical workshops
<b>Presenters</b>	<p>Dr Elliott Singer Medical Director, Londonwide LMCs</p> <p>Vicky Ferlia Director of GP Support, Londonwide LMCs</p> <p>Greg Cairns Director of Primary Care Strategy, Londonwide LMCs</p> <p>Gill Rogers Director of General Practice Nursing Londonwide LMCs</p> <p>Loo Blackburn Project Lead, Care Certificate in General Practice Bucks New University</p> <p>Geetu Bharwaney Head of Europe for AIIR Consulting and the Founder of Ei World</p>

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Booking Form: Developing and sustaining good practice

Wednesday 9 September 2015

The cost for attendance at this workshop is £160 (inclusive of VAT) for attendees from Londonwide practices and £175 (inclusive of 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 pay by **BACS: Sort Code: 60-80-07; A/C No: 60123338** for the attention of Karen Cooper ([Karen.Cooper@lmc.org.uk](mailto:Karen.Cooper@lmc.org.uk)) at Londonwide LMCs, Tavistock House South, Tavistock Square, London, WC1H 9LG by **Friday 4 September 2015**.

Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Practice/contact details: \_\_\_\_\_

Postcode: \_\_\_\_\_

Dietary/Access requirements: \_\_\_\_\_

Please tick this box to confirm that you have paid by BACs

Please confirm that you have read our Terms and Conditions below

## 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](mailto: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](mailto: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](mailto: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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