

Practice Manager Event

Practice Manager Conference

Thursday 22 September 2016

Leadership through change: making the most of your staff



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

Venue: Woburn House, 20-24 Tavistock Square, London [WC1H 9HQ](#)

Cost: £120 (inclusive of VAT) for attendees from Londonwide practices
£150 (inclusive of VAT) for attendees from practices from other areas
Lunch and refreshments included

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

Leadership through change: making the most of your staff
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Workshop name	Practice Manager Conference
Target Audience	Practice Managers
Duration	9am-4:30pm
Format	A combination of seminars and practical workshops
Overview:	<p>The aim of the programme is to provide delegates with the tools to deal with the changing environment of general practice.</p> <p>A key note speaker will address the issue of change and how to get others on board.</p>
Aims:	<p>To provide delegates with knowledge and guidance in the following areas:</p> <ul style="list-style-type: none">• GP State of Emergency• a changing workplace• managing capability• leadership in federations• coaching and mentoring• employing health care assistants• successful conversations with GP partners• how to find the will to keep going
Learning Outcomes	<p>Delegates will acquire the skills to:</p> <ul style="list-style-type: none">• manage requests for un-resourced work• identify and communicate, to patients, activities that aren't covered by the core contract• perform a capability review• challenge staff behaviour• identify the difficulties and benefits of recruiting specialised staff• find inspiration in their daily routine to be able to experience joy and meaning in general practice• be inspired to be the best leaders in challenging circumstances

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Booking Form

Leadership through change: making the most of your staff

Thursday 22 September 2016

The cost for attendance per delegate at this workshop is **£120 (including VAT) for attendees from Londonwide practices** and **£150 (including 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 choose the pay by BACS option for the attention of Karen Cooper karen.cooper@lmc.org.uk at Londonwide LMCs, Tavistock House, Tavistock Square, London, WC1H 9LG by Friday 16 September 2016. Please complete and save this form before emailing it.

Name: _____

Practice/contact details: _____

Postcode: _____ Email address: _____

Dietary/Access requirements: _____

Please tick the appropriate box for your payment preference: BACS cheque

If you choose the BACS option you will receive a separate email with bank account details for payment.

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. In regards to data, the only data that may be shared would be name, profession, practice name and/or practice area.

The fee includes lunch, refreshments and a copy of the event documentation and is inclusive of VAT.

Cancellations/Substitutions

Cancellations made at least four weeks before the event date will be charged at 10% of the total cost. Cancellations made between this date and at least two weeks before the event date will be charged at 50% of the total cost. Cancellations made after this date will be charged the full total cost. 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.

Cancellation period	Discount
At least four weeks before the event date	10% of the total cost will be charged
At least two weeks before the event date	50% of the total cost will be charged
Less than two weeks before the event date	100% of the total cost will be charged

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. Both Londonwide Local Medical Committees Ltd and Londonwide Enterprise Ltd are registered as Data Controllers with the

Information Commissioner's Office, as required under the Data Protection Act 1998. Londonwide LMCs Ltd registration number is Z1239475 and Londonwide Enterprise Ltd is Z1965945. In order to deliver our services to you, we need to process and store your personal information, which will be done in a secure manner. 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. If you do not wish to receive these communications, please tick the box below.

By ticking this box, I confirm that I do not wish to receive further information on events or services provided by Londonwide LMCs Ltd or its subsidiary Londonwide Enterprise Ltd.

By ticking this box, I confirm that I would like to receive information from carefully selected partners/associates/exhibitors, which provide health care related services, products or information.

If you change your mind in the future regarding the receiving of communications from Londonwide LMCs Ltd, Londonwide Enterprise Ltd or selected third parties, please confirm this in writing to Paul Tomlinson, Company Secretary (Paul.Tomlinson@lmc.org.uk).

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.

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 LMCs Ltd and 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
- Venues and their staff – this will be followed up and a review undertaken on whether to use those facilities again.

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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