

A new national network and toolkit for Practice Managers

Practice managers don't need to be told how to run a business, but everyone can do with a little help from time to time. Two new sources of support are on hand.



Get networked – 1,200 practice managers already have

The Practice Management Network is a new national network run by practice managers for practice managers.

During the next few months, the network will be contacting local groups and making links, finding out what's important to you and how it can support you. In particular, the network will look at contributing to the policy agenda, sharing good practice and championing professional recognition.

To find out more, visit the website and sign up today at www.networks.nhs.uk/practicemanagement

'The Practice Management Network is a terrific opportunity for us all. With the backing of established organisations and the Practice Manager's voice to the fore, finally we may be heard. Together we can make it work.'

Sam Clark
Practice Manager, representative of AMSPAR

'The Practice Management Network is a wonderful opportunity for frontline managers to contribute to the direction of healthcare policy. It is driven by working practice managers who know how important it is to keep up to date.'

It combines excellent links to policy thinkers with the practical provision of useful documentation, current guides and information from the organisations supporting this exciting development.'

Geraldine Taggart-Jeewa
Practice Manager, representative of the Family Doctor Association

'Practice managers have been described as the NHS' greatest secret. No longer! The rapidly expanding role and remit of the modern Practice Manager as strategist, service provider and commissioner guarantees a higher profile for practice management. It creates a need for greater support which this new Network will help to provide. The NHS has much to learn from Practice Managers, whose productive joint leadership role with clinicians could become the prototype for a future NHS Management that fully engages clinicians. The new network will establish Practice Managers as a credible force for change in the NHS, and enable them to bring about this change as well as providing a vital debating forum for their future.'

Wendy Evans
Practice Manager, representative of NHS Alliance

Good practice at your fingertips

The network has already published a comprehensive toolkit. **Improving access, responding to patients – a how-to guide for GP practices** is a complete source of good practice.

It's packed with top tips and examples of real-life success stories, showing you how to make a real difference to patients and to the working lives of staff.

So whether you want to set up an internet booking system, install a surgery pod, improve your telephone infrastructure or establish an SMS appointment system, you can get advice from someone who's been there.

The toolkit will also be invaluable to all those who are involved in delivering primary care services.

If you're a practice manager and you haven't received your practice management toolkit – or you want extra copies – you can download it from www.networks.nhs.uk/practicemanagement

Calling all suppliers!

Do you offer support or services that can help practices improve their service for patients? Then we want to hear from you.



Our online, interactive version of **Improving access, responding to patients – a 'how-to' guide for GP practices** will feature a directory of suppliers. There you'll be given the opportunity to showcase your products and systems, describe the practical benefits and leave your contact details.



If you want to be included, go to www.networks.nhs.uk/practicemanagement and complete the online form.

influencing
sharing
developing
supporting
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uniting



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