

# Primary Care Management Development Programme

## Newsletter 2 – August 05

---

Welcome to the second newsletter in a series designed to prepare you for the online modules commencing later in 2005.

You should by now have received your delegate handbook and password to allow you access to the programme's website. Once on the website you will be able to confirm your password, familiarise yourself with the introductory module and complete the online self-assessment questionnaire. Please take some time to familiarise yourself with the site before the online modules become available.

If you have paid your invoice, but not received your delegate information pack please contact Donna Leggatt, Programme Administrator, as soon as possible.

The facilitators are now being appointed. Further information on the local facilitators along with their contact details will be posted onto the website as soon as they are available.

The programme is supported through the robust structure of a steering group and an educational advisory group, both of which meet bi-monthly. The steering group is made up of stakeholders from each of the partner organisations. Their remit is to monitor the progress of the programme and to steer its development. The educational advisory group will define the educational framework, review all materials and explore the weighting structure for the portfolio of evidence that will be used to support your progress through the programme. If you have any comments to feed into either group you can do so by contacting Caroline Pike, Programme Lead.

Contact details for both Donna and Caroline can be found on the final page of this newsletter.

## Partner organisations

In newsletter 1 we touched on the work of the NHS Clinical Governance Support Team (CGST; [www.cgsupport.nhs.uk](http://www.cgsupport.nhs.uk)), the National Primary Care Development Team (NPDT; [www.npdt.org.uk](http://www.npdt.org.uk)), and a key sponsor, the Working in Partnership Programme (WiPP; [www.natpact.nhs.uk/wipp/6.htm](http://www.natpact.nhs.uk/wipp/6.htm)). In this newsletter we would like to give you some further details about WiPP and the different types of project they are supporting across the NHS.

## WiPP

The objectives of the WiPP include:

- identifying those situations in which patients could be enabled to manage their own conditions and use services effectively, or where the services could be offered by other health professionals, especially where these services could be accessed more easily and more cost-effectively than through traditional general practice
- scoping, evaluating and encouraging the spread of existing good practice and projects in key areas such as self-care, minor ailments and non-GP-led models for the management of long-term conditions
- where gaps in current practice are identified, commissioning new initiatives to take forward the Working in Partnership in Primary Care agenda
- supporting the sharing of good practice by networking with the Department of Health

and other key stakeholders to champion these issues in discussions across Government

- working across the broader programme of support for implementation of new contractual forms in primary care to ensure that the WiPP schemes are integrated into the wider agenda and sustained over the longer term.

The WiPP is supporting 13 programmes, and these are listed below:

- Primary Care Management Development Programme
- Workload Analysis Toolkit
- Good Practice
- Sickness Absence Management
- Making Sense of Health
- Self Care for Primary Healthcare Professionals
- Self Care for People
- Joining up Self Care in the NHS
- Collaborative for Demand Management of Common Mental Disorders in Primary Care
- Improving the Management of Repeat Medication in Primary Care
- Vocational Training Scheme for General Practice Managers
- General Practice Nursing
- Facilitating the Employment, Training, Development and Integration of Healthcare Assistants.

For further information about any of these programmes, please visit their website at [www.workloadmanagement.nhs.uk](http://www.workloadmanagement.nhs.uk).



## ACORN AWARDS 2005

### Judging criteria: Innovations in Practice Management

Judges: Dr Michael Dixon, Wendy Evans, Ray Wilcox

#### **Innovation and good practice**

This award will give equal weight to innovation and to building on existing good practice. Managers should demonstrate:

1. to what extent the work carried out in your practice is innovative
2. to what extent it builds on existing good practice.

#### **Impact**

The judges will look for evidence of the impact of the innovation you have introduced, for example:

1. how it fulfils the needs of patients and helps to develop improved services
2. how it helps the development of practice management
3. how it helps to support and assist with the development of practice management colleagues
4. how it has helped to deliver positive changes or continual improvement in the way that services are delivered.

#### **Patient outcomes**

1. Entrants should be able to demonstrate that clear improvement in direct or indirect patient outcomes has been achieved.
2. Describe what changes have resulted.
3. Outline how affordable patient benefits are sustained.

Entries should relate to achievements in the year 2004/2005. The judges do not wish to be restrictive about the information you provide or how it is presented, but ask you to limit entries to four sides of A4. You can include tables or graphics if you wish, but any material exceeding the four sides of A4 limit will be disregarded. Please submit your entry by 31 August 2005 by email or via the NHS Alliance website. Entry forms can be obtained from Kaye Locke ([acorns@nhsalliance.org](mailto:acorns@nhsalliance.org)) or downloaded from the NHS Alliance website ([www.nhsalliance.org](http://www.nhsalliance.org)).

Other categories of ACORN award include: Service redesign, Patient & public involvement, Public health and Clinical governance.

### Useful website

[www.mindtools.com](http://www.mindtools.com)

Since 1999, Mind Tools has helped improve the management skills of more than 8,500,000 visitors. The site does away with management jargon and offers straightforward advice in more than 100 of the most important skills in nine essential areas. These skill areas are:

- time management
- stress management
- memory improvement
- information skills
- practical creativity
- problem solving
- decision making
- project planning and management
- communication skills.

This website is well worth a visit.

### Contacts:

For any general queries regarding the Primary Care Management Development Programme please contact:

**Donna Leggatt**

Programme Administrator

E-mail: [donna.leggatt@NCGST.nhs.uk](mailto:donna.leggatt@NCGST.nhs.uk)

Tel: 0116 295 2085

For queries relating to programme content please contact:

**Caroline Pike**

Programme Lead

E-mail: [caroline.pike@NCGST.nhs.uk](mailto:caroline.pike@NCGST.nhs.uk)

Tel: 07970 836958