

IGPM UPDATE  
AND THE 10  
COMMANDMENTS  
OF PRACTICE  
MANAGEMENT

The graphic features a bright yellow background with four line-art icons: a hand holding a document with a flowchart, a hand holding a smartphone, a hand holding a pencil, and a hand pointing at a tablet displaying a pie chart. The IGPM logo is centered at the bottom.

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# HELLO!

I am Peter Maynard  
I am Executive Partner  
and Practice Manager at  
Horfield Health Centre  
Contact me on  
[peter.maynard1@nhs.net](mailto:peter.maynard1@nhs.net)

A photograph of Peter Maynard, a man with a beard and glasses, wearing a light blue shirt and a colorful patterned bag. He is sitting at a desk with a computer monitor, a blue water bottle, and a lamp. Behind him is a wall with a colorful floral pattern.

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# The Institute of General Practice Management.

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Two years on, and  
look how far we've  
come






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## TIMELINE



Month	Year	Milestone
Nov	2020	The first inklings
Dec	2020	IGPM is formed
Feb	2021	Over 400 members and started to gain traction
May	2021	First meetings with NHSE Primary Care leaders First regional reps appointed First media campaign - "If I die it will be your fault"
June	2021	Engage with BMA and PCSE. RCGP, CQC, NHSE and others follow
July	2021	Engage with local training hubs and CCG's around the country seeking support for PM retention and development Very mixed results!!
August	2021	Public statement about exclusion of practice managers from New to Partnership Scheme
Nov	2021	First IGPM survey results compiled - over 1600 responses
Dec	2021	IGPM Accreditation framework completed. IGPM also contribute to Gender Identity Toolkit for general practice
Mar	2022	IGPM issues detailed response to 2022 NHS General Practice Contract arrangements
April	2022	IGPM co-creates South West Primary Care Conference with the South West Primary Care Academy
July	2022	First PM's accredited using independent verification

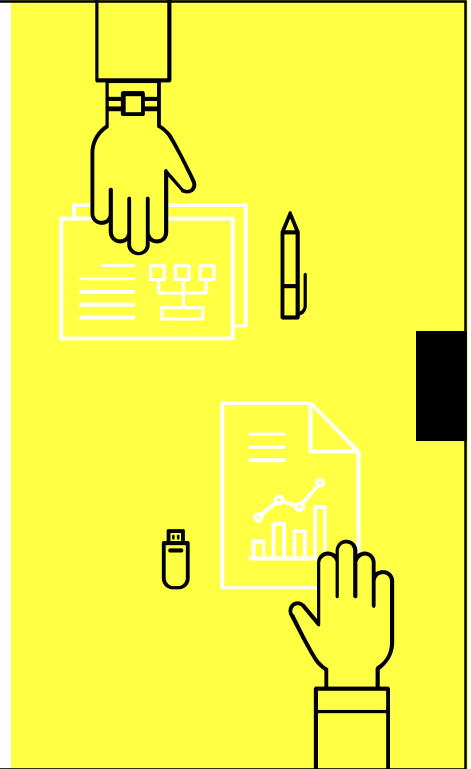


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## The 10 commandments of practice management



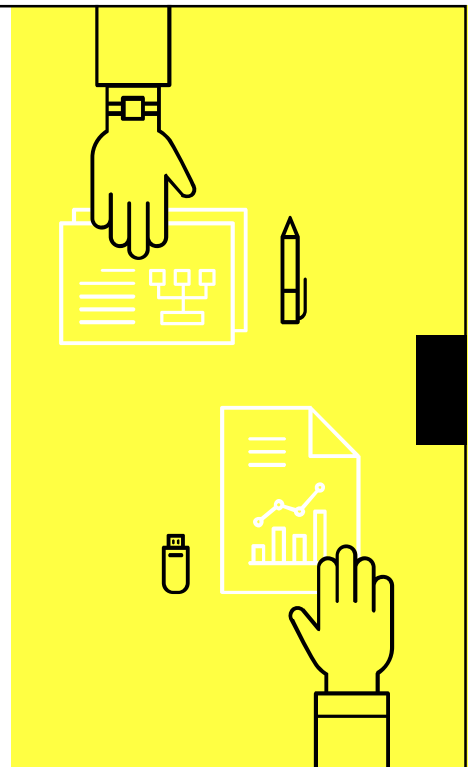
The Art of Disruption



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## The 10 commandments of practice management

1. Find the right practice
2. Identify your tribe
3. Don't reinvent the wheel
4. Get the important stuff done
5. Focus on your skills
6. Its OK to say no
7. Be present in your community
8. Be fair and honest
9. Plant seeds
10. Join the IGPM and get accredited



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*The current position is that we will continue to focus the new to partnership scheme on clinical staff only, and look to develop an offer for practice and PCN managers as a group.*


**NHS England, September 2021**  
(New to Partnership Scheme introduced April 2020)



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# ACCREDITATION



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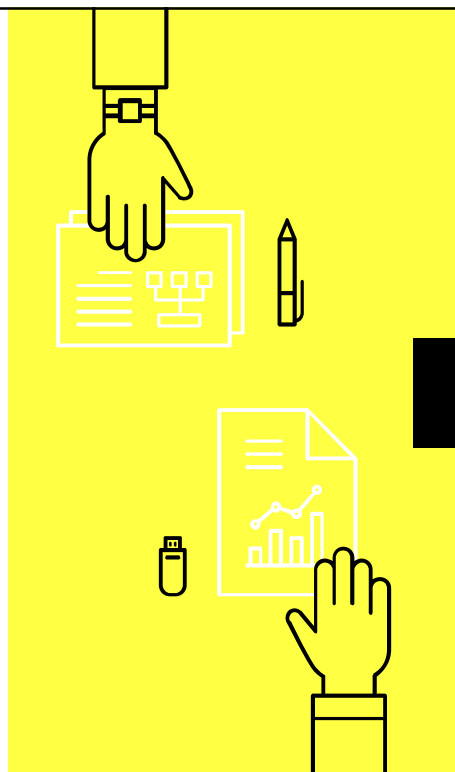
## Accreditation

### Eligibility

- ▶ In substantive management role in general practice for not less than 2 years
- ▶ Not be in breach of any article in the IGPM Membership Document
- ▶ Not be subject to any pending or active disciplinary action
- ▶ Be a currently paid member of the IGPM (of course!!)



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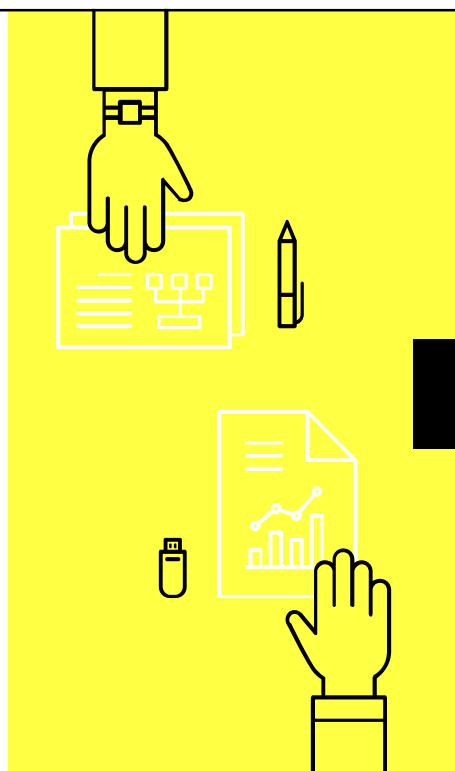
## Accreditation

### Application: 10 domains

- ▶ Qualifications and achievements
- ▶ Personal qualities, professional development and working with others
- ▶ Leadership, level of responsibility and accountability. Strategic planning, vision and decision making
- ▶ Managing and improving patient services
- ▶ Working with patients
- ▶ Workforce
- ▶ Financial proficiency and practice stability
- ▶ Estate and Facilities management
- ▶ Working with other organisations and service providers
- ▶ Probity, legal and compliance, governance



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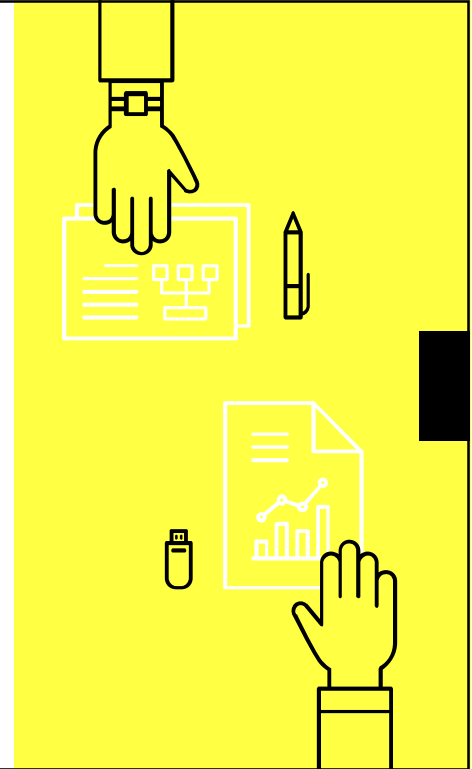
## Accreditation

### Evaluation

- ▶ Must demonstrate required proficiency detailed in framework
- ▶ Comprehensive evidence required
- ▶ Need evidence in each of the domains
- ▶ Robust process
- ▶ It's not meant to be easy!!



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## Accreditation

### Costs

- ▶ Membership £50 per year
- ▶ Accreditation £280
- ▶ Resubmission £120

### How long does it take to complete?

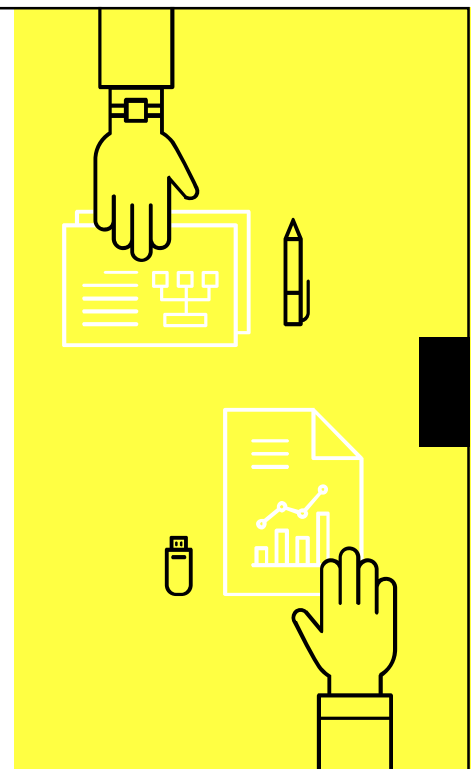
- ▶ Anything from an evening to a whole weekend

### Successful applicants?

- ▶ Awarded MIGPM status



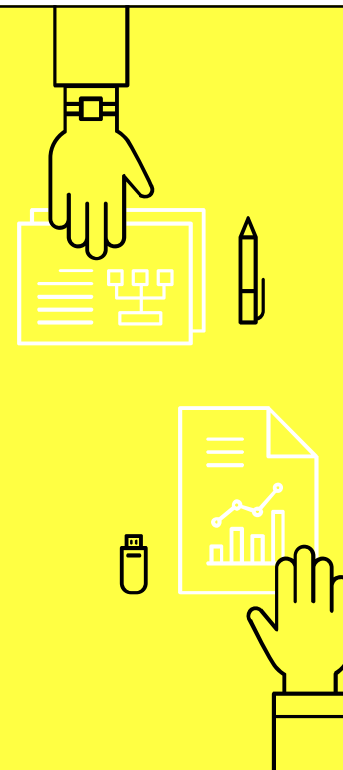
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## Accreditation

So what are you waiting for?



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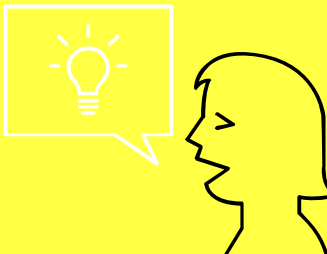
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*Practice managers and other non-clinical leaders play a pivotal role in ensuring GP practices deliver good or outstanding patient services*

**Dr Mani Hussain**  
**Director of Primary and Community Care Regulatory Leadership**

*Practice Managers have always been the backbone of general practice. A partnership between GP's and PM's is the only way that a practice can thrive.*

**Dr Farzana Hussain**  
**Co-chair, NHS Confederation PCN Network**



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## Our promise

- Our leadership majority will always be people working in Practice Management
- We will never be a for profit organisation. Any surplus money will always go back into our membership
- The views of our members will always be the most important part of our constitution

**#PMpower**  
**Join us at The IGPM**





[igpm.org.uk](http://igpm.org.uk)  
[info@igpm.org.uk](mailto:info@igpm.org.uk)  
[@TheIGPM](https://www.instagram.com/TheIGPM)