

IGPM UPDATE
AND THE
PRACTICE
MANAGER VIEW

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

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National
Lead
Wales

Mr Gareth Thomas MSc
Business Manager
West Quay Medical Centre
Barry

Contact: gareth.Thomas16@wales.nhs.uk

The slide features the IGPM logo on the left. The right side is split into a photograph of a beach scene and a yellow background containing a portrait of Mr Gareth Thomas MSc, his title and location, and contact information.

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North Wales Representative



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Ms Deborah Kalaji
Practice Manager
Canolfan Iechyd Amlwch
Anglesey

Contact: deborah.kalaji@wales.nhs.uk

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Directors



Kay Keane
Business Manager
Alvanley Family Practice
Manchester



Jo Wadley
Business Manager
St Lawrence Surgery
Sussex

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Robyn Clark
PM Partner
Kingswood Health Centre
Bristol



Nicola Davies
Practice Manager
Roseland Surgeries
Truro

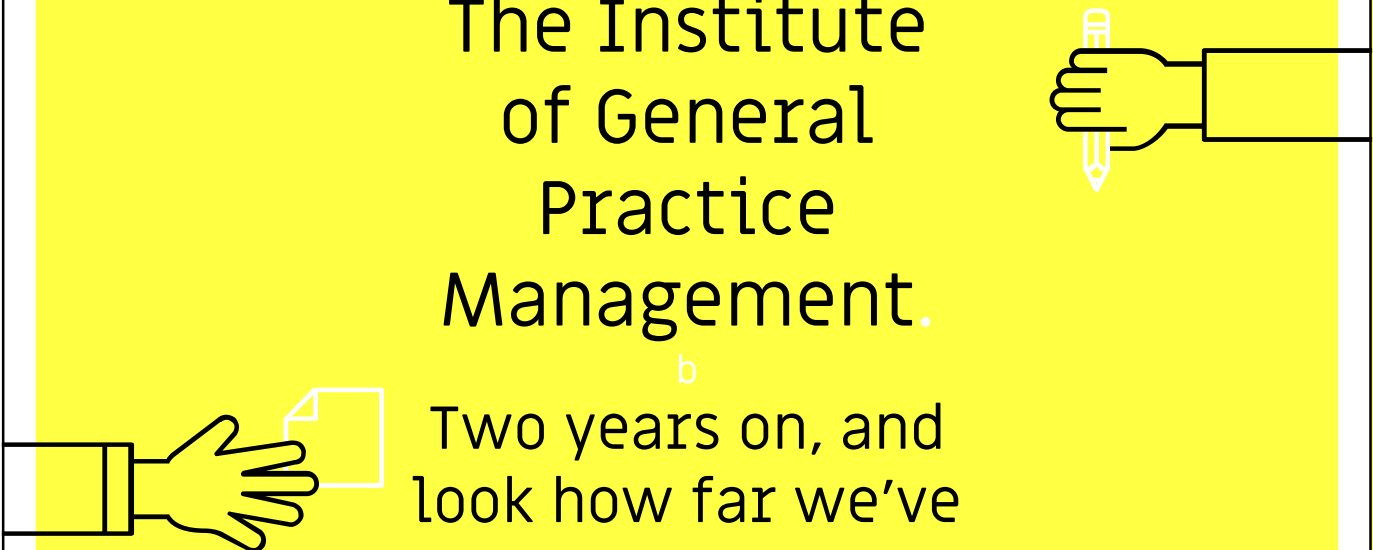

Ali Daff
Business Manager

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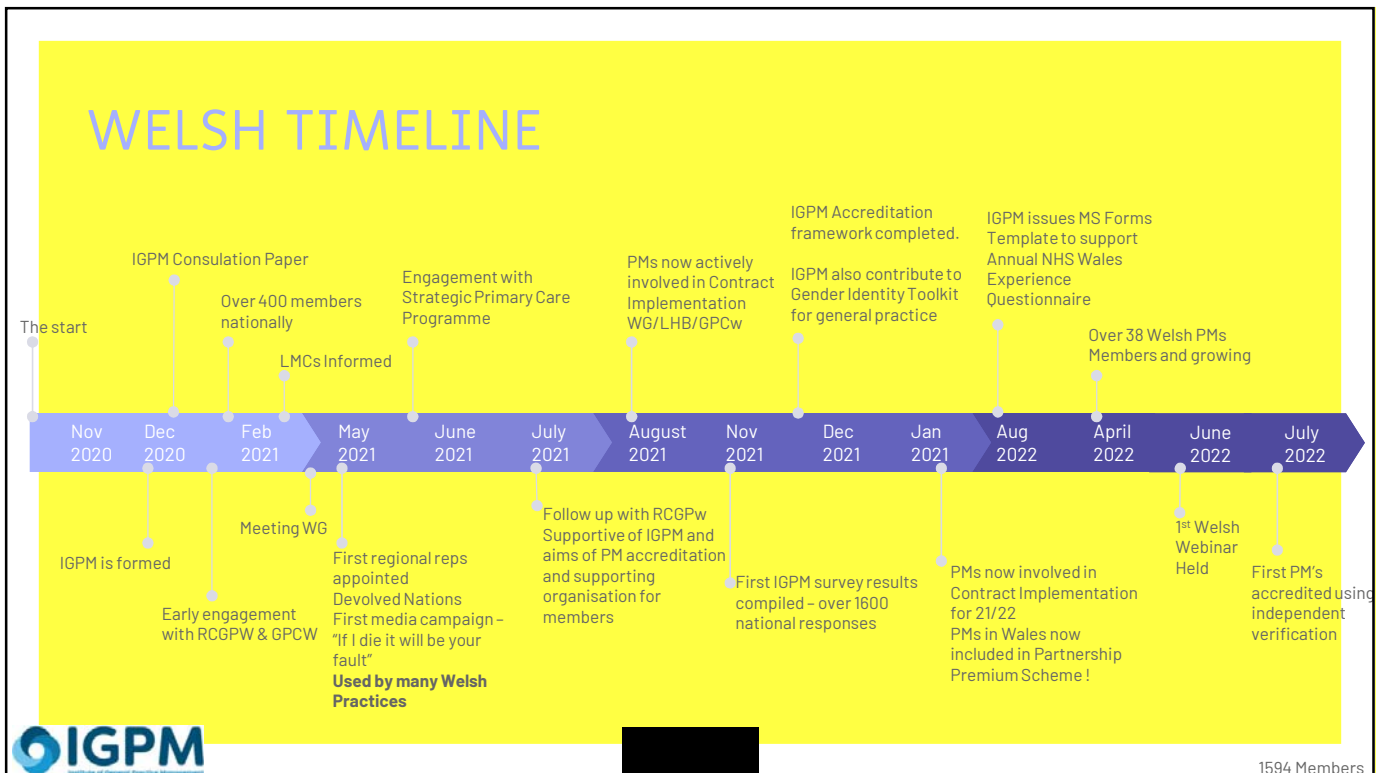
The Institute of General Practice Management.

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

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October 2022 First Accredited Management Colleague in Wales !

“It is important that general practice managers have recognition of their profession and I am really proud to now be formally accredited by the IGPM”

Graeme Hunter
Rheolwr Busnes / Business Manager
Pencoed Medical Centre

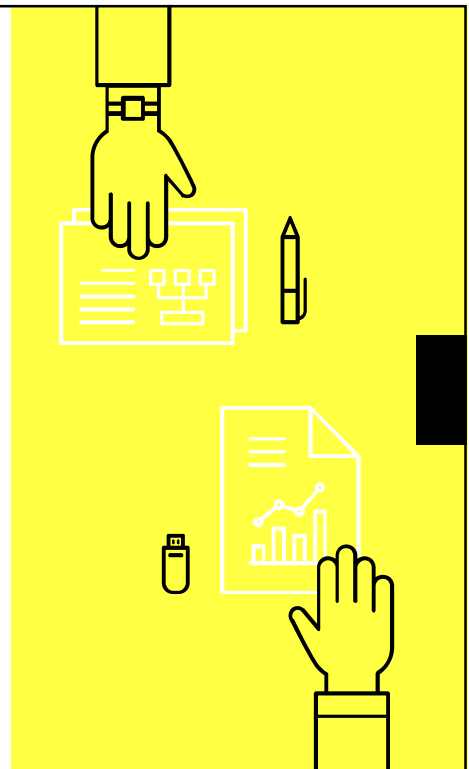


October 2022
Engagement with Health Education Improvement Wales on how support for non-clinical staff including Practice Management Staff can be supported in the future, this may align to IGPM Accreditation Scheme

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Quick Yes / No Round

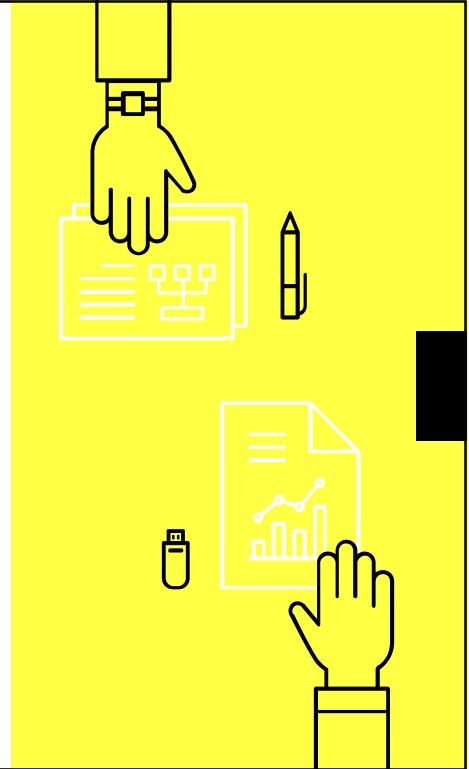
1. Have you had an appraisal in the last 2 years?
2. Do you feel your job as a PM/BM is seen as a profession?
3. Do you look forward to each new day at work?
4. Do you get regular feedback on the work you do?
5. Are you asked for your opinions and are these taken on board to make improvements in practice?
6. Do you get protected time to learn and develop as part of your CPD?




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Why should I become a member ?

1. £50 + VAT (should be funded by practice)
2. Associate Member
3. Become part of a great community recognising your profession
4. Get access to many resources and webinars
5. Tap into other PM/BMs thoughts/views UK wide
6. Regular Newsletter
7. Aim to become Accredited



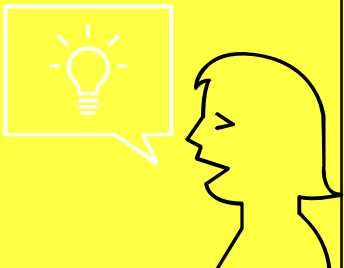
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The Institute of General Practice Management is a brand new professional body. It is specific to our profession in the same way as RCGP is specific to GPs.

Josiane Wadley, IGPM Director





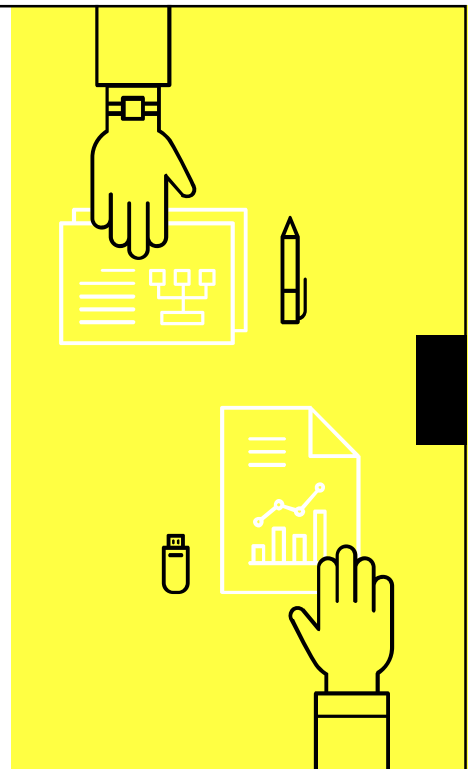
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ACCREDITATION

Accreditation

Eligibility

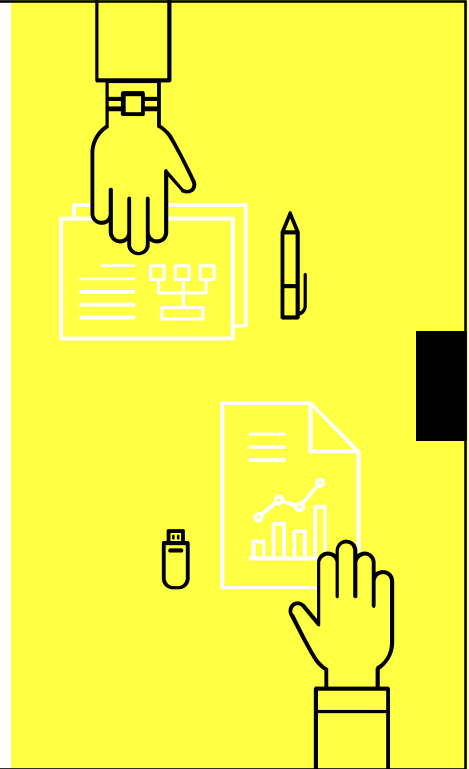
- ▶ In substantive management role in general practice for not less than 2 years
- ▶ Not be in breach of any article in the IGPM Membership Document
- ▶ Not be subject to any pending or active disciplinary action
- ▶ Be a currently paid member of the IGPM (of course!!)



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

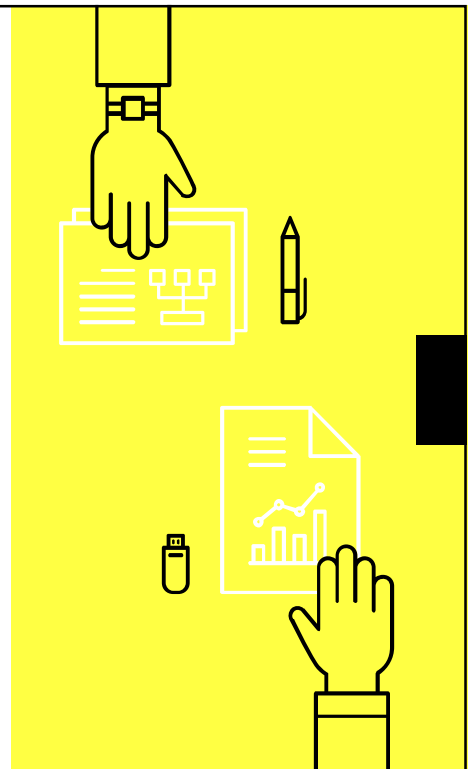


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Accreditation

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?

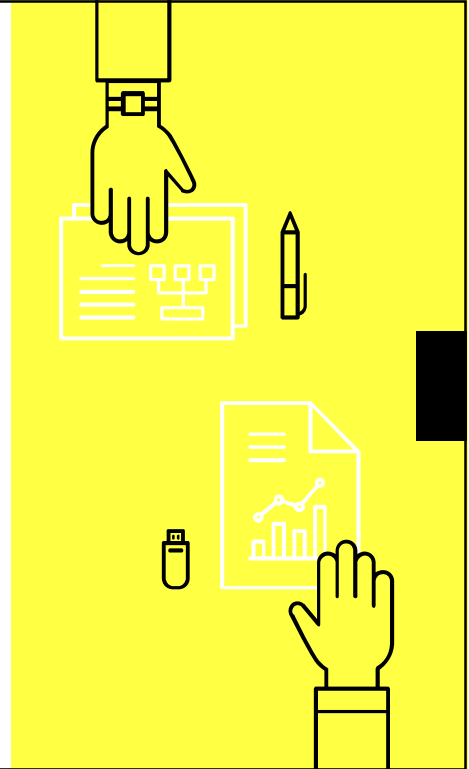
- ▶ Anything from an evening to a whole weekend

Successful applicants?

- ▶ Awarded MIGPM status



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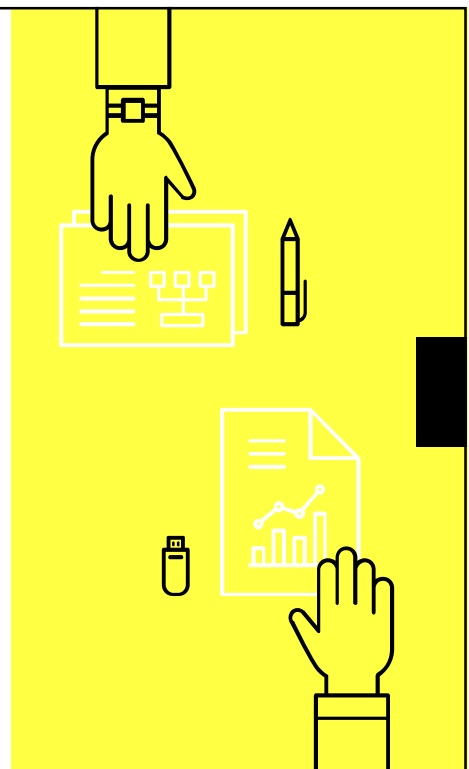


Accreditation

So what are you waiting for?



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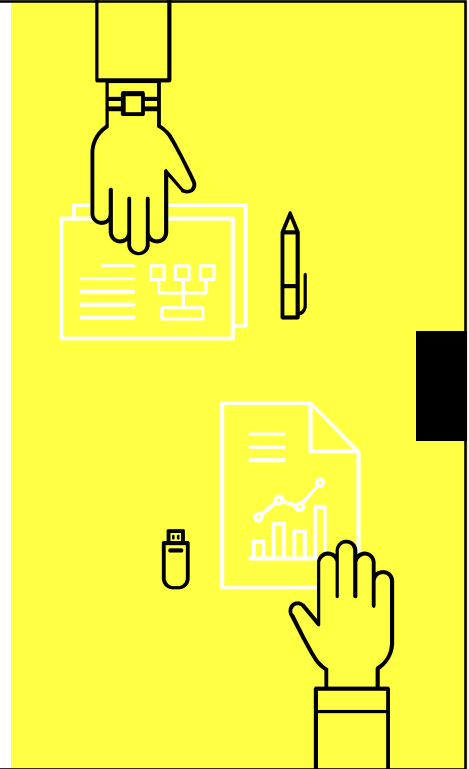
The 10 commandments of practice management



The Art of Disruption

[Magid Magid](#) - Compassionate Disrupter

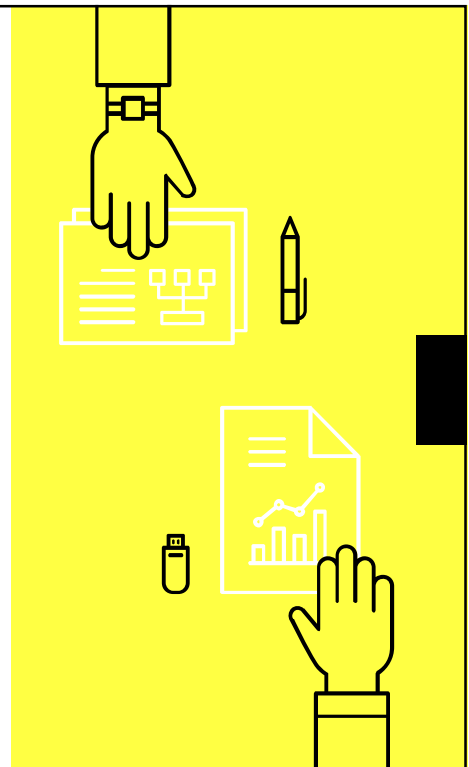
Member of the European Parliament representing Yorkshire & the Humber, Mayor of Sheffield, and an elected councillor representing his community



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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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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
info@igpm.org.uk
@TheIGPM

Speak to myself/Kay during
Breaks/Lunch