



Network for
Practices Ltd

www.networkforpractices.co.uk

Trainer Information

Richard is an experienced senior manager within the NHS having joined the sector in 2006 from the military where he became head of NHS Fraud Investigation prior to moving on to working for NHS England at the Strategic Clinical Network. He has since taken up senior roles in primary care across England and Wales which have included positions as primary care business/program manager. A seasoned trainer in a variety of sectors since 1998, but predominantly in health management education. His passion is in supporting and delivering primary care development having been an integral training provider of the GP Forward View role out across the UK prior to taking up his most recent position as a Primary Care Business Manager in North Wales.

Booking Information

To book a place/s email

bookings@networkforpractices.co.uk

Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £25 charge will be applied to cancellations/DNAs. Payment is required within 14 days from date of invoice.

Workflow Management – Review Your Processes

Date: 20th May 2021
Times: 1330 - 1630
Venue: Microsoft Teams Online Platform
Places available: 12

Fee/s:

NfP Members	£55
Non Members	£100

This workshop is suitable for: All primary care staff, clinical and non-clinical in addition to chosen patient representatives

Introduction

This half-day workshop is aimed at those organisations or individuals who are keen to explore the benefits of introducing workflow optimisation into their administrative processes to aid clinical working demands. Such introduction ease workloads and enable administrative staff to take greater involvement in easing burden within the workplace while upskilling. Often known as correspondence management, this workshop will help your organisation considerably in their pursuit of effective, efficient workflows.

Aims

This workshop is aimed at delivering positive attitudes and effective, efficient processes enabling the optimizing of administrative workflow streams.

Learning Outcomes

By the end of the workshop, you will have:

- Gained positive attitudes towards implementing change in a key area of clinical demand, that of administration
- Identified the barriers to change and understood the benefits of effective correspondence management
- Gained the confidence to set out the first steps and structure required to optimize your clinical correspondence
- Produced the outline of your 'workflow optimization' protocols and flowcharts relevant to effective process implementation
- Discussed and evaluated the workflow optimization implementation process
- The tools to apply your change to a process that reduces GP demand.

Registered Office: Frome Medical Centre, Enos Way, Frome, Somerset, BA11 2FH

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