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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 as well as delivering conflict management and physical intervention strategies to a number of NHS trusts in the North West of England. He has since taken up senior roles in primary care across England and Wales which have included positions as primary care business/program manager. His passion however is in delivering primary care development having been an integral 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.

Improving Workflow Implementation

Date: 24th March 2021
Times: 0930 – 1230
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 currently applying workflow optimisation into their administrative processes to aid clinical working demands and now seek to refine and improve the processes in order to gain greater value and outcome. Additionally, it introduces effective outcome measurement tools, benchmarking against other effective processes and facilitates discussion on how your specific bespoke process could improve – an important session to those who have taken the first step in workflow optimisation.

Aims

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

Learning Outcomes

By the end of the workshop you will have:

- Conducted an effective and friend critical evaluation of your current workflow optimisation processes;
- Identified key areas and opportunities for improvement;
- Been provided with the tools to apply improvement to your current workflow optimisation processes;
- Good benchmarking from other systems;
- Have the confidence and knowledge to push your current processes to a further level.

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

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