

# MASTERING GENERAL PRACTICE MANAGEMENT



# Navigate challenges, inspire teams, and drive change

GP practices are at the heart of our communities, but the pressures they face are greater than ever. For Practice Managers, deputies, and aspiring leaders, the challenges can feel overwhelming—balancing operational demands, managing teams, navigating complex regulations, and meeting the needs of patients, all while trying to stay ahead in a fast-changing environment.

At Conexus Healthcare, we know how vital Managers are to the success of general practice. We also know that their development has often been overlooked. That's why we've created the **Mastering General Practice Management**—a course designed to meet the real needs of primary care leaders.

This isn't just another training programme. It's a practical, hands-on learning experience built around the unique challenges of managing a GP practice. From preparing for CQC visits to developing high-performing teams and leading through change, the programme is designed to provide the skills, confidence, and strategies needed to thrive in today's primary care landscape.

As an award-winning, accredited learning provider and GP confederation, we're passionate about making a real difference in primary care.

The Mastering General Practice Management Programme is more than a course; it's an investment in the future of primary care leadership.

## Who the course is for

Practice Managers, Deputy Managers, Admin Supervisors, Reception Supervisors, and aspiring leaders in primary care.

Ideal for anyone looking to develop their leadership skills and build resilient teams, this programme provides a solid foundation for success in management roles.

## How long the course lasts

The course consists of 8 modules, each delivered over half a day.

Sessions are scheduled approximately 3 to 4 weeks apart, allowing participants to complete the programme in around 6 months.





## Benefits to learners

This interactive course is designed to enhance the expertise and confidence of primary care managers and aspiring leaders. It covers practical tools and strategies, including tips on contract management, preparing for CQC assessments, and managing staff issues, such as sickness and conduct challenges.

Beyond gaining technical know-how, participants have the opportunity to network and exchange experiences with peers, learning from one another's successes and challenges. This collaborative environment boosts problem-solving skills and strengthens confidence, empowering practice managers to handle their daily responsibilities with ease.

## Course overview

Learners will benefit from access to our Learning Management System (LMS) - a central hub for all course materials and progress tracking where everything is conveniently stored, making it easy to stay organised throughout the course.

Before each module, learners will receive pre-reading, preparatory tasks, and key information via the LMS. These materials are designed to enhance understanding and will be reviewed and discussed during the sessions, maximising engagement and learning.

Each module includes a short assessment which provides learners with an opportunity to consolidate knowledge, track progress and enhance understanding.

Additionally, learners will receive detailed workbooks for each module. These comprehensive resources contain valuable guidance, information, and tools, serving as a long-term reference to support ongoing professional development.

## Modules included

- **Complaints Handling**
- **CQC Masterclass**
- **Risk Management**
- **Managing Sickness, Absence & Performance**
- **Project Management**
- **Contract Management**
- **Workforce Planning**
- **Recruitment**



# Course Module Details

## Complaints Handling

This module is designed to help you and your practice team manage complaints more effectively while improving patient service. It provides insights on meeting regulations, understanding GMC, CQC, and PHSO expectations, and mastering best practices for complaints handling. You'll learn the value of a sincere apology and how commissioning changes impact GP complaints. By the end, you'll gain strategies and confidence to handle complaints effectively and improve your practice's approach.

*"The session was incredibly useful, particularly the discussions on the legal and regulatory aspects of complaints handling. The workshop was well-structured and highly beneficial—something I know my colleagues will also find valuable."*

## CQC Masterclass

This module delves into the latest CQC frameworks and the challenges currently encountered in primary care. You will acquire practical solutions and strategies to confidently navigate CQC assessments, ensuring that your practice is always prepared for inspection.

*"A lot of good information on how to prepare for an inspection. Also, good to see examples of good and bad practice from other practices inspections."*

*"I'm an officer manager who is becoming more involved in CQC assessments and obviously deal with a lot of areas covered. I wanted to be better informed of what would be needed and what would be expected from us as a surgery."*

## Risk Management

Unlock the essential skills to manage risks in your practice with our risk management module. It offers practical tools to identify, assess, and manage both clinical and non-clinical risks. Focused on enhancing safety and efficiency, it's the perfect opportunity to build a proactive approach that strengthens your practice environment.

*"Interesting, well led session. Useful tips/tricks for risk assessments. Well broken down to different areas of risk management. Relevant examples."*

*"A good interactive session. Interesting to see how different personalities handle risk."*



## ► Managing Sickness, Absence & Performance

This module is designed to help managers navigate every stage of sickness absence with confidence, referencing the NHS Employer Toolkit for best practices. Covering everything from the moment an employee calls in sick to their return or departure, the course equips you with the knowledge and resources to manage sickness absence in line with your practice's local policies and indemnity arrangements.



## ► Project Management

Develop the expertise to plan, execute, and complete projects with confidence. Whether it's improving service delivery or boosting operational efficiency, this course will give you the tools to enhance patient outcomes and drive meaningful change within your practice.

*"The video regarding conduct was really helpful. Also, the workbook with clear guidance around sickness policy will help me ensure my policy is up to date and accurate."*

*"Learning from others and sharing best practice."*

*"The best thing about this module is looking at different ways to plan & manage projects and opportunity to network & understand how other practices work."*



## ► Contract Management

Gain a thorough understanding of the processes behind contract creation, management, and review. Learn how to ensure legal compliance, mitigate risks, and maintain accountability—key elements for safeguarding your practice's interests and upholding high standards.

*"I have no previous experience of contract management and so this has been a very useful insight into the subject."*







## ➤ Workforce Planning

Discover how to build a workforce that truly works for your practice. This session gives you the tools to align your team with patient care needs, streamline operations, and keep everything running smoothly.

*“Useful to see an example of a workforce audit as this is something I'm working on at the moment. Also some good info on resources to use to help plan.”*



## ➤ Recruitment

Struggling to find and keep the right people? Learn how to craft job ads that attract top talent, run interviews that deliver, and onboard staff who stay and thrive. Turn recruitment challenges into opportunities for growth!

*“Really enjoyed the interactions today - learnt so much from different surgeries to help tackle recruitment.”*

## Ready to invest in the future of General Practice Management?

Contact our training & consultancy team on 01924 677987 for more information and a no-obligation quote.



<https://conexus-healthcare.org/training-consultancy/>



[janis.tate3@nhs.net](mailto:janis.tate3@nhs.net)

