

## Agenda

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08.30 – 09.20	Registration and networking		
09.20 – 09.30	<b>Stream 1</b> <b>Chair's welcome and opening statement</b> Jo Wadey, Director, IGPM 	<b>Stream 2</b> <b>Chair's welcome and opening statement</b> Myra Upton, President of AMSPAR 	<b>Stream 3</b> <b>Chair's welcome and opening statement</b> Moira Auchterlonie, Practice Management Network Board & Lay/Patient Reviewer 
09.30 – 10.10	<b>CCG, STP, ICS – what does the change in commissioning mean for my practice?</b> <ul style="list-style-type: none"> <li>Understanding the new structures and what role they play</li> <li>Who makes commissioning decisions</li> <li>What happens to existing relationships</li> </ul> Dr Farzana Hussain, GP, clinical director, Newham Central 1 PCN & LMC committee member	<b>HR and employment update 2021</b> <ul style="list-style-type: none"> <li>What's new?</li> <li>Considerations post-pandemic and post-brexite</li> <li>Remote Working</li> <li>Your toolkit for managing difficult staff</li> </ul> Jill Coote, Senior Partner, Jill Coote & Associates (in association with Croner)	<b>Remote consultations: Transitioning to a sustainable and practical model for using remote technology</b> <ul style="list-style-type: none"> <li>Best practice for use of remote consultations</li> <li>Ensuring remote consultation or triage saves clinical time</li> <li>Patient access</li> </ul> Dr Gysbert Fourie, Acting Deputy Medical Director and Planned Care Clinical Lead, NHS Cambridgeshire and Peterborough CCG
10.20 – 11.00	<b>The legal considerations for PCNs forming a corporate structure</b> <ul style="list-style-type: none"> <li>Practical considerations and future planning for PCNs</li> <li>Types of corporate structures</li> <li>Delivery of services and employment vehicle</li> </ul> Neha Shah, Partner, Primary Care Team, Capsticks Sponsored by 	<b>COVID-19: Did it make us, or did it break us?</b> <ul style="list-style-type: none"> <li>Some areas were galvanised, worked together supporting their patients and themselves</li> <li>Other areas were less cohesive, their response was more fragmented</li> <li>As we move forward to bring about a "new normal"                         <ul style="list-style-type: none"> <li>Who were these changes designed to benefit?</li> <li>What can we learn from the different responses?</li> <li>How do we use this learning in our everyday work?</li> </ul> </li> </ul> Andy Briggs, Independent Management Advisor Sponsored by 	<b>Post Pandemic Surgery Telephony</b> <ul style="list-style-type: none"> <li>What to expect post pandemic and how to rise to the challenge with telephony</li> <li>Support surgery staff and improve surgery efficiency using technology and best practice</li> <li>Better patient outcomes using integration with surgery systems</li> </ul> Antoine Lever, Director, babblevoice.com Sponsored by 
11.00 – 11.40	Exhibition and networking		
11.40 – 12.20	<b>Resilience and wellbeing for you and your team</b> <ul style="list-style-type: none"> <li>What is resilience?</li> <li>Cultivating wellbeing within your team to reduce burnout and improve staff morale</li> <li>Practical tools and techniques to take away</li> </ul> Dr Karen Forshaw, GP and Author, 'How to Rise – A Complete Resilience Manual' Chrissie Mowbray, Chartered Physiotherapist and Author, 'How to Rise – A Complete Resilience Manual'	<b>PCNs and place based care – how do we drive better outcomes for our patients?</b> <ul style="list-style-type: none"> <li>What are PCNs and what's the point?</li> <li>Pros and cons of PCNs</li> <li>Example of how PCNs could work with integrated care organisation in Manchester</li> </ul> Dr Sohail Munshi, GP, Chief Medical Officer, Manchester Local Care Organisation	<b>PPA Master Class – Getting paid in full for your Personally Administered Items</b> <ul style="list-style-type: none"> <li>What items can you claim for?</li> <li>Do your staff do it correctly?</li> <li>Reconciling Open Exeter/PCSE payments with claims</li> </ul> Tracy Hole, Founder, Ash Lane Consulting and Former Practice Manager
12.30 – 13.10	<b>Understanding your NHS Pension Scheme: How well will it provide for your future?</b> <ul style="list-style-type: none"> <li>Membership types and pension sections</li> <li>Increasing your NHS pension benefits and alternative ways of saving for retirement</li> <li>Key Scheme benefits, Covid-19 related changes and pension age discrimination</li> </ul> Sabrina Tambini, Financial Consultant, Wesleyan Sponsored by 	<b>Getting the most out of your Primary Care Premises</b> <ul style="list-style-type: none"> <li>Understanding where to begin when considering a new development</li> <li>An overview of the process and what is involved</li> <li>Tips on what to look out for when redeveloping your premises</li> </ul> Rachel Beverley-Stevenson, Co-founder, Executive Chair, Property Director, OneMedical Group Caroline Day, National Collaboration Director, OneMedical Group Sponsored by 	<b>Managing inbound demand through your practice website</b> <ul style="list-style-type: none"> <li>How your practice website can be an effective tool in controlling and managing access online</li> <li>Tips to increase your website's usability for patients</li> <li>Case study examples of best practice</li> </ul> Thomas Porteus, CEO, Iatro Partners Sponsored by 
13.10 – 14.10	Lunch and exhibition		
14.10 – 14.50	<b>New PCN Service specifications – what do they mean for my practice and PCN?</b> <ul style="list-style-type: none"> <li>Preparing for new services including anticipatory care and new ARRS roles</li> <li>What funding is available and when?</li> </ul> Dr Tom Rustom, GP Principal, Birchwood Medical Practice and Clinical Director, Horley Primary Care Network	<b>Panel session: The irate patient</b> <ul style="list-style-type: none"> <li>Managing patient expectations during increase workload</li> <li>Practical tips for improving relationships and protecting staff</li> <li>What are my rights?</li> </ul> Dr Rob Hendry, Medical Director, Medical Protection Society Hafiza Bhabha, Petworth surgery Practice Manager and RNC Network Manager Dr Ed Pooley, GP JRB Healthcare, Nottingham and Director of Ten Minute Medicine	
14.50 – 15.30	<b>CQC: What's new for primary care regulation? [Stream 1]</b> <ul style="list-style-type: none"> <li>Understanding the implications of the latest regime</li> <li>CQC during and after the pandemic</li> <li>Lessons learnt from the last 12 months</li> <li>Key findings from DNACPR review</li> </ul> Rosie Benneworth, Chief Inspector of General Practice and Integrated Care, CQC		
15.30	Close of conference		

\*We would like to thank our exhibitors for supporting this conference. Unless stated in your programme, they have had no input into the agenda, speaker selection or content.

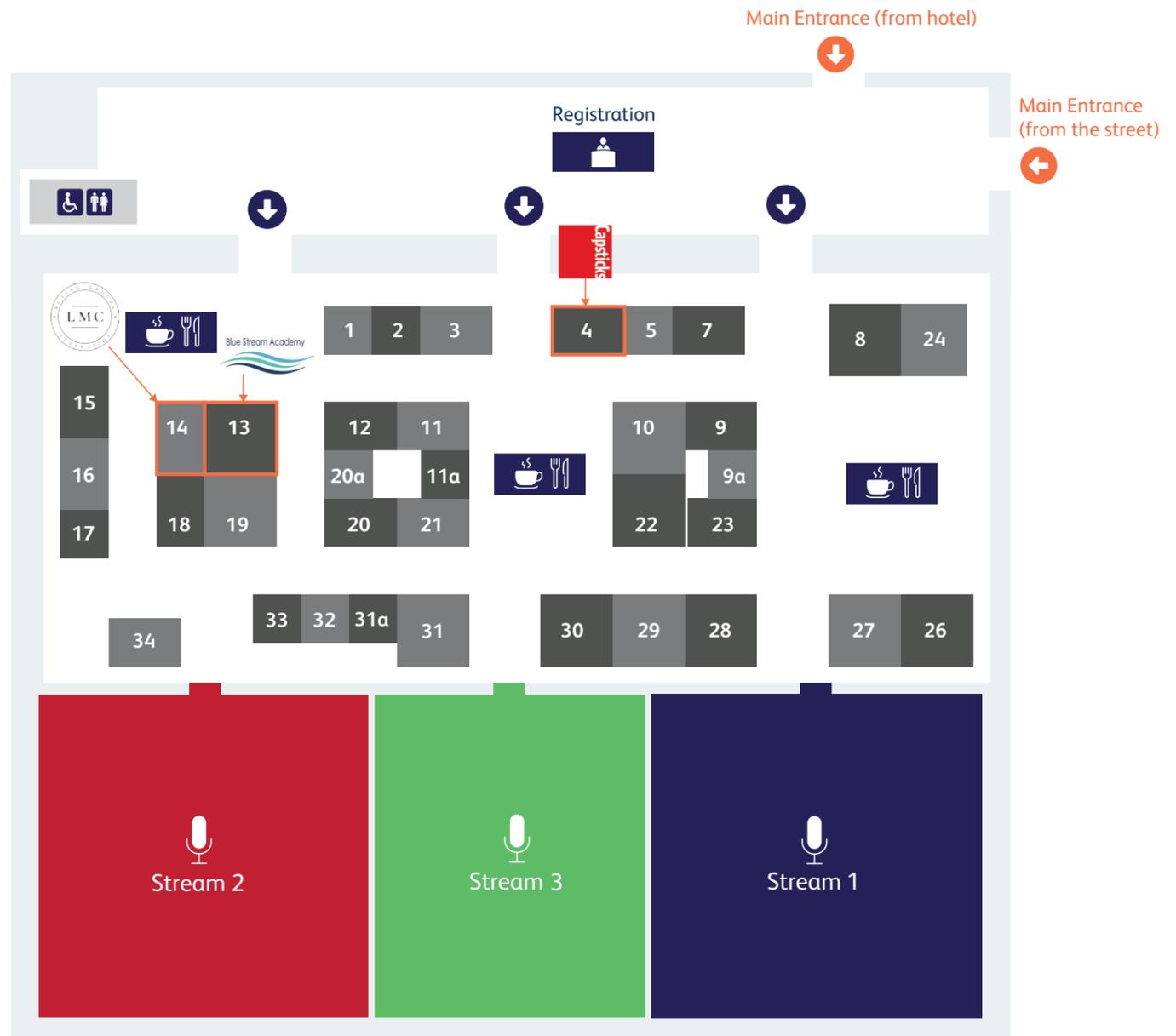
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## Exhibitors and Floor Plan

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20	Aitchison Raffety
16	AMSPAR
9a	Ash Lane Consulting
5	Babble Voice
13	Blue Stream Academy Ltd
4	Capsticks Solicitors LLP
15	Clarity Informatics
2	Codegate LabelTrace
33	Core Prescribing Solutions
22	Dene Healthcare
27	Dictate IT
11	Ethos Voice and Data
28	Healthcheck Services
7	Henry Schein Medical
30	latro Partners
32	Jayex
23	Lantum
14	LMC Buying Groups Federation
11a	Locum PA Ltd
10	Lumos Diagnostics
12	Medisave
18	Moore Scarrott Healthcare
31	One Medical Group
21	Premier Patient Line
29	Prescribing Care Direct
31a	Primary Care Physio
20a	Pulse Intelligence
9	RotaMaster
17	Seal Calibration
19	Seqirus UK Limited
8	Surgery Connect
1	Voice Connect
3	Wavenet
24	Wesleyan



## Event Information

### Admission to sessions

Mobile phones must be turned to silent. The programme is correct at the time of going to press. Any changes will be announced in advance.

You will be scanned into every session by our hostesses or the events team, this is so we can get an understanding of popular topics for future events.

### Certificate of attendance and presentations

Your certificate of attendance and the presentations will be made available, where possible, after the event. You will be able to access these by filling out the post-event feedback form which will be emailed to you within 72 hours.

### Covid-19

If you have symptoms of COVID-19 or are feeling unwell you are advised to leave the event and take immediate steps to book a test.

### Exhibition opening hours

14th September 2021, 08.30 – 14.10

### Handing out literature

The distribution of promotional material, except by exhibitors at their stands, is strictly prohibited. Visitors/delegates are prohibited from selling or promoting any product by word-of-mouth. The organisers reserve the right to remove any literature and to ask the person to leave. This also applies to publishing companies.

### First aid

If first aid is required, please notify staff at the ILEC Conference Centre or a member of the Management in Practice team.

### Cloakroom

The cloakroom will be manned upon arrival and departure. There is no charge.

### Lost property

All lost property will be kept at the registration desk. If you lose any belongings please contact the venue directly or the Management in Practice team at the registration desk.

### Wi-Fi

There is free venue Wi-Fi – connect to ILEC Conference and add the password: ILECFREEWIFI

### Catering

Refreshments will be available during the breaks from the catering points in the exhibition. Lunch is free for all delegates. Delegates will be able to choose one food option from the catering points within the exhibition.

### Photographer

There may be an official videographer/photographer on site. Images and videos will be used by Cogora and our supporters for promotional and marketing material. Please let them know if you do not wish to be photographed.

### Privacy and third party data

Your delegate badge may, with your permission, be scanned by sponsor companies in the exhibition hall and at sponsored sessions. If you allow your badge to be scanned, you agree for

those companies to contact you about their products, events and/or services – some of which may be promotional in nature. This may affect any previous permissions you may have given when registering for this event. If you do not wish to be contacted by our sponsor companies you have the right to not have your badge scanned when visiting a sponsored stand in the exhibition hall or attending sponsored sessions. You can withdraw your consent at any time by contacting the sponsor.

### What to do in an emergency

If it is necessary to evacuate the building, please leave by the nearest fire exit or as instructed by members of the security staff. Do not stay in the building once you have been instructed to leave, and do not stay to collect handbags, valuables, etc.

### We are here to help

Please contact the Management in Practice team through the registration desk.