

The Primary Care and Health Management Diploma Accredited by ILM at Level 5

Advance your career
with an ILM accredited
Diploma!

GP - Federation
Support Unit



Book onto our
Zoom Q&A session
on 24th February
2021 at 1pm [here](#)


Delivered by Virtual Classroom Zoominars™ & live
workshops when regulations allow.

Benchmark your skills, improve your confidence and deliver better service for your patients.

Who is the programme for?

This programme has been designed for existing practice managers and aspiring practice managers in practices of all sizes. It will focus on dealing with fast moving change, improving practice and staff performance as well as refreshing essential management skills.

What's in the programme?

Day 1		Induction, Learning to learn and Writing skills
Day 2		Change management
Day 3		Leadership & team building
Day 4		Time management, delegation and motivation
Day 5		Marketing, Customer service and quality management 10 high impact actions for primary care Improving partnership working
Day 6		Finance and budget management Cost benefit analysis & making business decisions
Day 7		Employment law, equal opportunities & diversity Recruitment & selection
Day 8		Governance in primary care Health and safety Data Management & GDPR
Day 9		Interpersonal skills including assertiveness and emotional intelligence Handling difficult situations Influencing & negotiating
Day 10		Communication and meeting skills
Day 11		Operational & Project management
Day 12		Training, induction, coaching & mentoring
Day 13		Appraisal, objective setting & performance management Discipline, grievance & counselling
Individual presentations		Individual Oral Presentations

 **Zoominar/face to face workshops**  **Zoominar only**

How is the programme delivered?

The programme is delivered through interactive Virtual Classroom Zoominars™, tutorials and post-programme work help to embed learning, knowledge and utilise newly acquired skills.

Precourse work gets you ready for the next session.

Assessment is progressive and there are no exams.

You will be required to produce a Business Case and Plan which looks at introducing an improvement into an area of the work which you are responsible for.

How do I find out more?

We are holding a Zoom Q & A session on

24th February 2021 at 1.00 pm

Book on: <https://pbl.easternfsu.com/product/lunchtime-q-a-for-practice-manager-course/>

How long does the programme take?

- It is run over a 15-month period by attendance at day long (4 x 90-minute sessions) Virtual Classroom Interactive Zoominars™ running approximately 4-6 weeks apart, avoiding key holiday dates.
- The programme will start online and may switch to face to face depending on government regulations. Some knowledge-based modules will continue to be delivered through interactive online sessions.

What qualification will I receive?

- Learners will receive an ILM Level 5 Diploma in Leadership and Management, a highly respected qualification which is recognised by all sectors.

What is the time commitment?

- You will need an average of around 4 hours per week over the duration of the course for studying and the completion of your assignments.

Returning to learning? Don't worry!

- Many of our learners are returning to learning after a gap. The programme recognises your skills as an experienced leader and is work focused, concentrating on tools and techniques you can apply in practice.
- We guide you through the written work required, which is again in the main work focussed. We provide help, guidance and tutorial input at all stages and one to one tutorials at key stages.
- We provide comprehensive workbooks, assessment guidance notes, a complete course manual.
- A dedicated Client Service Manager provides a single point of contact for all your queries working a senior lead tutor.



Who is delivering the programme?

- The programme is designed and delivered by Cherith Simmons Learning & Development who worked with us to deliver last year's successful programme. They are a long-established management training organisation who work with the NHS at all levels and are one of ILM/City & Guilds largest Centres.
- They have been working with Primary Care for over 30 years and have qualified over a thousand practice managers to Diplomas at this level.
- They also offer Post Graduate Leadership and Management qualifications and short courses specifically designed for the health sector.



Cherith Simmons Learning & Development LLP
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