The Power of Collaboration and Innovation: Securing the Future of General Practice
The Power of Collaboration and Innovation: Securing the Future of General Practice Programme

9.30 Welcome and Introduction from the Chair Dr Michelle Drage
Venue Congress Hall lower ground floor

9.40 Dr Mike Bewick “Why GPs have to do something different”
Venue Congress Hall lower ground floor

10.10 Dr Clare Gerada on her new role
Venue Congress Hall lower ground floor

10.20 Q & A

10.30 Workshop Session 1

A. Models of GP Collaborative Working including legal aspects
   Dr Rebecca Rosen and Shanee Baker - Venue Congress Hall Lower Ground Floor

B. The Importance of Workforce Capacity, Planning and Development
   Lizzie Smith and Ariadne Siotis - Venue Invision Suites 2nd Floor

C. Delivering Integrated Care services
   Jen Leonard – Venue Congress Suites Lower Ground Floor

D. Finding New Ways to Improve Access and Continuity
   Professor George Freeman - Venue Congress Suites Lower Ground Floor

11.30 Refreshment Break
Congress Foyer

12.00 Workshop Session 2

A. Models of GP Collaborative Working including legal aspects
   Dr Rebecca Rosen and Shanee Baker - Venue Congress Hall Lower Ground Floor

B. The Importance of Workforce Capacity, Planning and Development
   Lizzie Smith and Ariadne Siotis - Venue Invision Suites 2nd Floor

C. Delivering Integrated Care services
   Jen Leonard – Venue Congress Suites Lower Ground Floor

D. Finding New Ways to Improve Access and Continuity
   Professor George Freeman - Venue Congress Suites Lower Ground Floor

13.00 Lunch
Congress Foyer

14.00 Workshop Session 3

A. Models of GP Collaborative Working including legal aspects
   Dr Rebecca Rosen and Shanee Baker - Venue Congress Hall Lower Ground Floor

B. The Importance of Workforce Capacity, Planning and Development
   Lizzie Smith and Ariadne Siotis - Venue Invision Suites 2nd Floor

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D. Finding New Ways to Improve Access and Continuity
   Professor George Freeman - Venue Congress Suites Lower Ground Floor

15.00 Refreshment Break
Congress Foyer

15.20 Dr Chaand Nagpaul “Developing General Practice: Surviving Transformation”
Congress Hall

15.45 Summing up and actions Chair Dr Michelle Drage

16.00 Close
Welcome to our conference “The Power of Collaboration and Innovation: Securing the Future of General Practice” For GPs and their practice teams.

This conference is in response to the fast moving NHS Agenda and the success of Securing the Future of General Practice – our evidenced based document which has received widespread acceptance from across the country.

Today, we are launching our companion document “Securing the Future of General Practice in London: Meeting the Challenge”, our alternative and achievable approach to “transforming” GP provider services in London.

Never before have there been so many threats and opportunities for GPs and their teams. This conference is an opportunity to bring you up to speed with the threats as well as highlight some of the potential solutions and opportunities for general practice in the new landscape of the NHS.

Our conference has been carefully designed with practices and patient care in mind. Giving you the NHS national picture as well as the London landscape and how these may affect your practice, coupled with lots of practical “How to…” opportunities with four practical workshops on offer.

Throughout the day, you will have an opportunity to hear how collaborative working may impact positively on your practice and patient care, as well as experience many examples of innovative practice. I hope you will find the opportunity to network with colleagues, visit our exhibitors and engage with the “good practice hubs” to see how your practice can be secure in the future.

We really value that you have taken the time to attend today and hope that you leave the conference invigorated and full of ideas about what you might consider developing or adopting in your practice.

Michelle Drage
CEO Londonwide LMCs
The Power of Collaboration and Innovation: Securing the Future of General Practice Programme

Keynote Speakers

DrMike Bewick
Medical Director NHS North of England & Deputy Medical Director England

Dr Mike Bewick joins NHS England from NHS Cumbria, where he held the position of PCT Medical Director since 2008.

He has worked in both the Acute and Primary healthcare sectors, having worked in medical oncology until 1987 when he moved into General Practice and became a GP in Egremont in West Cumbria.

Dr Clare Gerada, MBE, FRCP, FRCGP
Chair of London’s Primary Care Clinical Board, NHS England

Clare has been a GP since 1992 when she became a Partner at the Hurley Clinic. Before becoming a GP, Clare worked in psychiatry at the Maudsley Hospital, specialising in substance misuse. She has held a number of leadership positions including Director of Primary Care for the National Clinical Governance Team and Senior Medical Advisor to the Department of Health.

She was awarded an MBE for her services to medicine and substance misuse in the Millennium Birthday Honours. She is Medical Director of the Practitioner Health Programme and has published a number of academic papers, articles, books and chapters. From 2010 to 2013 Clare was Chair of Council at the Royal College of GPs. She was named one of Britain’s top 100 most influential women by BBC Women’s Hour and is a keen cyclist and dog lover.
Dr Chaand Nagpaul has been a GP for the past 23 years and is a senior partner in his practice in Stanmore, North London.

He has been a member of the General Practitioners Committee (GPC) since 1996, during which he has sat on 11 different committees and chaired two of them. He became a UK Negotiator in 2007 and was elected Chairman of GPC in July 2013.

He has been a Local Medical Committee (LMC) member for over 20 years and vice-chairman for the past 12.

Chaand is a BMA Council member, a member of its Political Board, as well as being Honorary Secretary of his local BMA Division.

Dr Chaand Nagpaul
Chairman of the GPC
The Power of Collaboration and Innovation: Securing the Future of General Practice Programme

Workshop Speakers

Dr Rebecca Rosen
Senior Fellow Nuffield Trust

Rebecca is a Senior Fellow in Health Policy at the Nuffield Trust and a General Practitioner in Greenwich. She is also an accredited public health specialist. Her current policy interests include integrated care, primary care, new organisational models for general practice and NHS commissioning.

Rebecca is a clinical commissioner in Greenwich clinical commissioning group – where her lead areas are long-term conditions and quality.

Within her GP practice, Rebecca leads work to improve continuity and quality of care for people with chronic complex ill health and to apply the principles of the chronic care model in a practice setting.

In the past Rebecca has worked as Medical Director of Humana Europe; as a Senior Fellow at The King’s Fund; and in NHS and academic public health departments. Past research interests include the diffusion of new medical technologies, patient choice and primary care policy.

Shanee Baker
BMA Law, LLB(Hons), LLM, Barrister

Shanee Baker is a Barrister, called to the Bar in 1991 after completing pupillage at 2 Crown Office Row, Inner Temple. She also completed the solicitor’s conversion exams albeit she decided to remain as a Barrister. After practising at the Bar, she joined several companies as an in house employed Barrister.

These included a role as Head of Legal at the City and Guilds of London Institute, Capita plc (where she was involved in several commercial acquisitions and in developing documentation for congestion charging for the government) and finally joined the BMA in 2004.

Her current role is Senior Legal Counsel to GPC and she also manages BMA Law, and is a senior manager within the BMA. Shanee is one of the few leading experts in the primary medical services healthcare arena, including all aspects of Clinical Commissioning and all subsidiary legislation.

She and her team have for the last 6 years expanded BMA Law and now advise BMA members within several Local Medical Committees throughout the country.
Lizzie Smith
Director of Workforce and Planning HENWL

Lizzie Smith has over 10 years NHS Management Experience and most recently worked as Head of Education Planning and Market Development in the NHS London Education Commissioning team. She is an experienced workforce and education planner, and was responsible for the design and implementation of the London-wide Education Planning process which was first run in 2010.

Before joining NHS London, Lizzie worked as Assistant Director of Training and Postgraduate Education at the Tavistock and Portman NHS Foundation Trust. Her NHS career began with Camden PCT where she worked in Clinical Governance, audit and Primary Care education programmes.

Ariadne Siotis
Programme Manager at Health Education South London

Ariadne Siotis has over 7 years’ experience working within the healthcare sector both in the UK and Canada and over 5 years’ experience working with GPs and their practice teams at Londonwide LMCs. During her time at Londonwide Ariadne has worked across London in a number of roles including helping practices with PMS reviews, improving engagement with GP trainees and ensuring grassroots GP voices are heard.

Ariadne has a passion for high quality general practice and for helping practices to achieve this through supporting and developing GPs and their teams. She was part of the team that launched the GPN online training programme and has also been instrumental in developing strategies for engaging sessional and salaried doctors in the work of LMCs and beyond.

Ariadne is currently on secondment to Health Education South London where she is enjoying working on projects to support practices in the development of their workforce.
Jen has lived and worked in London for the vast majority of her life. Over a 15 year NHS career, Jen has worked in a number of organisations in provider (acute and community), commissioner and strategic roles.

In the majority of these roles Jen has been responsible for delivering complex change programmes to improve the quality of care received by service users including improving primary care and A&E access; leading the development of a new model of care for maternity services as part of the Healthcare for London programme; on a national scale leading the service transformation programme for 18 weeks for the Department of Health working with the Royal Colleges to develop improved pathways across 40 key conditions.

After a career break to have children, Jen returned to the NHS as part of NHS England’s transformation Team to lead the integrated care programme for the organisation. This work has been key in developing effective partnerships across health and care organisations in London, and nationally, resulting in the development of London’s Health and Care Integration Collaborative. The Collaborative provides strategic leadership to the integrated care agenda in London whilst focussing specifically on addressing complex issues preventing integrated care from being the norm.

An academic GP, I was in Southampton for 20 years, then Imperial College & part-time in a West London practice until 2010.

Back in Southampton we academics were all part-timers in a 'most peculiar practice'. Resulting continuity problems led to my MD thesis on Continuity of Care in General Practice, ongoing international work on continuity and eventually membership of the RCGP Commission on Generalism.

Continuity interacts directly with access, consultation length, use of resources and patient enablement. Patients and professionals must decide how to trade-off seeing the right person against waiting for them. Now ongoing and multiple NHS changes from QOF to part-time working threaten both continuity and generalism.
Lexacom Digital Dictation offers maximum accuracy, control and flexibility when dictating, transcribing and reviewing documents, helping you improve practice efficiency and patient safety.

Designed by doctors, for doctors, Lexacom is the approved digital dictation supplier to the LMC Buying Groups Federation and the number one choice for GPs. Plus, Lexacom is the only digital dictation software accredited by EMIS, Vision and SystmOne, offering clinical integration to further improve safety and efficiency.

As members of the LMC Buying Groups Federation, Londonwide LMC practices can access an exclusive discount on Lexacom licenses. To find out more or to book a free 30-day trial, visit our stand at the Londonwide Conference, call 01295 236910 or visit www.lexacom.co.uk

Untied Utilities negotiate with the suppliers of gas and electricity to obtain savings for our customers. We are not tied to any of the energy suppliers so we can scour the whole market place to find you the best deals. We can provide a choice of fixed or Flexible contracts and additional services such as energy efficiency surveys can be provided.
MIAB is a specialist insurance intermediary which offers a range of policies providing tailor-made cover to individual medical professionals, medical practices and provider companies.

Our range of policies includes practice locum and surgery insurance plus a range of personal protection policies such as life, critical illness and income protection.

Since 2007 MIAB has held the position of approved insurance provider to the LMC Buying Groups Federation.

As a consequence we are widely recognised as leaders in our field and our stated aim is to offer best-of-breed insurance policies at a competitive price.

ASI - the asbestos testing experts. ASI is a well-established and respected company in the asbestos surveying industry, with an enviable reputation for offering a fast and reliable service. We also offer full legionella testing, fire risk assessments DECs and EPCs. For any advice or a free quote please call 0800 161 3384
The Londonwide Buying group, a member of the LMC Buying Group Federation, offers its member practices access to a large number of pre-approved suppliers offering significant discounts on essential goods and services such as: vaccines, medical equipment, stationary and waste disposal. This free service is available to all practices and provides a broad spectrum of money saving opportunities.

Here are some figures to illustrate the savings your practice could be making:
- Medical Consumables - 30%
- Stationery - 20%
- Insurance - 43%
- Telecoms - 57%

If you still can’t believe this service can make a difference to you, why don’t you Challenge Gary! Gary Burns, a specialist in cost analysis, is on hand to provide a free review of your practices expenditure on services and consumables. In 2011 alone, Gary demonstrated £250,000 in potential savings to practices who took part in the Challenge Gary analysis. Please drop Gary a line to set up a meeting.

Londonwide Enterprise LTD in conjunction with Inhealthcare - a major NHS supplier, are conducting a project with London GP’s to support patients at home or work, with Long Term Conditions (LTCs), supporting independence and promoting self-care.

The Digital Health for London (DH4L) project has been designed by GPs for GPs. The solution is based on automated calls to patients to collect simple data and responses, providing information and flagging problems to Practice nurses and GPs.

The project is currently recruiting trial practices which will use a range of simple home monitors to support patients, gathering responses via automated phone calls.
Atech, the only approved telecoms provider for the LMC Buying Groups Federation, is a UK based privately owned Telecoms company that has been delivering voice and data solutions to healthcare since 2001. Atech strongly believe that success has come via a number of different sources; primarily through the experience, expertise and dedication of its staff to its healthcare customers and its ability to adapt and deliver new technologies in an ever changing world.

Atech's approach is personal and straightforward; to use the best products, give the best service, provide the best advice and support that is on-going, clear and concise. You will be listened to and your future needs anticipated with choice, flexibility and reliability delivered in a personal and professional manner.

Atech's services are all-encompassing including low cost call and line rentals telephone systems, software integration packages for EMIS, Vision and System-One, wireless networks, installation and full project management, training and maintenance, VOIP/SIP solutions, business mobiles, CCTV and call recording/reporting.

Network locum is the leading community of GP locums in the UK. It gives practices the ability to building and manage their own locum bank, so they never have to use a locum agency again. It is being used by 1,500 GP locums and 700 practice managers in the UK.
Good Practice Hubs

**Topic:** GPN and HCA Blended Learning Training Courses  
**Organisation:** Londonwide LMCs  
**Professor Sue Cross**

Professor Sue Cross is General Practice Nursing Advisor to Londonwide LMCs. Over the years Sue has worked as a Practice Nurse, Nurse Practitioner and was Chair of the RCN Nurse Practitioner Forum. In addition, Sue edited ‘Nurse Practitioner of Clinical Skills’ along with colleague Vanny Rimmer. Most recently she was project manager for the Working in Partnership Programme, General Practice Nursing Project. Sue has written numerous publications including Vital Asthma with colleague Dave Burns. She is nurse advisor to the patients’ charity Allergy UK and chaired the RCGP Nurse Forum. Her clinical practice is in HMP Bedford.

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**Topic:** Apprenticeships in General Practice  
**Organisation:** National Apprenticeship Service  
**Charlotte Hewson**

Charlotte Hewson works for the National Apprenticeship Service (NAS), the organisation that supports, funds and co-ordinates the delivery of Apprenticeships throughout England. She helps provide a dedicated service to employers offering free, expert advice and support to those looking to recruit apprentices for the first time, or expand their Apprenticeship programme.

To find out more about Apprenticeships and how NAS can help you visit their stand or call 08000 150 600 or have a look at the website – [www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)
Harry Longman founded Patient Access in 2011 after discovering a small number of GPs who had invented a new model for access: as a first response to patient demand they telephone. When applied as a whole system, the outcomes are astonishing for both patients and GPs in solving the problems of overload and stress.

Harry is an engineer by background, and is fascinated by how things work, why they work and how they can work better. He’s keen on mud sports like fellrunning and growing funny shaped vegetables.

Jim (Jeremy) Fenwick is the Business Manager for Battersea Healthcare CIC (trading as Wandsworth Healthcare).

Battersea Healthcare is a GP owned community interest company, providing services to the patients of Wandsworth. They run 2 community outpatient services in dermatology and musculo-skeletal assessment. Recently Battersea Healthcare have set up a community education network (CEPN) under the guidance of Health Education South London. Education of primary care staff will be a growth area for GP’s in the future. Battersea Healthcare is working closely with the CCG to ensure it is in a position to be the provider of choice for primary care services outside the GP contract.

Jim is available to discuss how they have set up as a social enterprise, being awarded contracts, and how Battersea Healthcare can project manage any of the steps you need to take to do the same.
Richard More was appointed GP principle in Yeovil in 1991. After being fund holding lead partner and PCG clinical lead he went on to obtain an MBA from the University of Bath. In 2004 he was co-founder of Xytal, a management consultancy company that provides support for the practices.

Richard was clinical advisor for the “Productive General Practice” Programme at the NHS Institute and as a director at Xytal supports program delivery in the London area.

In 2007 he co-founded Avanaula, which is Greek for “Breathing Space”. Avanaula works with Bupa Home Healthcare to deliver award winning community care for patients with COPD. He still practices as a part time partner and is an active member of Somerset LMC, where he has variously been area chair, lead negotiator, PBC ,PMS and Commissioning Lead.

IWantGreatCare helps transform healthcare quality by harnessing large scale, real time patient experience feedback.

IWantGreatCare systems will help you meet the needs for:
- The Friends and Family Test
- GP revalidation
- CQC requirements

Patients, carers and relatives can rate and review services through IWantGreatCare systems.

IWantGreatCare is one of the largest providers of the Friends and Family Test to the NHS. IWantGreatCare provides a trusted and secure public service, which allows any patient or carer to rate and review the care provided by practices and individual GPs.

Through IWantGreatCare.org, patients and carers can provide feedback on their care at any time, as well as review the honest and direct feedback of other patients looking for similar care.
**Topic:** Legal Advice for Provider Networks  
**Organisation:** DR Solicitors  
Nils Christiansen and Daphne Robertson

Nils Christiansen is the Chief Executive and co-founder of the firm. Nils is responsible for the overall strategy, operations, management and development of the firm, as well as being an acknowledged expert on the NHS regulations and on the commercial environment in which GP practices and other primary care providers operate.

Nils brings a deeply commercial approach to all his work, and is a specialist in negotiating NHS Contracts including APMS and PMS contracts, and in resolving GP Partnership Disputes. He also advises clients on business strategy and on operational improvement. He previously worked as a consulting Partner in PriceWaterhouseCoopers and IBM Business Consulting.

Nils is in frequent demand as a speaker about the changing NHS primary care environment, and is particularly noted for his ability to distil the impact of the highly complex NHS regulations on the practical management of a busy NHS primary care practice.

Nils is a graduate of the Oxford University Said Business School, a qualified Chartered Accountant, and spends his spare time running, swimming and occasionally sailing.

Daphne Robertson is the founder, managing director and principal of DR Solicitors. Daphne is widely recognised as one of the country’s leading experts on all aspects of NHS Partnership and Regulatory law, and prides herself on her reputation for an exceptional level of client service. Daphne is always directly accessible to all of the firm’s clients, and is usually the first point of call for any new matter.

Daphne is particularly involved in drafting GP Partnership Agreements and resolving partnership disputes, although she has expertise in all aspects of law related to running an NHS GP practice. Daphne was recently involved with setting up the arrangements between GP practices and GP Commissioning Consortia, and is currently assisting many practices in NHS owned premises deal with setting up leases with their new landlord the NHS Property Company (PropCo).

Daphne trained as a solicitor with the ‘magic-circle’ firm Freshfields Bruckhaus Deringer, has worked in Moscow, lectured in law at Albany University in New York, and taught partnership law at the College of Law in London. She still frequently lectures and trains on medico-legal matters, is a member of a number of partnership and primary care related industry bodies, and is ‘top ranked’ by the independent legal directory ‘Chambers’ where she is praised for her “enthusiasm, talent and common-sense approach”.

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