



**PMA**

Practice Managers  
Association



# PMA Consultancy

Providing a broad range  
of services to  
Primary Care Networks



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Association

## PMA Consultancy

Working across the Primary Care landscape, the Practice Managers Association (PMA) provides continuous support to NHS England, NHS Digital, NHSX, HEE, RCGP and has worked with LMCs, CCGs and GP practices across the UK to create and deliver bespoke support services.



The PMA supports PCNs in establishing their leadership frameworks, their operational structures, business needs and their patient priorities.



Masterclasses



Leadership



Coaching

The PMA was founded to provide the non-clinical workforce in primary care with a comprehensive selection of self-development tools and support services. It has now reached a UK-wide membership of over 25,000 and is a constantly growing, vibrant community of both clinical and non-clinical members.



## The PMA PCN Leadership programmes

The PCNs will allow for the retention of the very best of how general practice and primary care currently operates; retaining and building on the national GMS contract and the partnership models in place, while finding improved ways to deliver care that offer tangible benefits and improvements to patients, clinicians and others in the primary care team. Individual practices joining the PCNs will retain their GMS or PMS contract, with the PCN building on it and understanding that many practices have already been working collaboratively, sometimes as part of informal networks.

Overriding drivers - to bring care closer to community and connect the local primary care teams.



The PCNs will bring new benefits to patients and the public, enabling them to access:

- Resilient high-quality care from local clinicians and other health & care practitioners, with more services provided out of hospital and closer to home.
- A more comprehensive and integrated set of services, that anticipate rising demand and support higher levels of self-care.
- Appropriate referrals and more 'one-stop shop' services where all of their needs can be met at the same time.
- Different care models for different population groups.
- People-centred services rather than services centred on diseases or ailments.

## Our consultants are on hand to work with you and support you in driving success.

We are able to offer an open and honest discussion around your needs and concerns without any obligation and should you elect to engage with the PMA, we will create a programme plan in collaboration with you and support you to execute it efficiently.

We know that Primary Care Networks (PCN) are at the core of the NHS Long-Term Plan. PCNs will need to include primary and community care networks to deliver genuine integrated care to 30,000 – 50,000 patients. GP practices will be mandated to join a PCN by the end of 2019 with a view to finding efficiencies in delivering wide-ranging services to patients. This will be done by working closely with neighbourhood teams, including staff such as pharmacists, district nurses, community geriatricians, dementia workers and allied health professionals, as well as staff working in social care and the voluntary sector. The aim is to provide a structure and funding for services to be developed locally, aligned to the needs of the patients they serve.

In addition to this we are able to provide more targeted support to practices, partnerships and GP Federations. One of the key drivers for general practice is working at scale due to the potential benefits this will release. To this end we can provide bespoke support to help practices design, plan and deliver successful mergers. We can provide a variety of solutions from subject matter experts to provide light touch support right through to an end to end package. We can also provide support to GP Federations around governance, business development, restructuring and ICS/ICP development

The General Practice Resilience Programme has national funding to help practices to become more sustainable and resilient. Our Consultants regularly undertake detailed practice diagnostic works, which focus on all aspects of how the practice operates. The findings are then assessed and an improvement plan is developed for the practice. These audits are in line with the NHSE guidance and the majority of the time are funded by the GPFV monies.

### Our services include

- ▶ Developing Needs Analysis
- ▶ Practice Diagnostics and Improvement
- ▶ Clinical Modelling
- ▶ New Care Models
- ▶ Working at Scale
- ▶ Primary Care Networks
- ▶ Interim Management
- ▶ Business Process Efficiencies
- ▶ Change Management
- ▶ Managing Teams
- ▶ Building Resilience
- ▶ Coaching & Mentoring



*“Just wanted to say what a truly fantastic job the PMA are doing. It’s so brilliant to be finally recognised for the professionals we are and to find such genuine interest in our role and future. Every session has been valuable – both in providing new information and ideas, but also helping me realise how much we are actually doing right already.”*

## How the PMA can help

We offer bespoke support and a menu of workshops and other development programmes which can be adapted to meet your specific needs.

All sessions are delivered by experienced facilitators, with dedicated subject expertise and general practice insight.

We can conduct a strategic evaluation to help you establish your immediate tactical challenges and where you feel you need the greatest support – and the PMA will create a bespoke programme or work pack to help you achieve your objectives. Feedback from our delivery always reflects the personalisation of our delivery model.

## Other areas of PMA Consultancy support:

### Targeted support for practices around mergers/working at scale

Mergers are often delayed because practices don't have the time or available expertise to manage them. LMCs can also find they struggle with hands-on support. There is national funding available to support this.

### GP Federation support - ICO/ICS Development

GPs can be under-represented as a result of the lack of management capacity, both clinical and non-clinical. There is often lack of consistency in GP representation at Federation level.

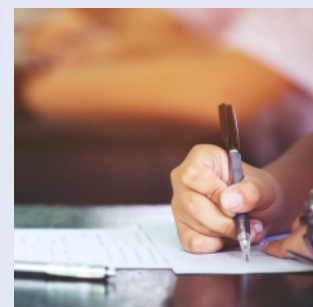
### Practice Turnaround / Diagnostic Service

Practices are often unable to manage this themselves due to time constraints and sometimes lack of objectivity. We can help by providing a turnaround plan which includes patient engagement.

**For more information, please contact the PMA team at [enquiries@practicemanagersuk.org](mailto:enquiries@practicemanagersuk.org) or 0330 111 6459.**

**We will be happy to speak to you in more detail about how the PMA Consultancy can benefit you.**

**More details can also be found on our website. [www.practicemanagersuk.org](http://www.practicemanagersuk.org)**





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