



## **Institute of General Practice Management**

www.igpm.org.uk (fully live on 16<sup>th</sup> December)

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### **Positional Paper for Consultation**

The Institute of General Practice Management (IGPM) was formed in December 2020 with the aim of being recognised as **the professional body** that represents all managers working within general practice in the United Kingdom.

The IGPM will now establish UK-wide representation of General Practice Managers and a meaningful and productive working relationship with all relevant government departments, local councils, arm's-length bodies and appropriate stakeholders and other representative professional organisations.

#### **Aims**

- To be the single professional body representing managers working in general practice in the UK
- To be an inclusive collective and to become the representative voice of the profession
- To influence health and care policy by taking account of the widest views and expertise of General Practice Managers
- To develop and support a professional standards framework through an accreditation process using an approved blend of education, training and development programmes and competencies and skills assessment
- To provide the democratic and strategic voice of General Practice Managers at national, regional and local levels, specifically in relation to policy development, contractual changes and improvement programmes that impact on general practice in the UK

#### **Rationale**

For too many years, General Practice Managers (in their various forms) have been under-represented and undervalued within the NHS. Practice Managers fulfil an extensive, efficient and effective role in the delivery of independent contractor general practice services and should be regarded as “the backbone of primary care” according to Dr Chaand Nagpul (BMA). However, they are often not included in national policy discussions about new ways of delivering primary care services because their role is not formally recognised as being a profession.

Practice Managers often feel isolated as there is no formal representative body that is adequately resourced to fulfil that role.

The Practice Management Network (PMn), established over 15 years ago, has been recognised and is partly successful in its representation of Practice Managers. However, this network was established with funding from the Department of Health which has ceased. The network has subsequently struggled to adequately resource the continuation of its activities. Although it has still continued to represent Practice Managers at various stakeholder events (such as Workforce 2020, NHS Digital, CQC), its impact in the recognition of GP managers as a governed profession has been limited. Whilst the IGPM will be a new organisation, it is hoped that the PMn and eligible PMn committee members will become part of the IGPM and its Executive Board.

A survey in November 2020 by Practice Index identified that of the 166 respondents, 65.5% said they were considering leaving their post in general practice, had already resigned or knew another Practice Manager who had handed in their notice. If this was extrapolated to the entire GP PM community it would significantly compromise the delivery of GP services across the UK.

A webinar was held in November 2020 to discuss the creation of the IGPM and 700 Practice Managers registered to join. This is a momentous endorsement and provides the impetus to advance.

NHSE/I, the British Medical Association, the Royal College of General Practitioners and the National Association of Primary Care have all committed to working with the IGPM.

### **Proposed organisational structure**

An oversight group comprising the founding members and special advisers will act as an interim board to undertake the further development of this new organisation and formalise the structure and governance of the IGPM. It is intended that a formal recruitment process to the Executive and Programme Board will be completed not later than April 2021.

### **The oversight group members**

Robyn Clark – Practice Manager (Bristol)

Nicola Davies – Practice Manager (Cornwall)

Kay Keane – Practice Business Manager (Stockport)

Josiane Wadey – Practice Business Manager (West Sussex)

Professor James Kingsland – Educational/Academic Lead

Louise Greenwood – Director of Education, Training & Development for Wessex LMC

**Acknowledgement:** Thank you to James Dillon from Practice Index for all his support with communications and administration.

### **IGPM Executive Board**

- Practice management representation from each of the four countries in the UK, and in proportion to numbers of GPMs in each country. Established NHS regions in each country will have representation.
- Educational/academic lead

### **IGPM Programme Board**

- Executive Board members
- British Medical Association (from the GP Committee)
- LMC representation
- Royal College of General Practitioners
- National patient representation (for example, via Healthwatch)

**The Programme Board will attend the Executive Board when appropriate.**

### **IGPM regional network**

Practice Manager representation at local level would be established to act in an advisory capacity to the Executive Board.

Advice and support would also be requested from other representative bodies:

- NHS Confederation
- National Association of Primary Care
- NHS Alliance
- National Association for Patient Participation
- Healthcare Financial Management Association (HFMA)

### **Next steps**

- To create the terms of reference for the Executive Board
- To develop an operating framework for the IGPM
- To develop the status of the institute to support the professional standing of managers in general practice