

Focus on the Benefits of Having a Mentor

Here at the LMC we are passionate about looking after our members. One of the ways we do this is through offering a Mentoring Service. We have a cohort of trained Mentors - experienced GPs and Practice Managers - and we are about to train a second cohort.

We therefore have the capacity to support around 20 GPs or Practice Managers in LLR to have a Mentor. I've been asked a number of times recently: ***Why do I need a Mentor?*** I asked our Organisational Coach, [Alexis Hutson](#), who has designed our Mentoring Scheme for us, to outline the benefits.



Alexis Hutson

What Doctors and other healthcare workers say about mentoring:

- ❖ “I wanted to know how to get the best out of my team, and how to effect change. In fact, to do this I had to think a lot about myself, how I act, how I see myself in relation to others and how they may see me. I feel that with this insight, I can be more responsive to the needs of the team and more likely to be able to persuade them to try something new.”
- ❖ “I had five [mentoring] sessions and these have helped me in my new role. I feel more confident and more equipped to deal with things, which I used to find difficult before.”
- ❖ “Initially I was very hesitant about coaching & mentoring – I wasn't sure if it would be too 'touchy feely' for me, as a person who used to feel there simply just wasn't enough time for all that stuff. However, it has been an incredibly useful experience, I have learnt a lot about myself, how I think and how to adapt when I hit the 'pressure cooker moment'.”

- ❖ “This is the one thing that I have done in the last ten years that has positively changed my work, practice and relationships.”
- ❖ “I am so much clearer in my mind with regards my professional ambitions, the means to achieve them and the personal sacrifices I am prepared to make for those ambitions. I am already spending more time with my family! It is an excellent opportunity for introspection and taking stock.”
- ❖ “Despite being initially a bit sceptical, I found the sessions really opened my mind to issues in the workplace and dynamics between people. I have done several significant positive things for the practice that I know I wouldn’t have done without having had this.”

Concrete benefits

What you can gain through having a mentor:

Get better at:

- Chairing meetings
- Conflict resolution
- Time management
- Managing change
- Developing others
- Task management
- Effective communications

Through mentoring you will develop:

- Team working
- Flexibility/adaptability
- Managing uncertainty
- Interpersonal skills
- Decision making

- Career development
- Managing deadlines
- Resilience
- Work-life balance
- Emotional intelligence
- Self-awareness and personal insight

Frequently Asked Questions

How does it work?

If you think this could work for you, log in to our [Mentoring Hub](#) and click ‘Register as a Mentee’. You need to enter some personal information, and then you can browse the system for mentors who have capacity to have a mentoring relationship. They have already listed the skills and experience they have, and you can select someone who has strengths in an area you might want to develop.

You can approach a mentor directly from the system. Initially, we would suggest you meet your mentor face-to-face for an initial discussion about your objectives for being mentored. This could range from wanting to develop your career, solve one or more particular issues you may have in your workplace, to help with a particular aspect of your PDP.

After that, you could communicate with your mentor via phone or skype/facetime, or meet up face to face. We suggest you find a neutral location. All our mentors have received full induction and training in mentoring. It is not their job to tell you the answers or fix your problem - but they will ask you questions to help you come up with the answers that are right for you.

This service is completely confidential. Although there is the facility within the Mentoring Hub to record your discussions,

the only person who has access to those notes is you.

If you decide after having a look on the system you don't want to participate further, just email enquiries@llrlmc.co.uk to ask to have your details removed.

How much does it cost?

This is fully funded by the LMC using non-recurrent funds. Please bear in mind mentors are giving their time out of goodwill.

We hope that this pilot scheme evaluates well, so we are able to bid for more funding to include funding mentors for their time and expertise.

How many sessions do I need?

We would suggest as a guidelines six sessions, but you can negotiate this individually with your mentor, depending on their capacity/availability and the nature of your personal needs.



This is the NHS

The Guardian is running a month long series of articles looking in detail at the NHS. You can find everything that they are publishing in this project [here](#). For Twitter lovers you can also search the hashtag [#ThisIsTheNHS](#).

How Measurement Fails Doctors and Teachers

Check out this excellent article in the New York Times [here](#). This discussed how in the US increased regulation and scrutiny have not led to a better environment for professionals. As general practice here in the UK is increasingly held up to scrutiny by the Care Quality Commission, and hours of time are taken up with updating policies, documenting discussions and fuelling a whole compliance industry, we need to ask ourselves how all this benefits patients. It quotes a respected expert in the field of quality measurement, the late Avedis Danbedian, who said *“The secret of quality is love.”* Haunting, isn't it?



Releasing Capacity in General Practice Workshops

The General Practitioners' Committee (GPC) is co-hosting workshops with NHS England focused on ways to reduce unnecessary workload and increase capacity in general practice. The workshop builds on recommendations in the recently published NHS Alliance and the Primary Care Foundation [report](#), *Making Time in General Practice*, which was commissioned by NHS England. The report estimated that up to 27% of GP appointment are avoidable, and puts forward proposals to manage workload and demand.

There is a session in Leicester on 16th March. For full details and to book click [here](#). NB This workshop is fully funded by NHS England.



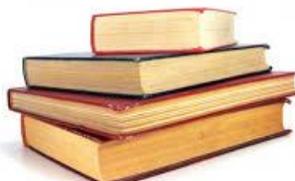
Updates on Guidance and Regulations:

Parental leave reimbursement to be paid for up to 26 weeks

As part of the 2015/16 contract agreement, as of 1 April 2015, all practices are entitled to non-discretionary reimbursement of the cost of GP cover for parental leave - that is maternity/paternity/adoption leave.

There have been discrepancies in the SFE (Statement of Financial Entitlements), which have led to variations across England in how local area teams have interpreted the maximum period of leave allowed for reimbursement.

In December, NHS England confirmed that that these payments are to be made up to a maximum of 26 weeks with immediate



effect. Reimbursement will cover external locums and GPs already working in the practice (existing employees or partners) but who do not work full time. Further information is available in the [2015-2016](#)

[GMS Guidance](#) and from NHS Employers.

Updated PGD and PSD guidance

The GPC guidance Patient Group Directions and Patient Specific Directions in General Practice has been redrafted to clarify the position of PSDs, confirming that they do not necessarily have to be in written form, but can also be a verbal instruction.

The new guidance is available on the BMA website, or click [here](#).



BMA Focus on local implantation of new models of care – GP contractual implications

In November 2015 the BMA published an updated '[Focus On Implementation of New Models of Care](#)' This document highlights important contractual considerations practices thinking of participating in new structures.