

SUMMIT SCHEDULE

Friday 20th October



GPPA

Practice Leadership
Summit 2023

Navigating Change: Practical Solutions for Practice Management

#GPPAsummit2023

09.00 - 9.30

Lobby

Registration and Networking

9.30 - 9.40

Maryborough Suite

Welcome Remarks

Rachel Bothwell

9:40 - 10:10

Maryborough Suite

Panel: The Development of the Practice Management Role & the Importance of Practice Leadership

Rachel Bothwell will discuss the development of the practice management role and the importance of practice leadership with experienced practice managers Elaine Drinan, Clare Farrell & Breege Watson.

10:10 - 10:30

Maryborough Suite

12 Steps to Protect Your Practice Network & Patient Data

Sean Jones from Jones Business Systems will outline the 12 key steps you must take to protect your practice network and patient data.

10:30 - 11:00

Lobby

Coffee Break & Networking

11:00 - 11:25

Maryborough Suite

The Key Practice Management Tasks to Complete Annually

Practice Manager Elaine Drinan will present checklist to ensure effective management of monthly, quarterly & yearly practice tasks.

11:25 - 11:50

Maryborough Suite

Optimising Practice Systems to Improve Patient Services

Practice Business Manager Siobhan O'Neill will discuss how to use your systems effectively to ensure you continuously improve patient services.

11:50 - 12:20/

12:20 - 12:50

Breakout Rooms

Optimising Practice Systems: Choice of 2 out of 3 Interactive Demonstrations

- Optimising Online Payments & Booking Systems: Pippo & Billink (Wren Fernandes, Clanwilliam)
- Optimising Data Analytics: MedVault (Tony Ryan, MedVault)
- Optimising Your Practice Website (Rachel Bothwell, GP Practice Ally)

12:50 - 14:00

Hotel Restaurant

Lunch & Networking

14:00 - 15:00

Maryborough Suite

Sharing Effective Systems for Managing CDM

Practice Managers Elvina Horgan & Elaine Drinan will outline how they are managing the CDM programme within their practices, using HealthOne and Socrates respectively. Small group discussion will take place, where attendees can share tips on what is working in their practice.

15:00 - 15:30

Lobby

Coffee Break & Networking

15:30 - 16:30

Breakout Rooms

Choice of 3 Workshops

Participate in two out of three over the two days (one on Friday and one on Saturday):

- Navigating Patient Conflict & Complaints (delivered by Medisec)
- Navigating Challenging Conversations with Staff (delivered by Donna Reilly People & Wellness)
- Navigating Process Improvement in Your Practice (delivered by Clare Farrell)

16:30 - 17:00

Maryborough Suite

Practice Manager Awards & Closing Remarks

Rachel Bothwell

19:30 - 00:00

Maryborough Suite

Gala Dinner & Live Band

SUMMIT SCHEDULE

Saturday 21st October



GPPA

Practice Leadership
Summit 2023

Navigating Change: Practical Solutions for Practice Management

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9:00 - 9:30

Lobby

Registration and Networking

9.30 - 9.40

Maryborough Suite

Welcome Remarks

Rachel Bothwell

9:40 - 10:10

Maryborough Suite

Navigating Changes to the Tax Treatment of GMS GPs

Steven Lynch from MedAccount will discuss the recent changes from Revenue regarding the tax treatment of GMS GPs.

10:10 - 11:00

Maryborough Suite

From Burnout to Balance: Developing Effective Leadership

Coach, consultant and editor Leonie Corcoran will explore the theories and tools that can assist you to develop an effective leadership style that supports your own wellbeing and that of your team. Leonie is co-founder of The Story Lab, supporting individuals and teams at times of leadership transition; Contributing Editor at IMAGE Media; and former editor of The Irish Times Health+Family supplement.

11:00 - 11:30

Lobby

Coffee Break & Networking

11:30 - 12:30

Breakout Rooms

Choice of 3 Workshops

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- Navigating Patient Conflict & Complaints (delivered by Medisec)
- Navigating Challenging Conversations with Staff (delivered by Donna Reilly People & Wellness)
- Navigating Process Improvement in Your Practice (delivered by Clare Farrell)

12:30 - 12:50

Maryborough Suite

Panel: Future of Technology in Healthcare

Rachel Bothwell will discuss what to expect in the future in relation to medical devices and data driven healthcare with Eucharia Chambers from Promed and Tony Ryan from MedVault.

12:50 - 13:20

Maryborough Suite

Panel: Planning for Change & Succession

Practice Manager Clare Farrell will discuss the importance of planning ahead for smooth succession and building new partnerships with Dr Knut Moe, GP & Director of the ICGP New & Establishing GPs (NEGs) Programme, and Steven Lynch from MedAccount.

13:20 - 13:30

Maryborough Suite

Closing Remarks

Rachel Bothwell

13:30 - 14:30

Hotel Restaurant

Light Lunch & Networking

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