



Institute of
Healthcare
Management

RSPH
ROYAL SOCIETY FOR PUBLIC HEALTH
VISION, VOICE AND PRACTICE

Supporting practice managers under pressure

Our vision is that everyone has the opportunity to optimize their health and wellbeing

- Promote and support good practice in health and social care management
- Create partnerships and networks of individuals and organisations to share good practice and improve standards of care
- Speak out on issues of concern as the trusted, independent voice of healthcare managers

More than half (57%) of practice managers had considered looking for new jobs, and **only 20%** of these were looking to stay in the profession.

The survey was completed by 110 respondents with a 60:40 female to male split. Around half had worked in this sector for more than six years.

Greatest challenges

- Workload (42%)
- Too much change (20%)
- Bureaucracy (11%)
- Patient expectations (9%)
- Partner relationships (6%)
- Lack of support (6%)

The areas of work that gave respondents greatest satisfaction were:

- Practice development (77%)
- Staff management (46%)
- Managing patient and community services (36%)
- Financial Management (24%)
- Clinical governance (13%)
- Managing premises and equipment (16%)

96% agreed that practice managers should be **leaders** within the practice, BUT standing in the way of developing this role were:

- Workload
- Lack of time
- Not being a partner (only 8% were partners in their practices)
- Not getting enough support from the practice partners (60%)

“Which skills would most help improve your work performance?”

- Strategic direction and business planning; commissioning and contract management (54%)
- Managing change and project management (49%)
- Quality improvement (40%)
- Performance management (39%)

IHM would like to see...

- Time and opportunity for practice managers' training
- Practice managers recognised as leaders
- Inappropriate workload and excessive bureaucracy reduced
- Growth of the federated model – sharing best practice

- Pilot programme for practice managers with PCDC Nottinghamshire
- Based on VTS scheme in Scotland
- Evaluation report due December 2015
- Aiming for Ofqual-approved RSPH-IHM Level 5 qualification

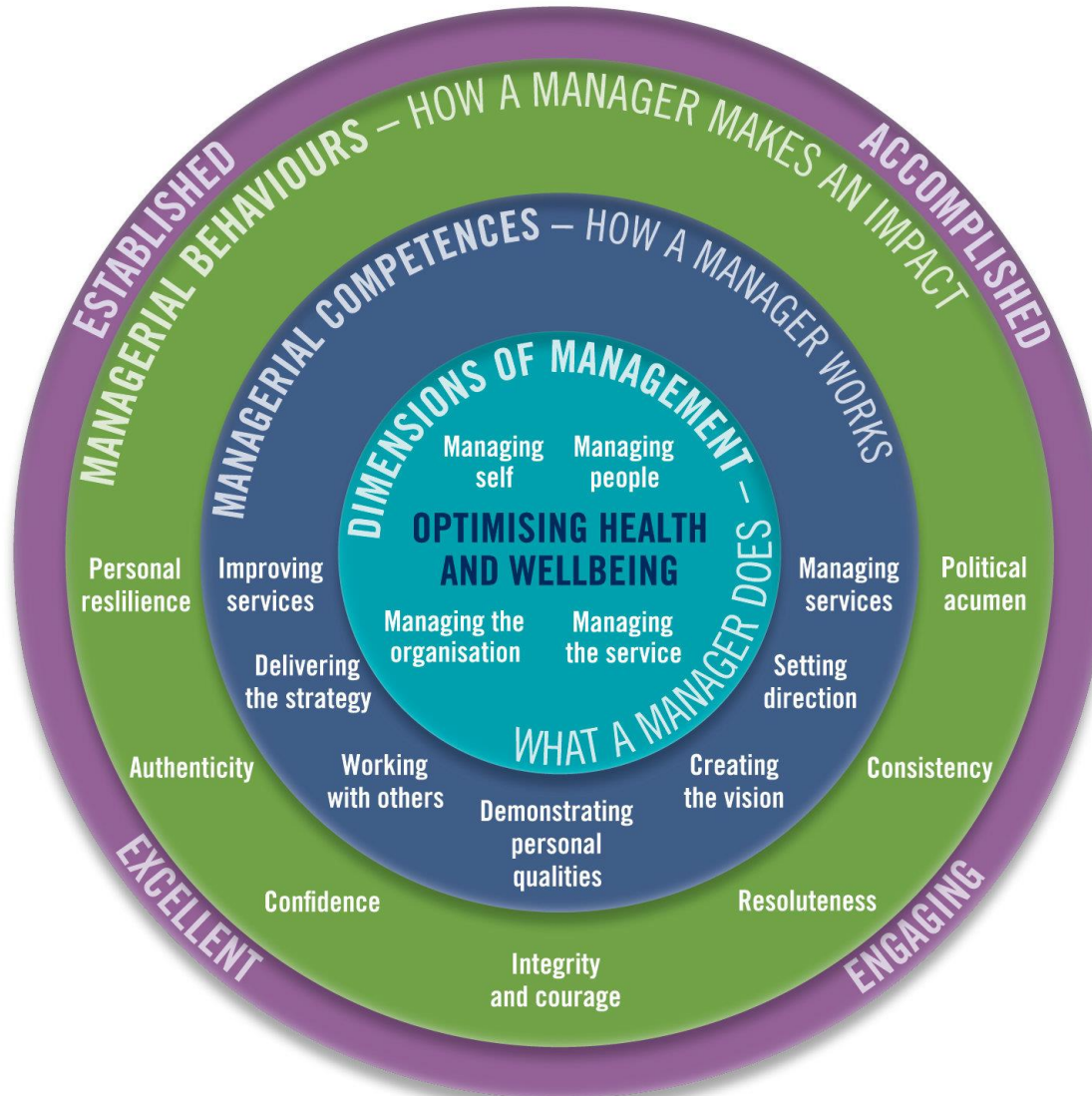
Supporting practice managers by up-skilling support workers

Pilot programme for non-clinical staff:

- Managing the organisation, the service, people and self-management.
- The role the healthcare support workforce can play in improving the public's health.

The pilots are informed by Talent for Care's *Get In, Get On, Go Further*, underpinned by IHM's Professional Practice Framework and the Royal Society for Public Health's Understanding Health Improvement qualification.

Professional Practice Framework



Relieving pressure on primary care using the wider public health workforce

‘Any individual who is not a specialist or practitioner in public health, but has the opportunity or ability to positively impact health and wellbeing through their (paid or unpaid) work’ (CfWI and RSPH)



Thank you!

www.ihm.org.uk

scramer@ihm.org.uk

@IHM_tweets