



Practice Manager Study Day 16th September 2010

The Practice Manager Study Day will take place on 16th September 2010 at the Hilton Hotel, Leicester. This is a one day event focusing on key skills for Practice Managers.

A fantastic line-up of speakers has been assembled including the Care Quality Commission on preparing you for registration, how to boost practice income and one of Britain's most successful female entrepreneurs and star of 'The Secret Millionaire' Kavita Oberoi delivering the keynote address. Delegates will also have the opportunity to attend 2 out of 3 one-hour workshops from the following: effective leadership, employment law and how to deal with stress.

For more information or to book, please email info@clinicalauditsupport.com

Practice Manager Study Day Programme

- 8:00** **Registration and Exhibition**
- 9:15** **Welcome and Introduction to the Day**
Stephen Ashmore, Chair
- 9:25** **Training Department Update**
Brenda Sutherland
- 9:45** **Boosting Practice Income**
Paul Samrah, Kingston LLP Partner
- 10:20** **Preparing for Registration**
Fiona Stephenson, Care Quality Commission
- 11:00** **Refreshments and Exhibition**
- 11:30** **Update on the work of Collingham Healthcare Education Centre**
Jacqui Smith, Chief Executive, CHEC
- 12:00** **Workshops**
- ✦ Effective Leadership, *Andy Cope*
 - ✦ Employment Law, *AP Partnership Ltd*
 - ✦ How to deal with Stress, *Kim Campion*
- 13:00** **Lunch and Exhibition**
- 14:00** **Workshops**
- ✦ Effective Leadership, *Andy Cope*
 - ✦ Employment Law, *AP Partnership Ltd*
 - ✦ How to deal with Stress, *Kim Campion*
- 15:00** **Refreshments and Exhibition**
- 15:20** **Maximising QoF Income and Improving Clinical Outcomes through Data Management**
Kavita Oberoi, Managing Director, Oberoi Consulting
- 16:20** **Final Thoughts from the Day and Close**
Stephen Ashmore, Chair
- 16:30** **Close**

The conference is exceptional value for money and delegates will be charged at £140 inclusive of VAT. The cost of the conference includes parking, refreshments and meals, the delegate pack and the opportunity to visit exhibitors. The event will be held in Leicester and is easily accessible from road, rail and air. For more details and to book onto the conference please contact Sharon Nijjar via email on info@clinicalauditsupport.com or by phone on (0116) 2786926.