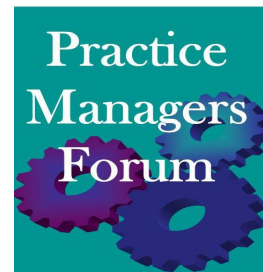


# Practice Managers Forum

## News Update



Spring 2010

### RCGP Northern Ireland Launch New Practice Managers Website

The Royal College of GPs in Northern Ireland in conjunction with my surgery website are currently in the process of developing a new website to support practice managers across the province. The website will contain various documents that practice managers use on daily basis, such as templates, up to date locum lists, job descriptions and anything else which you think fellow practice managers may find useful. **To make the website a success, we rely on you as practice managers to send through any information you would like included.**

Please submit all material to: [NICouncil@rcgp.org.uk](mailto:NICouncil@rcgp.org.uk)

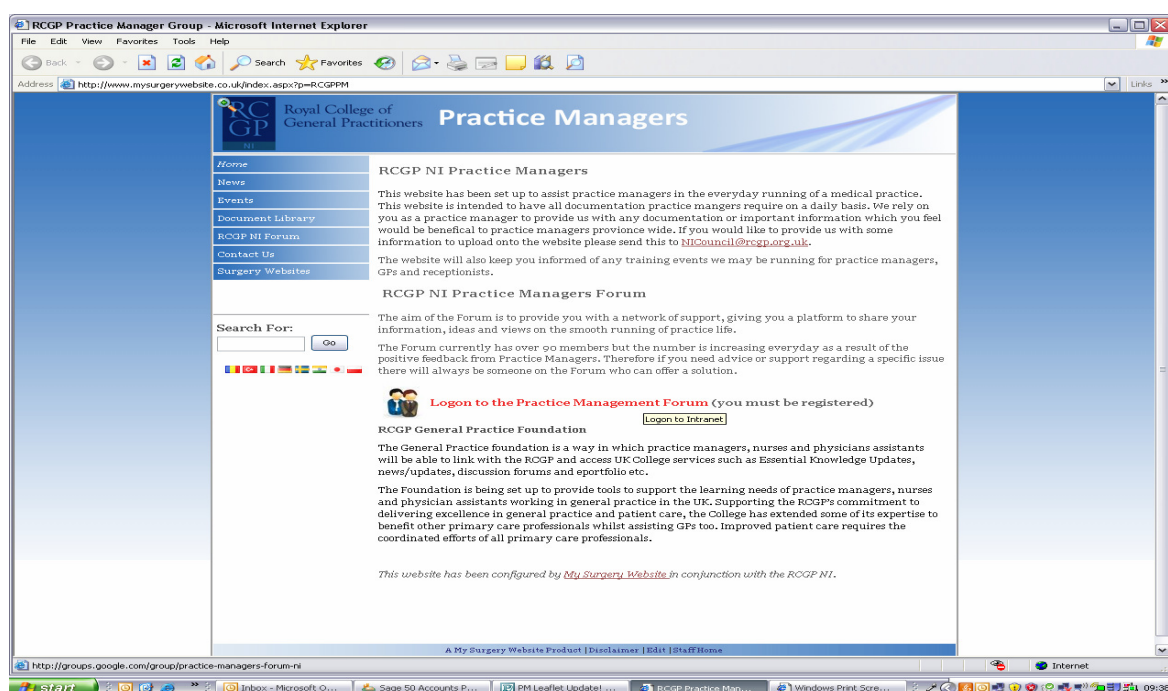
The development of the website is a result of the success of the RCGP Practice Managers Forum which was set up in February 2009 and now consists of 105 members from across Northern Ireland. The aim of the Forum is to provide a network of support, giving you a platform to share your information, ideas and views on the smooth running of practice life. To join the Forum please go to the link below and follow the instructions:

<http://groups.google.com/group/practice-managers-forum-ni>

Mrs Anita Mc Creesh, Chair of the Practice Managers Forum committee said, "To date the Forum has been very interactive and has proved to be an excellent communication tool for Practice Managers to network. I think all of the Practice Managers who currently use the Forum find it extremely beneficial. **To ensure continued success and future development of both the Forum and the new website it is extremely important that we as Practice Managers contribute as many templates and useful information as possible to keep this facility innovative and contemporary!"**



**Below:** Screenshot of the new Practice Managers Forum website



## Storage of Medical Correspondence



A number of practice managers approached RCGP Northern Ireland with a query regarding the storage of medical correspondence, especially in light of the drive towards a paperless society.

As a result of these queries RCGP Northern Ireland have written, on behalf of the Practice Managers, to the Department of Health asking if they can provide information on the current legislation with regard to the length of time (if any) general practices are required to store medical correspondence, and to provide clarification regarding the issues around the storage of electronic versus hard copy material.

Any feedback received from the Department of Health will be circulated on the Practice Managers Forum.

## Training Courses for Practice Staff

RCGP Northern Ireland hope to offer training courses throughout the year on behalf of the Practice Managers Forum to all staff in GP Practices.

Areas of training identified to date include:

- Medical terminology for non-clinical staff
- Generic prescribing
- Succeeding with difficult patients
- Team work in primary care
- Recruitment and selection
- Dealing with complaints.

If any of these areas are of interest to you, then please email your enquiries and preferred training courses to:

**Bronagh Monaghan**

**T:** 028 9023 0055

**E:** [bmonaghan@rcgp.org.uk](mailto:bmonaghan@rcgp.org.uk)

---

## RCGP Northern Ireland Annual Awards Gala

---

**Dunadry Hotel, Templepatrick  
Saturday 27th November**

**Is your team the  
Practice Administration Team of the Year 2010?**

**Or**

**Does your team think *you* are the  
Practice Manager of the Year 2010?**

Then don't forget to nominate!

Nomination forms and further details will be circulated soon and will also be available from our website:

[http://www.rcgp.org.uk/councils\\_\\_faculties/rcgp\\_northern\\_ireland.aspx](http://www.rcgp.org.uk/councils__faculties/rcgp_northern_ireland.aspx)

---

**For further information, please contact:**

**RCGP Northern Ireland**  
4 Cromac Place  
Belfast  
BT7 2JB

**T:** 028 9023 0055  
**E:** [nicouncil@rcgp.org.uk](mailto:nicouncil@rcgp.org.uk)

