



GP Practice New Manager Program

General practice management is specialised and complex. The GP Practice New Manager Program provides intensive face to face training with an experienced practice manager concentrating on the areas your new manager needs to know for effective and efficient assimilation into the role.

If your new manager isn't sure what a CQI PIP incentive is, is unaware of the compliance requirements of general practice or doesn't understand what to do in the event of a privacy breach this can come at a cost to the practice. The GP Practice Program gives managers a basic understanding of general practice management and requirements, that will allow them to work at the level their practice needs them and hit the ground running.

We give you a checklist of what your new manager needs to know and you decide what you want covered. When, where and for how long you want each session for is up to you.

- ✓ **The relationship between Government and General Practice**
Including: PIP/WIP, Provider numbers, Medicare, Item numbers, PRODA/HPOS
- ✓ **The Business of General Practice**
Including: Insurances, structures, audits, shared debt recovery, business plans
- ✓ **Finance Management**
Including: Basic accounting, Private/mixed/bulk billing, setting fees, KPI's
- ✓ **Compliance**
Including: Accreditation, policy and procedure, privacy/confidentiality, ATO
- ✓ **Managing Patients**
Including: Feedback, complaints, patient touchpoints, patient satisfaction
- ✓ **Practice Management Clinical Matters**
Including: Recalls/reminders, test follow up, care plans, health assessments,
- ✓ **People**
Including: Recruitment, induction, Awards, registrars, scope of practice, succession planning
- ✓ **Risk Management**
Including: Incident report, privacy breach, acts/legislation, informed clinical and financial consent
- ✓ **Reception**
Including: Practice flow, touchpoints, identifiers, workplace flow, task and duties, leave
- ✓ **Professional development**
Including: Networking, resources, CPD, where to get help
- ✓ **I.T.**
Including: Computer security, software, backups, moving to the cloud, PenCat

Give your new manager the best chance to excel in their role, contact Jen Flakemore at Establish Practice Support on 0431 059 495 or jen@establishpractice.com.au to discuss your practice needs.

A brief bio

Jen Flakemore has more than 20 years' experience in practice management working in general practice, specialist practice and allied health. She currently works as a business manager for a general practice clinic, has a practice management consultancy and runs workshops for practice managers and practice staff in Geelong, Melbourne and Regional Victoria. Jen has taught the Diploma of Leadership and Management at Geelong TAFE, lectured in Professional Practice and written and developed student learning guides for small business and human resources. Jen has a Bachelor of Arts (double major in psychology), Diploma of Business Management, Diploma of Human Resources, Cert IV in Training and Assessment and is a Certified Practice Manager, Fellow of the Australian Association of Practice Managers and 2019 Victorian Practice Manager of the year.

