



Lincolnshire LMC Weekly Update 18/10/2024

The Lincs LMC weekly update is an overview of our published information relevant to practices. All of our weekly updates can be found by clicking the button below.

[Previous Lincolnshire LMC Weekly Updates](#)

Message of appreciation to Practice Managers

We at Lincolnshire LMC, would like to express our deep appreciation for the invaluable work carried out by practice managers across surgeries in Lincolnshire.

Your role is not only pivotal but also incredibly multifaceted. Practice managers serve as HR leads, welfare coordinators, finance experts, project managers, IT specialists, and the essential liaison between GP partners, staff, external organisations, and patients.

In addition to these vital responsibilities, you often take on tasks that aren't listed in any job description—like changing lightbulbs, fixing printers, and even replacing the occasional toilet seat! These unsung, everyday heroics keep surgeries running smoothly and ensure that everyone can focus on what matters most: delivering excellent patient care.

We recognise that practice management can sometimes feel like an isolated role, given the breadth of responsibility that falls on one person's shoulders. We encourage you to reach out and engage with the LMC and colleagues in neighbouring practices. Building these connections is not only vital for sharing best practices but also for maintaining your own wellbeing. You are not alone, and your support network is always here to help. You can access our wellbeing resources by using the buttons below.

Balancing these duties with the ever-present challenges of healthcare management, you create environments where staff can thrive and patients feel cared for. Your dedication, resourcefulness, and resilience are truly commendable.

We acknowledge that much of what practice managers do happens behind the scenes, but your contribution to the smooth operation of our surgeries cannot be overstated.

Thank you for all that you do—it doesn't go unnoticed, and we are deeply grateful.



Take-30



Mentoring & Coaching

October Lincolnshire LMC Committee Report:

Please click the button below to view our most recent committee report

All LMC Committee Reports

Most recent News:

- [General Practice Annual Electronic Self-Declaration \(eDEC\)](#)
- [GPCE's vision for general practice – 'Patients First' Campaign](#)
- [CQC update on Re-building a trusted approach to regulation](#)

All News

Most recent Guidance:

- [Performance Matters – Accurate examination documentation](#)
- [Improved Single Point of Access to help find the best support for complex patients](#)
- [Launch of BMA GP Safe Working Guidance Handbook](#)

All Guidance

Receptionist/Care Navigator Forum

NEW: Receptionist/ Care Navigator Forum



Second Tuesday of the month, drop in from 12pm-1pm via Teams, starting Tuesday 8th October.

As part of the People Promise, we are inviting all receptionist and care navigator staff working in Lincolnshire Primary Care to a new monthly online forum. We understand that working in these roles is challenging at present, due in part to increasing levels of aggression and abuse from patients. The aim of this forum is to:

- - Give you a voice
- - Provide an opportunity to meet and talk to others working in similar roles
- - Enable peer support
- - Allow you to discuss challenges and explore suggestions for improvement
- - Identify training needs
- - Promote health and wellbeing
- - Recognise and celebrate the valuable work that you do

For the Teams link, contact ruth.pollock@nhs.net

We look forward to welcoming you.

Many thanks,

Ruth Pollock

Operations and Liaison Manager
People Promise Manager



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