

**The Scottish Practice Management Development Network Annual Conference
A New Road**

Parallel Sessions

Thursday 26 April 2018

1. ICO Subject Access Request Workshop

Facilitator: Maureen Falconer, Regional Manager, Information Commissioners Office

This workshop is being run by the ICO in recognition of the increasing proportion of time spent dealing with and responding to Subject Access Requests. The GDPR is bringing in new data protection rules around SARs, the most worrying of which is that the standard fee currently permitted under the Data Protection Act 1998, will no longer apply. All is not doom and gloom, however, because extended time frames and administrative cost recovery will be possible in some cases!

This is a practical workshop that seeks to apply the obligations and rights under the GDPR in a way that will be useful for Practice Managers to disseminate in the workplace.

2. Understanding Team Dynamics

Facilitator: Billy Dixon

Different approaches are needed when building, taking over or working with an existing team. This understanding makes for more effective leaders.

3. LIST and SPIRE – Working Together With You Locally

Facilitator: David Baird, Service Manager, NHS National Services Scotland

Delegates will have the opportunity to find out more about how NSS ISD has been supporting Primary Care information needs across Scotland. In particular, we will provide an update on how ISD's Local Intelligence Support Team (LIST) has been working with Primary Care GP Clusters to co-design actionable intelligence. You will also hear from SPIRE on how the data can support Primary Care and General Practice.

Learning objectives include:

- Bring you up to date on how SPIRE can support you in your Practice
- Find out more about 'What we have been doing'
- Hearing from you about your priorities and how we can help
- Our approach to 'Doing it once for Scotland'
- What's next

4. Employment Law Update

Facilitator: tbc

This workshop will put everything into context and will allow you to gain a clearer understanding of the fundamental principles of employment law including any recent changes. We will look at HR issues that employers are likely to face and provide practical advice and guidance.

5. Managing Stress

Facilitator: Charlotte Cameron, Hemsley Fraser Ltd

This session is for anyone who needs to better manage stress and anxiety. It focusses on distinguishing between stress and pressure at work, gives your practical actions to help you manage stress and anxiety at work and gives you the opportunity to practice ways to manage both.

- Distinguish between stress and pressure at work
- Describe the impact work-related stress has on you
- Practise ways to manage stress and anxiety
- Identify practical actions that you will take to manage stress and anxiety at work

Friday 27 April 2018

6. ICO Subject Access Request Workshop

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7. STEW (Systems Thinking for Everyday Work) Model

Facilitator: Paul Bowie, Programme Director – Safety and Improvement, NHS Education for Scotland

Many current safety methods attempt to improve the safety of individual system components and do not appreciate the interactive complexity of many of the systems found in healthcare. This workshop will look at the importance of exploring everyday work when trying to understand why something went wrong and when considering change.

8. Duty of Candour

Facilitator: June Davis, Educational Projects Manager, NHS Education for Scotland

We all share a common purpose as partners in health and social care – and that is the provision of high quality care and to ensure the best possible outcomes for people using our services. We know that we deliver exceptional care on a daily basis but sometimes things go wrong and it's how we deal with these incidents that is important. The Duty of Candour provisions are implemented on 1 April 2018 and set out for us a range of things that need to happen when unexpected or unintended harm has occurred. This workshop will enhance your skills and techniques in being open and honest, making an apology, meeting with families and having difficult conversations; all of which are part of the Duty of Candour procedure.

9. Matrix Management

Facilitator: Hemsley Fraser Ltd

Sometimes managing teams can be very complicated. A traditional line management structure may be straight forward but when we are required to work with people outside our own team to achieve goals and objectives, challenges soon surface. Who makes decisions? Who is responsible for processes? How do we evaluate individual performance?

This session will cover:

- The characteristics of matrix-managed teams
- The benefits of matrix-managed teams
- The elements of a high performing team
- The stages of transitioning to a matrix-managed team
- Tools and techniques to manage and evaluate a matrix-managed team

10. Dealing with Challenging Behaviour

Facilitator: tbc

Employers have a 'duty of care' to all their employees and are responsible for preventing bullying and harassing behaviour. But how can they deal with challenging behaviour in the workplace that does not cross the disciplinary line? What can they do about employees who are merely 'difficult' rather than offensive?