

Programme

Thursday 4 & Friday 5 May 2017

Thursday 4 May

12.30 - 13.30	Registration Coffee & Exhibitors	Strathblane Hall Atrium
13.30 - 15.00	Plenary Session	Sidlaw Auditorium
13.30 - 13.40	Welcome & Introduction Tracey Crickett, National Co-ordinator of Scottish Practice Management Development Network, NHS Education for Scotland	
13.40 - 14.30	The Maggie's Story – What Can Managers Learn? Gillian Hailstones, Head of Centre Operations, Maggie's	
14.30 - 15.00	Primary Care in Scotland Looking to the Future Fiona Duff, Senior Advisor, Primary Medical Services, Scottish Government	
15.00 - 15.30	Coffee & Exhibitors	Atrium
15.30 - 17.00	Parallel Session 1 1. Employment Law Update 2. The NHS from a Patient and Carer's Perspective 3. Practice Sustainability – 'Turning a crisis into an opportunity!' 4. A Safety Management Checklist for General Practice	Lowther Sidlaw Auditorium Lennox 1 Lammermuir 1
17.00 - 18.00	Facilitated Poster Session	
18.45 - 23.00	Awards Ceremony & Dinner (Cash Bar available)	Cromdale Hall

Friday 5 May

08.15 - 09.00	Registration Coffee & Exhibitors	Strathblane Hall Atrium
09.00 - 09.05	Welcome & Introduction Tracey Crickett, National Co-ordinator of Scottish Practice Management Development Network, NHS Education for Scotland	Sidlaw Auditorium

09.05 - 09.20	Looking Towards Tomorrow Tracey Crickett	
09.20 - 10.30	iCann Richard McCann, Inspirational Speaker & Author	
10.30 - 11.00	Coffee & Exhibitors	Atrium
11.00 - 12.30	Parallel Session 2 5. NHS Model Complaints Handling Procedure 6. Who Decides? 7. The NHS from a Patient and Carer's Perspective 8. The Importance of Maintaining Patient Confidentiality with Social Media 9. Creating a Mentally Healthy Workplace	Kilsyth Lammermuir 1 Harris Lowther Lammermuir 2
12.30 - 13.45	Lunch & Exhibitors	Platform 5 Café & Atrium
13.45 - 15.15	Parallel Session 3 10. Duty of Candour 11. Employment Law Update 12. Making Tax Digital	Lennox 3 Lennox 2 Lennox 1
15.15 - 16.00	Joint Plenary Session for Medical Education, Medical Appraisal, Practice Managers & Pharmacy	Pentland Auditorium
	Chair: Professor Stewart Irvine, Medical Director, NHS Education for Scotland	
	Realising Realistic Medicine Dr Catherine Calderwood, Chief Medical Officer, Scottish Government	
	Realising Realistic Medicine – the Pharmacy Contribution Dr Rose Marie Parr, Chief Pharmaceutical Officer, Scottish Government	



**Tweeting? Use #SPMDN17 and follow us @
NHS_Education**