**Making a Difference in General Practice**

**Wednesday 25th September – 14:00 - 16:00**

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| **TIME** | **ITEM** |
| **14:00** | **Welcome and Introductions**  **PCN Survey –** *Kamal Bahia (NHSE SE)*  **Map of Support –** *Anna Buckle (Redmoor Health)* |
| **14:10** | **New Ways of Working – Winter Readiness**  **Implementing MGP –** *Dr Tim Caroe (NHSE SE)* |
| **14:25** | **Workforce – Optimising Skill Mix**  **Using Population Health Approaches to Manage Patient Demand –** *Dr Phil Wallek (Sussex)* |
| **14:40** | **Staff Experience – PCN Retention Exemplars**  **Recruiting and Retaining Workforce –** *Steve Rowley (NHSE SE) and Deborah McReynolds (Frimley)* |
| **14:55** | **Patient Experience – Social Prescribing**  **Working With Your Community –** *Dr Tilly Silva (BOB)* |
| **15:10** | **Working Collaboratively**  **INT Regional Vision and Strategy –** *Geoff Berg (NHSE SE)*  **Primary and Secondary Care Interface/Data –** *Dr Daghni Rajasingam (NHSE SE)* |
| **15:40** | **Managing Demand**  **Persistent Attenders and Managing Demand –** *Dr Linsey Leach (Surrey)* |
| **15:55** | **Close and Q&A (Kamal Bahia)** |

We are excited to invite you to our upcoming workshop, ***Making a Difference in General Practice*.** This session will provide valuable insights into the collaborative efforts happening across the region, focusing on optimising skill mix and effectively managing demand in primary care. Join us to hear insights from peers who are making these initiatives a reality.

Discover practical strategies you can implement immediately to make a tangible impact in your practice or Primary Care Network (PCN).

Based on feedback from the SE Regional Survey conducted on March 24, we have identified key areas where further guidance was sought. To address these needs, we have developed a focused 2-hour workshop on September 25, from 2:00 to 4:00 PM. We look forward to your participation.