
Devon LMC Support Hub

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Pastoral Support Service

"A confidential and discrete support service for individual members of the leadership team"

Devon LMCs Pastoral Support Network provides confidential support and guidance to anyone in a leadership position in General Practice whether they are a GP, Manager, or Practice Nurse. You might be struggling with internal strife in a partnership, with burnout, or your personal workload may threaten to become unmanageable. Our network of Pastoral Support Officers' provide agile support tailored to the needs of the individual.

Leadership and Management Support

"Supporting practice teams to deal with resilience, business viability and communication issues"

Our Leadership and Management Support Service is there to support the 'team' when things have become difficult and may lead to serious problems, or when there is an issue too difficult to deal with alone. When requested, the LMC will set up an initial meeting to discuss the issue and then develop a plan with you to work towards resolution.

Mediation and Facilitated Meetings

"A scalable service to support conflict resolution and improve business performance"

The LMC can provide one off support packages to help Practices work towards conflict resolution. At the lowest level facilitated meetings held at Deer Park can often resolve seemingly impossible situations. In more serious cases we can offer a mediation service which is one step down from full legal action.

Freedom to Speak Up Guardian

"Giving a protected voice to team members"

The LMC is providing a Speak Up Guardian Service for General Practice in Devon through our network of trained Speak Up Guardians. The role of the Speak Up Guardian is to empower colleagues to speak up about anything which they think affects the quality of patient care or staff experience and to tackle barriers to speaking up where found. Any member of the practice team can access this service.

GP Coaching

"Developing individuals to enhance professional performance"

We are currently running a dedicated GP Coaching Programme funded by NHS England. It is primarily aimed at GPs who have reached a crossroads in their career and would value a series of structured sessions to support their development. The scheme can be accessed directly through the LMC office and following an initial telephone discussion to assess suitability, GPs will be offered up to 6 x 1 hour coaching sessions with an ILM5 or equivalent level coach.

Mentoring and Peer Support

"Bringing together the wisdom and experience of our members to inspire and nurture the next generation of leaders in General Practice"

For GPs - The LMC is currently setting up a Mentoring Scheme specifically for GPs new to General Practice and having undertaken the Next Generation GP Leadership Programme. To inspire and nurture the next generation we are seeking GP volunteers to register as mentors which will allow the LMC Support Hub to match mentors with mentees. If you are interested in volunteering, we would love to hear from you!

For PMs - There is an active network of very experienced Practice Managers who can be called upon for peer support for those Managers new to the role or struggling with professional challenges. We have recently set up an Action Learning Set for a group of Practice Managers new to General Practice and who have recently completed our 'Introduction to General Practice Course'.

Induction to General Practice

"A one-day induction package for new GPs, Nurses, Practice Manager's and members of the practice leadership team"

The LMC has designed and commissioned a one-day induction package for new GPs, Nurses, Practice Manager's and members of the practice leadership team who are new, or relatively new, to General Practice. The day includes briefs from external organisations such as the Clinical Commissioning Group, NHS England, Devon Training Hub, and the Care Quality Commission. The day also includes a facilitated introduction to GP finance, strategic policy development and Quality and Outcomes Framework. The day is free to delegates and lunch and refreshments are included. The whole day is a fantastic networking opportunity. We currently run this course three times a year; if you are interested in attending this bespoke course please our Support Hub.

Preparing for Partnership

"Aimed at young GPs and those considering partnership for the first time"

You are about to or may have recently completed your GP training and are now freely able to enter the exciting world of General Practice. You are fully trained in the clinical aspects of being a GP - but what sort of career are you looking for?

Our Preparing for Partnership Session is currently run on an ad-hoc basis, lasts just half a day and is principally aimed at Registrars and GPs to prepare them for those aspects of Partnership which are either new or typically they will be unprepared for. Led by one of the LMCs experienced Medical Secretaries, this session covers a broad range of topics including the differences between the various GP roles, running a business, financial aspects of partnership, and the new GP contract. To express an interest in attending a future session please contact our Support Hub.

Registrar Shadowing Opportunity

This pilot has been designed to enable Registrars the opportunity to shadow one of Medical Secretaries to get a flavour of what the LMC does and how the various elements of the Primary Care system hang together in Devon. If you are interested, please contact our Support Hub - we'd love to hear from you!