

DANIEL GOLLOP

Practice Management Support, General Practitioner's Clinic (NHS) Hampstead Group Practice. Level 5 Management Apprentice



Daniel supervises a team of four medical admin staff in a General Practitioner's clinic.

REFINING INEFFICIENCIES TO SAVE THE PRACTICE BETWEEN £5-£10K ANNUALLY

During the Level 5 apprenticeship Daniel learned how to make practical business improvements. Using cost-benefit analysis, he overhauled the practice's recall system (contacting members of the public for routine appointments e.g. child immunizations or cervical screening). Admin time spent on this fell from one - two hours a week to half an hour, resulting in reduced over-time costs (of between £5-£10k) and improved staff morale.

“ For my web-based project, it was refining inefficiencies within the clinical system. So especially processes for recalls. I was able to develop better services to save time for the admin team. ”

IMPLEMENTING DIGITALISATION IN THE PRACTICE

Aware of the pressing need for the NHS to digitalise, Daniel used his skills from the apprenticeship to identify ways his own clinic could implement this strategy by moving the practice towards more digital tools and software to handle insurance reports.

“ I was able to facilitate the transition <onto the new software> because I think at the start clinical staff were a bit more hesitant to use a new software. ”

REASSIGNING WORK AND ESTABLISHING TIME REDUCTION

During the transition to the above software, Daniel trained his admin team to process the new reports, moving the responsibility away from clinicians and leaving them with up to five hours extra time a week.

“ For a normal clinician that would take an hour of their day whereas admin can do it in ten minutes. ”

A NEW JOB, TITLE AND POTENTIAL PAY RISE HAS RECENTLY BEEN CREATED FOR DANIEL

October will see Daniel move into a HR Manager role – a position created for him by senior stakeholders. As this is a more senior role it is highly likely to be accompanied with a pay rise.

The programme has cemented Daniel's aspirations for the future and he is able to see what several steps ahead will ideally look like, ultimately resulting in a hospital board level position or place within NHS England. Aware that an MBA or MA is necessary for these roles, and riding on his new found confidence post Level 5, Daniel is due to start the Level 7 MBA course imminently.

“ Senior management are aware of my abilities so it's a role that's been created specifically for me in a way. ”