

Practice Managers Conference 2025

Building Resilience and Driving Success

Thursday, 20 November 2025 at Bet365 Stadium



The Staffordshire Training Hub Practice Managers Conference 2025 is designed to equip and empower Practice Managers and Primary Care leaders with the knowledge, tools, and strategies needed to excel in a constantly evolving healthcare environment. Back by popular demand, this year's programme includes vital updates on CQC assessments, GP Practice finance, HR and Employment law, and NHS pensions - key areas that consistently provide valuable insights for Primary Care operations.

Delegates will also have the opportunity to explore practical solutions for managing role creep, building resilience, and enhancing wellbeing, while gaining first-hand insights from frontline ARRS staff. With expert-led discussions, engaging presentations, and numerous networking opportunities, this conference is your chance to stay ahead, foster collaboration, and ensure the ongoing success of both you and your Practice.

09:00 – 09:45	Registration and Exhibition An opportunity to network with your colleagues and visit the Exhibition Stands
09:45 – 09:55	Welcome Opening Address - Ian Jones, Director, PMA - Navrose Chappell, Staffordshire Training Hub Manager
09:55 – 10:15	Staffordshire and Stoke-on-Trent ICB Team Update - Katie Woods, Senior Primary Care Manager, SSOT ICB - Antoinette Bourne, Project Support Officer, SSOT ICB
10:15 – 10:45	Navigating CQC Assessments: What's new for 2025 - Andy Brand, Deputy Director of Operations, Midlands Network, CQC - Carrolle Hancox, Primary and Community Care Inspector, CQC
10:45 – 11:15	GP Practice Finance – 2025/26 Update Katy Drew, Head of Primary Care Development, Sandison Easson Accountants
11:15 – 11:35	Comfort Break An opportunity to network with your colleagues and visit the Exhibition Stands
11:35 – 12:05	HR and Employment Law: Essential Updates for 2025 Emma Fay, Director, HR Department
12:05 – 12:35	Managing Role Creep: Protecting Boundaries and Driving Efficiency Michelle Carmichael, Business Development / Practice Manager, Beacon Primary Care & Independent Consultant / PMA Trainer

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12:35 – 13:05	NHS Pensions: 2025 Update Paul Gordon, Medical Specialist Wealth Planner, Atomos
13:05 – 14:00	Lunch An opportunity to network with your colleagues and visit the Exhibition Stands
14:00 – 14:40	ARRS in Action: Perspectives from the Frontline ARRS staff share experiences, highlight their impact, and explore Primary Care opportunities and challenges. - Steve Nawoor, Clinical Physiotherapist - Nichola Finney, PCN Care Co-ordinator - Laura Clare, Care Co-ordinator - Rebekah Chalmers, Social Prescribing Link Worker Facilitated by: Ian Jones, Director, PMA
14:40 – 15:10	READY, SET, AI – Step into the Future of Artificial Intelligence Ben Scorer, Primary Care IT Consultant, Perfect Your Practices
15:10 – 15:50	Cultivating Resilience and Optimism in Challenging Environments Laura Hampson, Director of Hampson Coaching Ltd, Trainer, Coach and Workplace Mediator and Founder of The Wellbeing Service Practical stress management tools are key to improving overall wellbeing, while regular mindfulness practice fosters present-moment awareness and emotional regulation, helping to maintain an optimistic outlook when facing challenges. This session will focus on building self-confidence, reflecting on challenges faced as Practice Managers, and using mindfulness to enhance wellbeing.
15:50 – 16:00	Summary of the Day and Prize Draw - Round-up with Ian Jones, Director, PMA - Fortnum and Mason Hamper Prize Draw
16:00	Close