



Training & Events

Embracing challenges and identifying opportunities for frontline staff to adapt to an ever evolving workplace.

Gippsland Primary Health Network is inviting administration staff to attend this online education event.

Location

Online

Date and Time

Wednesday,
26 October 2022
12.30-1.30pm
Provided at no cost to you

[Register Here](#)

Working on the frontline in a medical practice was once less complex and more enjoyable.

Then the last few years happened...

Since then, things have become really challenging. There are so many competing demands on frontline teams. The pressure continues to impact the sector as a whole.

Frontline staff may be posing the question - would it be easier to work elsewhere?

This practical webinar will provide attendees with tips, techniques and strategies to:

1. Navigate the mounting pressure from patients at the front desk.
2. Deal with the ever increasing demands from GPs and other colleagues
3. Adapt to the changing nature of general practice in Australia.
4. Provide effective feedback to and influence positive change with practice managers and owners.

Brett & Margaret McPherson, Consultant Managers, Hogan McPherson Consulting

Margaret McPherson, Fellow & CPM AAPM, Dip Pce Mgmt, Dip HR, Cert IV Training & Assessment.

With more than 15 years' experience in the health sector, Maggie is the Manager Medical Services – Huon Council and prior to that held the position of Practice Manager at North Richmond Community Health Centre for 7 ½ years, managed a large Neurological practice, worked for a Cardio-vascular testing group and the Melbourne Division of General practice. Maggie holds formal qualifications in Practice Management and Human Resource Management as well as being a qualified workplace Trainer & Assessor.

Brett McPherson CPM, FAAPM & Life Member – AAPM, Grad Dip Business, FETC (Oxford)

Brett has more than 30 years health management experience, including 14 years managing radiology practices and 16 years managing several different general practices. He currently works with practices and organisations in various states across Australia.

Would you like to provide feedback or suggestions on future education/training workshops? Contact us via events@gphn.org.au