**Personal biogs:**

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| Ian Cawthorne | Came into the NHS 10 years ago having years of healthcare and management experience in the military as a Practice Manager.  He worked with Primary and Community Care Clinical audit Group, initially having had an interest and experience in clinical information systems in his past career, where he undertook training in Health Service management and Information Management Technology in healthcare and data quality. He moved back into his mainstream role of Practice Management in 2010. Since then he has been Involved with merging two semi-rural practices in 2012/13, and now manages an 11,500 patient dispensing practice over 2 sites. A training practice for both GPs and students, with 2 trainers and clinical supervisors who carry out student training as well. The practice uses TPP SystmOne clinical system.         |
| Suzi Colley | I am Management Partner at Price’s Mill Surgery in Nailsworth. We are a semi-rural training practice with a current list size of just under 9,000 patients. I joined the practice two years ago with no experience of practice management. I came to the role from Legal Services Manager at an Ambulance Trust. Before that I had been solicitor at Gloucestershire Hospitals NHS Foundation Trust for 7 years, and before that a defence clinical negligence and healthcare advice solicitor in a law firm in Bristol for 10 years.My background did not prepare me for varied and challenging role of a practice manager. After a steep learning curve it is this variety and the unique challenges of the role that I enjoy. However, it is easy to feel isolated and sometimes the juggling of all the different aspects of the role can be overwhelming. Peer review and support meetings allow us to talk through our role with someone who understands the role and the landscape we work in. Someone who may be able to offer a different view of things and enable focus on practical ways forward. I am keen to use the knowledge I have accumulated to provide this support. |
| Kate Jacques | My name is Kate Jacques and I am the Practice Manager at Rendcomb Surgery. We are a small, rural, dispensing practice on one site. Our list size is currently 4,300 and growing approximately 3% year on year over the last 10 years. We dispense to approximately 86% of our patients. After having a stable group of 3 Partners for many years I have now taken the practice through 2 senior partner retirements and the recruitment process involved, plus a partner leaving after only 18 months.I have been in role since April 2008 and prior to that was Assistant PM to Julia Tambini at the Cotswold Medical Practice for 5 years.I don’t feel that I have any particular skills, apart from multi-tasking and time management, which are the essentials but I have an interest in finance and IT. I find the pace of practice management and change really challenging at the moment and, having had the chance to appraise and be appraised at the training days, know how helpful it can be to have an independent ear. If I can help in any way please do get in touch.  |
| Gill Hawlins | I have had a varied career so far with banking giving me a great start when I was a young 17 year old.  After a few years in the bank I moved to work for a large Building Society within the Audit department which provided excellent insight to how a large organisation worked from Treasury department, to local branches, to mortgage arrears and around the early 1990’s this was a challenge with interest rates sitting around 15%!It was from here I was presented with a great opportunity to run the flagship branch in Cheltenham as Customer Services manager at the grand age of 25 and I stayed here building relationships with the local business community until I left for promotion to Area Manager with another Building Society.  During these few years personal circumstances and family life took over and I decided that moving to a more local and part-time role would be beneficial and to that end my life in the NHS started some 17/18 years ago.Longlevens Surgery has evolved considerably over that time, growing in patient numbers, partners, staff, two extensions later (that’s another story!), changes to roles and increased workload leading to me now working full time!  The job is so varied and I am very fortunate to have gained vast experience within this role.  I am involved in our local Cluster and we are working hard to develop this as a function, I also Chair the Gloucester Practice Managers group.In my spare time, my working cocker spaniel is very much a part of down time walks. If you would like some support and someone on the same page as you then do not hesitate to get in touch. |
| Diane Piatek | I joined Hilary Cottage Surgery as Practice Manager in 2008 and was appointed as a non-clinical Partner in 2016.We are a medium size dispensing practice of 7600 patients and dispense to over half our patient list. We are a training practice for GPs and medical students. I have seen many changes over the last 10 years including 3 partner retirements, and we continue to change, adapt and evolve to meet the current challenges that lie within primary care. Last year we were one of the first practices to directly employ an Advanced Paramedic Practitioner to join our practice team. We also have a Pharmacist and team of Frailty Nurses working alongside our patients as part of a South Cotswold cluster initiative. We were one of the first practices to be inspected by CQC in Gloucestershire under the new GP Handbook procedure and KLOE’s back in 2014, and we had a routine re-inspection in May 2018 - both were rated as “Good”. My previous career has been both diverse and interesting – 10 years serving Queen and country in the Royal Air Force, 8 years in Office and Finance Management in the UK office of a large American Electronics Manufacturing Company and finally (prior to my current role) 10 years as a School Business Manager working in a variety of Primary and Secondary schools in the Swindon and Wiltshire areas where I completed a Diploma in Business and Change Management.I have many years’ experience of finance (preparing accounts to trial balance), HR staffing and payroll, Premises and Project Management, Health & Safety (with an IOSH Diploma), and have an interest in IT. I was Chair of the North & South Cotswold PM cluster group during 2017, and am also currently a member of the CCG’s Primary Care Digital Group.  |
| Sophie Williams |  |