

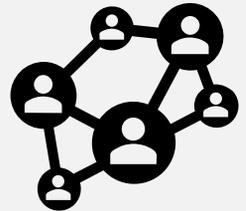
Top tips for Practice Managers and MDT working

The Primary Care Phased Investment Programme (PCPIP) delivered an online Demonstrator Site workshop in April 2025 to clinicians and administrators on topic of *Practice Management and Multidisciplinary Team (MDT) Working* in Primary Care. At the workshop, practice managers explained the challenges that they experience and what has helped in navigating certain situations. These top tips reflect these discussions and focus on the important and essential role of the PM within the MDT.

ADVISE ON WIDER MDT PLANNING DECISIONS

Engage in planning and development of services from the wider MDT from the outset.

Practice managers can utilise their knowledge of local population and practice, as well as the logistics of new members joining their team. Being involved in recruitment processes will ensure there is a 'good fit' of staff to practice.



FOSTER INCLUSIVE TEAM CULTURE

Support all staff members (including administrative, clinical, support staff) to feel part of MDT.

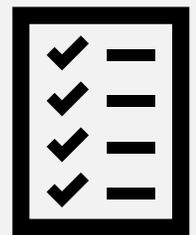
Practice managers can influence and develop team culture alongside other MDT managers. Examples include identifying training needs of practice MDT members, investing in team building activities to help break down silos that may exist.



CLARIFY ROLES AND RESPONSIBILITIES

Ensure all MDT members understand their place in the wider system.

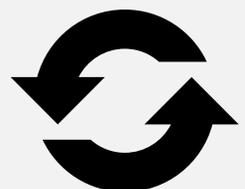
Practice managers can ensure expectations are managed, through providing clear documentation on who works with whom, what each role entails, and reporting structures in the practice.



PRIORITISE TWO-WAY COMMUNICATION

Establish clear communication channels (including email, newsletters, Microsoft Teams channels, meetings) with all staff, including external, part-time, and resilience staff.

Practice managers can ensure staff have agreed ways to communicate to reduce the risk of key information being missed.



DEVELOP CONTINGENCY PLANS

Communicate with other MDT managers to support development of a contingency plan for managing staff rotation, to cover demand, and ensure limited disruption.

Practice managers can ensure proper induction, handover documentation and identification of training needs are provided prior to any staff transition.

