



# Creating Policies, Procedures (SOP) and Protocols

**Date:** 8<sup>th</sup> May 2024  
**Times:** 1330 - 1630  
**Venue:** Microsoft Teams Online Platform

**Places available:** 12

**Fee/s:**

<b>NfP Members</b>	<b>£60</b>
<b>Non Members</b>	<b>£105</b>

**This workshop is suitable for Partners, Practice Managers and staff responsible for preparing and implementing policies and procedures.**

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## Trainer Information

**Richard Marriot** is an experienced senior manager within the NHS. He joined the sector in 2006 from the military, where he became head of NHS Fraud Investigation prior to moving on to working for NHS England at the Strategic Clinical Network, as well as supporting the development of primary care services across England and Wales, prior to taking up a role in North Wales as a primary care lead.

He has a passion for supporting the development of people and service and has recently departed from his position managing the delivery of service across three surgeries in North Wales, taking up the position of Director of a large health centre in Manchester.

## Booking Information

**To book a place/s email**  
[bookings@networkforpractices.co.uk](mailto:bookings@networkforpractices.co.uk)

*Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £25 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.*

## Introduction

This short workshop will support your practices plans to develop or set systems aimed at generating effective policy and protocol processes appropriate and relevant to your practice/business need. It will cover the fundamentals relevant to good policy writing, managing, ratifying, and communicating. It will also seek to guide delegates on a better understanding of the policy vs protocol discussions and where best they fit in the overall governance of an organisation.

Additionally it will seek to support organisation aim to generate more accountability through policy setting and to explore the most effective way to review and develop policy functions.

## Aims

The aim of this workshop is to provide delegates with an improved understanding of the value of effective policy and protocol management through quality production, management and processing of these key governance documents.

## Learning Outcomes

**This workshop's learning outcomes include:**

- Understanding the difference between policy, protocol and procedure
- Effective writing of governance documents – how best to use the write language and terminology
- Understanding the effective management of governance documents through systems of review, accountability and amendment
- What needs to be in and what needs to be out of policy documents
- Understanding the effectiveness of good policy compliance
- Formalising a policy on policies.