

FPM CORE

Compliance Software for
the Healthcare Sector

We know health and care
www.firstpracticemanagement.co.uk

INTRODUCTION



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WHO WE ARE

First Practice Management (FPM Group) is the UK's premier online resource for healthcare professionals, currently used by over 5,000 practices across the UK. We help GP, dental and care managers as well as PCN staff get - and stay - compliant.

Our innovative and time-saving services are focused on best-in-class compliance support and expert staff training.

We have worked on many large-scale NHS IT projects over the last fifteen years and have the experience in the health sector that is necessary to fully appreciate the needs of health care professionals.

Based in Leeds, our team is enthusiastic about providing the best experience for our members. Our premium practice management support tools are designed to help GP and dental practices, care organisations and PCNs not just survive, but thrive.



WHAT WE OFFER

Finding a compliance and training software solution that addresses your specific health and care needs is essential.

Our FPM Core online compliance platform is your solution, keeping it simple with its powerful automated management tools to regulate your organisation's ever-evolving needs.

It allows Practices and PCNs to distribute required documents to your teams and gives you the ability to report on their uptake, so it makes it easier for you and your practice or PCN group to work at scale.

You'll get a library of more than 700 automatically updated documents, conveniently mapped to compliance requirements that primary care must meet, such as:

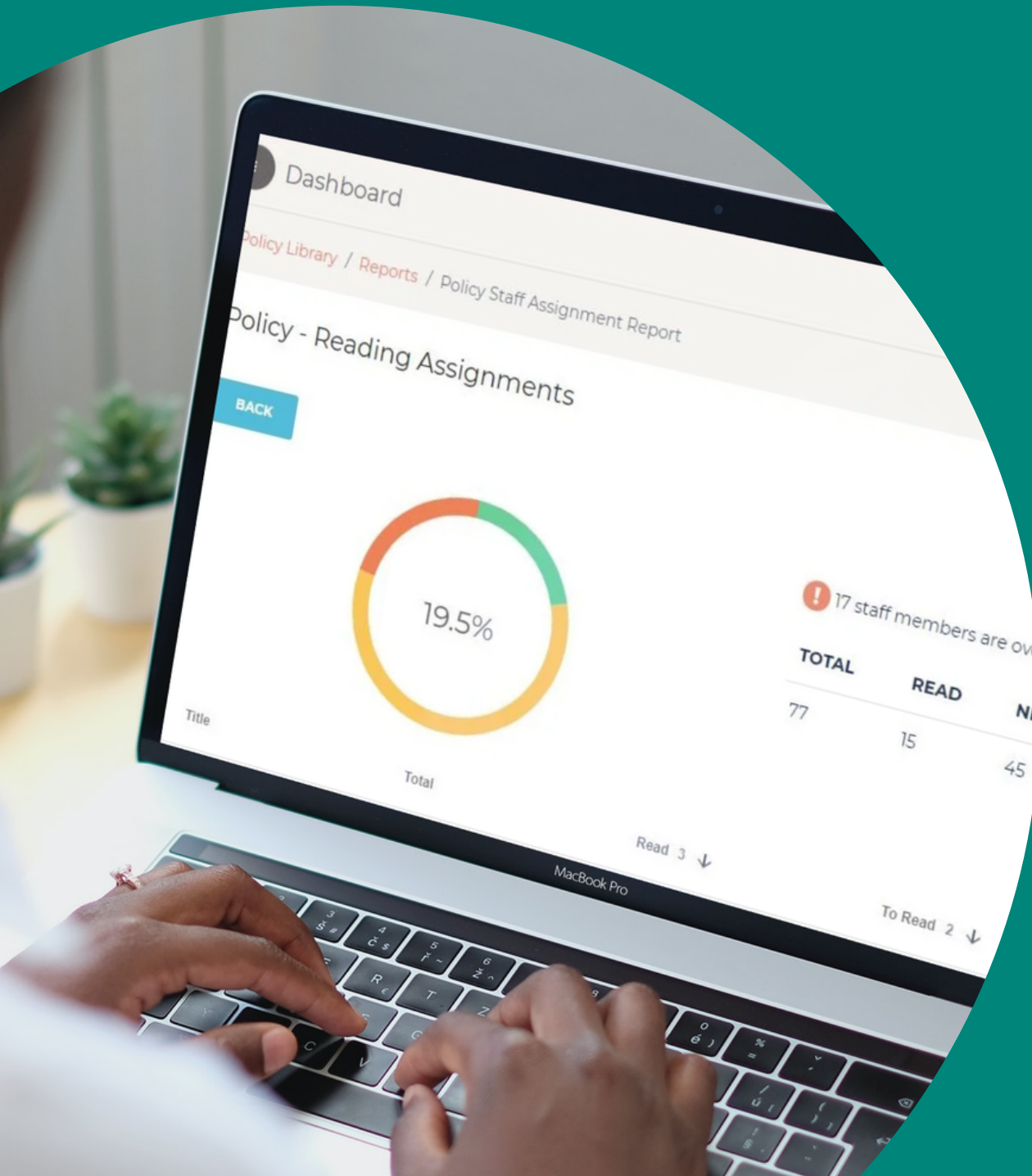
- CQC Inspections and Evidencing Requirements
- Employment / HR
- Health & Safety
- Data Protection

But FPM Core isn't just a policy library - it's your integrated training platform too. It offers E-Learning modules to benefit your organisation and its learners, as well as access to in-person and remote training sessions.

You'll also find webinar videos presented by subject experts, accompanied by downloadable webinar guides to embed learning.



FEATURES



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FEATURES

FPM Core, our policy management system, is packed with useful features. Designed to make full compliance with all relevant business and healthcare regulations as simple as possible, FPM Core is intelligent, intuitive, and easy to implement. Choose Core to start managing your organisation's compliance with ease.

EASY SYSTEM CONFIGURATION

FPM Core guides you through simple set-up tasks that get you started in no time, and show you how to:

- Add a new user
- Add users to groups
- Add policies from policy catalogues
- Assign policies owners

There's also a detailed Help Centre which shows step-by-step how to do key tasks, with illustrations, screenshots and video tutorials.

EXTENSIVE LIBRARY OF POLICIES

Policies and procedures are the heart of a good Governance, Risk Management, and Compliance cycle. As well as being highly customisable, FPM Core offers a robust policy library updated with crucial regulatory changes. Users have access to over 700 policy templates that they can preview, personalise and amend before adding to their policy library.

The system also features a new Welsh Framework to show Wales-specific documents to users in this devolved nation.

NETWORK/GROUP FUNCTIONS AND MANAGEMENT

Local primary care organisations can be securely networked together so PCNs can update FPM policy templates for member practices, making them more specific to local needs.



POLICY OWNERSHIP

FPM Core allows great collaboration and progress monitoring in the same workspace. Users can be assigned ownership of policies that they can preview, amend, adopt and adapt to ensure the content is up to date and relevant to their organisation.

CORE COMPLIANCE DASHBOARD

Users can manage their updates and notifications with FPM Core's easy-to-use Dashboard, so you view all your notifications, updates, current status and access policy databases from a single interface. Everything you need for compliance is located on your dashboard.

POLICY VARIABLES

FPM Core has a central policy variable management system so users can edit and update job roles etc. for all policies in one place, rather than updating in multiple policies one at a time.

BULK ACTIONS FOR EFFICIENCY

Save time and improve accuracy with bulk actions, including adding policies to your library, assigning owners, and updating audiences.

NOTIFICATION SYSTEM

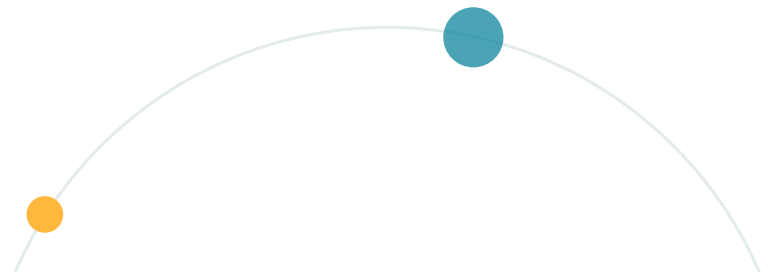
Users are automatically informed of any action they need to perform. Automated alerts will notify policy owners when a policy is due for a review, if it is overdue, and if documents have been updated by FPM or a networked organisation.

POLICIES MAPPED TO COMPLIANCE NEEDS

FPM Core provides a comprehensive, built-in library that is pre-populated with content mapped to regulation requirements, standards and frameworks that healthcare professionals need to comply with. Although many compliance regulations have overlapping requirements, FPM Core's policies are created to comply with all the standards relevant to you - update just one document and it is mapped across all the regulations it applies to.

UNIVERSAL SEARCH

Need to find a specific user, policy title, or date? No problem. Our search functionality extends across all FPM Core views.





POLICY QUIZZES TO TEST UNDERSTANDING

Strengthen your team's understanding of key policies with our exciting Policy Quiz feature.

Reinforce policy understanding with both mandatory and optional quizzes to promote a culture of compliance awareness, while the ability to create custom quizzes yourself empowers you to further your team's knowledge base.



STAFF ENGAGEMENT, TRAINING & AWARENESS

Practice staff should be right at the heart of your compliance solution. Ensuring that your staff, suppliers, and other third parties are compliant with your policies should be a key part of any management system.

FPM Core simplifies communications and engagement with your teams, ranging from basic sharing features to more sophisticated policy tracking and compliance environments.



REPORTS AT YOUR FINGERTIPS

Generate and export reports showing completion status or detailed individual reports to identify answers to specific questions.

With our documents, you can be sure your staff are accessing the latest document versions and you can set each document to be attestable and confirmed by staff.

- Tracks policy reviews to ensure they are periodically reviewed by the organisation
- Tracks read status of policies assigned to individuals to read
- You have an easy-to-hand record of who has read what and when.
- Track responses, identify and chase outstanding actions.



E-LEARNING MODULES

A Smarter E-Learning Solution for Today's Workforce

Our e-learning solution delivers engaging, flexible and measurable digital learning experiences that help organisations upskill teams faster, improve performance and stay future-ready. Whether you're onboarding new hires, rolling out compliance training, or developing capability, our platform makes learning simple, scalable, and effective.

Key Features

Intelligent Learning Management

- Centralised Learning Management System (LMS)
- Support for video, SCORM, quizzes, and interactive content

Mobile-First Experience

- Fully responsive design for learning on the go
- Consistent experience across all devices

Personalised Learning Paths

- Role-based and skill-based learning journeys
- Self-paced, instructor-led, or blended learning options

Advanced Reporting & Analytics

- Real-time dashboards for learners and administrators
- Track progress, completion rates, and assessment scores
- Exportable reports for audits and stakeholder reviews

Why Choose FPM Core as Your E-Learning Platform?

- Learn anytime, anywhere across desktop, tablet, and mobile
- Engaging content that drives knowledge retention
- Real-time insights to measure impact and ROI
- Easy to manage and scale as your organisation grows





CORE BENEFITS

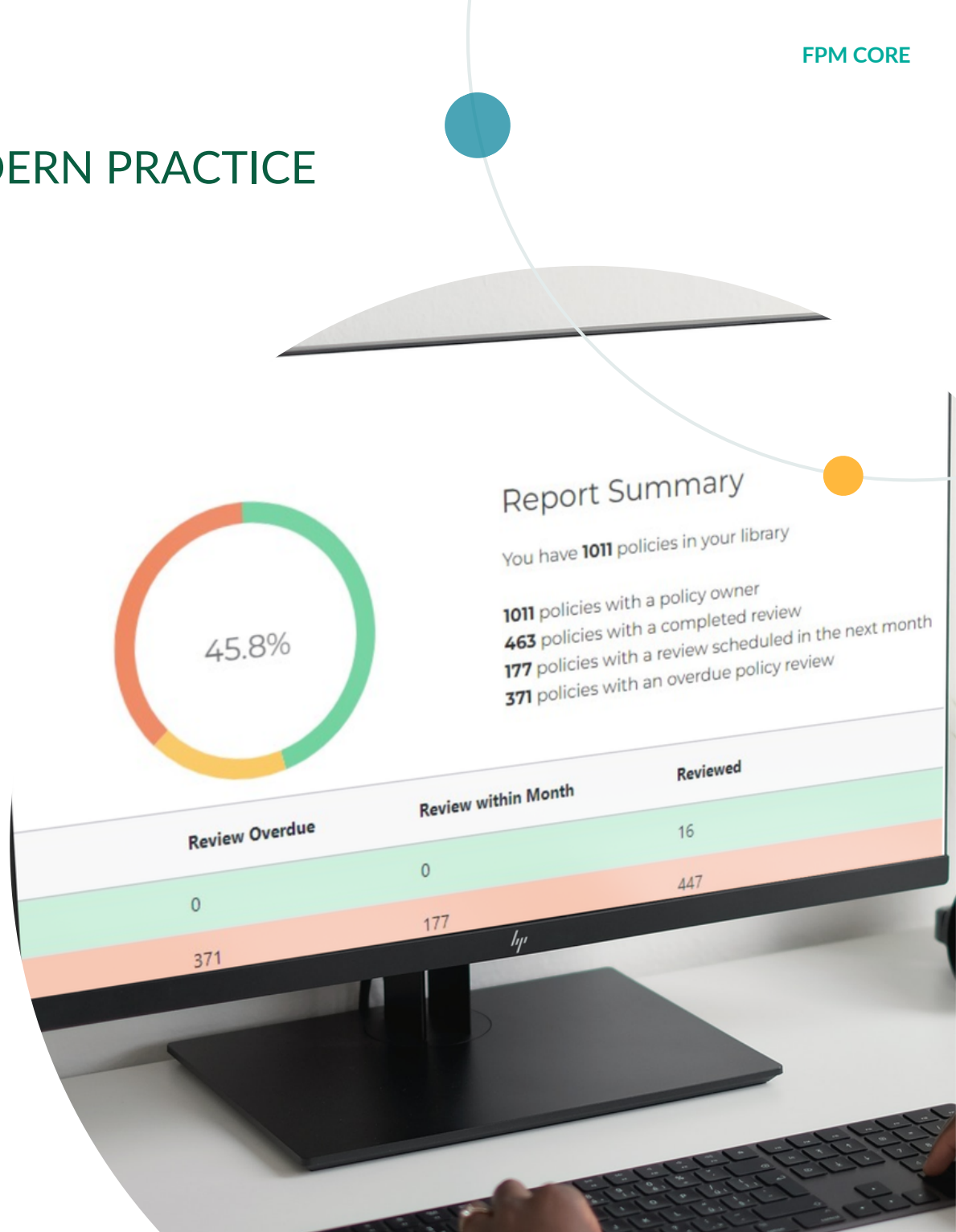
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MODERN SOLUTIONS FOR THE MODERN PRACTICE

Compliance has become one of the most important strategic imperatives for primary care. You need to manage the matrix of compliance issues facing your organisation simply yet effectively.

FPM Core and its automation of compliance management and admin provides a simple, intuitive solution to ensure healthcare providers are not weighed down by the ever-increasing regulatory challenges and keep them up to date in areas such as CQC, Health & Safety, data governance, patient confidentiality, reporting, and information security.

- Helps NHS organisations comply with the NHS Paperless Agenda 2023
- Ensures policies are periodically reviewed by the organisation
- Ensure organisation users have read and understood the content of policies relevant to their job role
- Audits of who is up to date with the policy reviews and reading
- Organisations can display compliance and understanding of regulatory and legislative compliance



WEBINARS & TRAINING

Face-to-Face Training

Access in-person or remote training sessions on key topics that matter to you, delivered by our subject matter experts. Discover:

- Clinical Coding
- Emotional Intelligence and Personal Resilience
- Handling Difficult Conversations
- Leadership & Managing People with Confidence
- Primary Healthcare Management
- Introduction to Practice Management

Webinars & Comprehensive Accompanying Guides

View recent expert-led live webinar recordings and helpful PDF guides on subjects such as:

- Navigating Grief in Your Workplace
- Safer Recruitment
- How Sustainability Can Save Money and Lives in Your Organisation
- CQC Inspections and the SAF
- The GP Contract



E-LEARNING ON FPM CORE

Benefits for Your Organisation

- **Faster Skill Development:** Reduce time-to-competency with structured, targeted learning programs that employees can complete at their own pace.
- **Lower Training Costs:** Eliminate travel, venue, and facilitation costs while delivering consistent training at scale.
- **Improved Performance & Engagement:** Interactive content and personalised learning paths keep learners motivated, improving knowledge retention and on-the-job performance.
- **Simplified Compliance:** Automated tracking and reporting make it easy to manage mandatory training and demonstrate compliance.
- **Scalable Growth:** Launch new courses, onboard new employees, and support organisational change without adding complexity.

Benefits for Learners

- Learn when it suits them, without disrupting their work
- Clear progress tracking and achievable milestones
- Bite-sized, engaging content designed for real-world application
- Recognised certificates and certifications upon completion



PCN SUPPORT



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PCN INTEGRATION

In today's healthcare landscape, Primary Care Networks have become an important building block, bringing practices together to work at scale in order to deliver a range of primary care services to patients in their area.

PCNs and GP Practices are continuing to develop integrated partnerships, ensuring more joined-up working across local health networks, which inevitably means varying levels of planning, organisation and version control.

FPM Core can support GP Practices and their PCNs to effectively collaborate across PCNs in reviewing and monitoring compliance across practices in a secure environment.

HOW CAN FPM CORE HELP YOU AND YOUR NETWORKS?

- Standardise policies and protocols at the Practice and PCN Levels
- Facilitates working at scale across different locations and Practices
- Stay compliant with CQC requirements
- Helps to manage large-scale change and avoid penalties



GET IN TOUCH

We work with over 5,000 Practices and experience has taught us that each Practice, PCN and ICS will have different requirements.

We would love the opportunity to talk to you about how we can help you to save money, and improve patient experience.

Email us at **Karl.Dean@stericycle.com**
or call **07912-289-332**

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