

**AGENDA**  
**Tuesday 7 December 2021**  
**13:00 - 15:00hrs**  
**Practice Manager Educational Lunch**  
**Walsall FC, Banks's Stadium, Walsall, WS1 4SA**

Chair: Dr Mohan Mudigonda

**12:15: Arrival & Lunch**

**13:00: Welcome**

Dr Mohan Mudigonda LLB (Hons), LLM, PhD, Practice Manager,  
Bilston Health Centre and Practice Manager Mentor

**13:05: Zero Tolerance Policy  
Aims**

- To provide clear guidance for the management of patients who act in an abusive or violent way.
- To provide resources for the implementation of a Zero Tolerance policy

Greg Bloom, Practice Manager, Umberella Medical

*14:05: Break*

**14:15: An update on the NHS Pension**

Greg Povey, Senior Financial Consultant, Wesleyan

**14:45: What is the Black Country Staff Mental Health & Wellbeing Hub?**

Samuel Skelding, Health & Wellbeing Outreach Engagement Lead,  
Black Country Healthcare NHS Trust

**14:55: Prize Draw**

**15:00: Close**

