

**JENNA JOHNSTONE****PETERLOO MEDICAL CENTRE**

**Jenna Johnstone recently completed a Level 5 Operations or Departmental Manager apprenticeship standard at Peterloo Medical Centre.**

**We spoke to Jenna recently about her experiences of undertaking an apprenticeship, keep reading to find out more.**

### **What apprenticeship are you studying and what does the study involve?**

I completed the Level 5 Operations or Departmental Manager Apprenticeship via Practice Managers Association.

It involved around 18 months of study, with separate modules for each area such as HR (Human Resources), Finances, Leadership, Communication.

### **What is your current job role and how did you get into your current role?**

My current role is Practice Manager. I started at the practice in 2017 as an Assistant Manager covering Maternity Leave. I was retained and three of us job shared the role of Practice Manager. When one of the other Assistant Managers left the practice, the Partners decided to revert to the traditional Practice Manager / Assistant PM format and based on my qualification I was promoted to Practice Manager.

### **What have been the biggest challenges?**

As one of the Assistant Managers I found certain areas difficult, for example contracts and finance as this wasn't part of my job role so I had to learn based on the limited knowledge I had.

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### What has been your proudest achievement on your apprenticeship to date?

The proudest moment I had was creating a bespoke Reception Training Programme for General Practice Receptionists specifically tailored to the needs and tasks within General Practice. It's formed an excellent base model for training receptionists whether experienced or inexperienced, and they gain a certificate at the end of it. Presenting that to the entire borough of Practice Managers was a huge achievement for me.

### What do you want to do once you complete your apprenticeship?

At the time I was doing the apprenticeship I wanted progression into the full practice manager role, and I have now achieved that.

### What would you say to someone considering an apprenticeship?

100% do it – there will be times during it that you might feel like it's too much hard work, but persevere – it's completely worth it. I left school with pretty much zero qualifications, and now I have a level 5 apprenticeship under my belt. It's opened countless doors of opportunity to me, and won me a National Award!