**Primary Care Peer Ambassador**

My name is Bex Cottey and I'm the Business Manager at Conisbrough Group Practice. As a Peer Ambassador, my role is to provide practical, non-judgmental support to general practices as they navigate the ongoing transition to Modern General Practice. I work alongside practices to help make sense of national guidance, share best practices from across the country, and offer a listening ear for any challenges you may be facing.

My focus areas currently include:

* **Online consultation systems** – helping practices review and optimize their digital front doors to ensure they’re working efficiently for both patients and staff.
* **Total triage** – supporting practices to embed effective triage processes that help manage demand, improve access, and prioritize patient care.
* **Workflow and operational improvements** – exploring how digital tools and team structures can be aligned to reduce pressure and improve patient journeys.

What I offer is tailored and flexible. Whether it’s a quick call, a visit to observe and offer insights, or helping staff troubleshoot particular parts of the system, I’m here to work with you — not prescribe solutions. I also bring with me what I learn from other practices. That means I can help you avoid common pitfalls, identify what’s working well elsewhere, and save time by pointing you toward proven tools and resources. Ultimately, my role is about being a peer – someone who's walked in similar shoes, understands the pressures, and can help you find practical ways to make Modern General Practice work for your unique setting.

If you’re interested in a conversation or visit, or just want to know more about what support is available, please don’t hesitate to get in touch. I’d be happy to connect and explore how I can help.

Thank you for your time, and I hope to speak with you soon.

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