

## Resource Pack 21 – Sample Cluster Practice Manager Role

### 1. OVERALL AIM OF THE SERVICE

The Cluster Practice Manager Lead will work in collaboration with the Cluster Development Manager and GP Lead to support the business case development, implementation, administrative work, communication and engagement of the Locality.

### 2. SERVICE OBJECTIVES

The aim of the service is to provide Practice Manager leadership both at a corporate level and within the identified localities in developing a new service model for Hywel Dda University Health Board, where emphasis is on providing safe services of a high quality as close to a patient's home as possible. This will be achieved through the development of primary care and community based services.

### 3. WHO WILL BE PROVIDED WITH THE SERVICE

The Service Provider will work with the Cluster Development Manager, GP Lead and GP practices within their locality.

### 4. LOCATION/S OF SERVICE

The service will be provided in many settings where applicable

### 5. REQUIREMENTS TO DELIVER THE SERVICE

#### Main Duties and Responsibilities

- Liaise with Practice, other stakeholders, GP Lead and Cluster Development Manager to organise Cluster meetings.
- Liaise with the Cluster Development Manager and GP Lead to structure agenda's and supportive information for the Cluster meeting in order to achieve the key goals.
- Attend all Cluster meetings.
- Work with the GP Lead and Cluster Development Manager to profile information for the practices and the Cluster to support with discussion and decision making.
- To actively participate in Projects agreed within the Locality, these could include data validation, service redesign and patient profile. This may include engaging with Cluster Practices and other stakeholder professionals and organisations in their completion of this work and compiling the overall results, business case development or other stakeholder meetings.
- To actively engage and encourage involvement of, with and consultation of patients in Cluster ideas and project work.

#### Service Redesign / Improvement

- To support and work collaboratively with the GP Lead and Cluster Development Manager in these projects including the development of plans to utilise Cluster funding

#### Education

6. To take a lead role, in liaison with the GP Lead and Cluster Development Manager to ensure that Cluster education needs are identified, collated and auctioned.

## 7. **SERVICE AVAILABILITY**

The Service Provider will be available to undertake this work for up to 15 hours per calendar month.

*Practice manager, Meddygfa Pen-y-Bont Surgery – The Support Network*