

General Practice Manager Leadership Network via the Gwella Portal 'Plan on a Page'



Why is the project needed?

The Primary Care Hub (PC Hub) has seen over 120 general practice managers participate in the *Confident Practice Manager* leadership programme since it began in 2019. June 2021 saw the last cohort of 6 complete the programme.

The practice managers that attended the *Confident Practice Manager* programme reported an increase in their knowledge, skills and confidence in a broad range of subjects.

The PC Hub wanted to provide further learning opportunities and resources not only for those who had completed the *Confident Practice Manager* programme to build on the skills they have acquired but also to extend learning opportunities to all practice managers in Wales.

The [Gwella](#) platform developed by HEIW provides an excellent route for practice managers to access to a wide range of compassionate leadership and management resources for NHS employees. Although practice managers across Wales already have access to the entire Gwella offer, a bespoke Practice Manager Leadership Network via the a secure log in would enable practice managers to customise the content and pull in learning resources and tools especially relevant to their practice. The network functionality would include a chat forum, signposting to events, sharing articles and also provide opportunities for wider networking across Health and Social Care in Wales.

What is the scope of the project?

- Initially the network will be targeted at general practice managers who enrolled on the *Confident Practice Manager* programme regardless of whether they completed the programme or not.
- Once established the network will be available for any general practice manager in Wales.

Key deliverables

Staged deliverables include:

1. Scoping of interest in the development of a Practice Manager Leadership Network via the Gwella portal will be conducted as part of a general practice manager survey.
2. Establishment of a Practice Manager Leadership Network via the Gwella portal by:
 - Past participants of the *Confident Practice Manager* programme being offered an account for the network, this would require consent for their details to be shared. (The network may be accessed via non NHS email accounts if this is the preference of the user).
 - Initial content being preloaded to the network including relevant learning resources.
 - 3 or 4 volunteers / champions being identified to help establish the network and consider bespoke content.
 - HEIW creating accounts for practice managers to join the network.
 - HEIW hosting training and providing network demo(s) to potential practice manager members if requested.
3. Promote the resource and network to all general practice managers across Wales.
4. Use the Practice Manager Leadership Network via the Gwella portal as a blueprint to extend the scope to other healthcare professionals and collaboratives.

Outcome/Success criteria:

1. A Practice Manager Leadership Network via the Gwella portal.
2. Good uptake of practice managers joining the network.
3. Practice managers self-managing the content of the site.
4. Further healthcare professional leadership networks established and used.

Who will be delivering the project?

PC Hub Lead: Sian Evans

Project Manager / support: Samantha Jeffries

Last reviewed: January 2022

When will the project be delivered?

Q3 2021 - Start Phase 1

Q4 2021 - Practice Manager Network completed.

Q4 2021 - Further networks scoped and initiated.

