

Wales General Ophthalmic Service Optometry Practice Development Plan

XXXX Health Board
Time Period: XXXX

Practice Name & Address:	
Cluster:	
Practice Lead completing the Plan:	
Date submitted:	

This template is provided to ensure that Optometry Practices fulfil the contractual obligation of completing a Practice Development Plan on an annual basis. This template needs to be completed and shared with the Health Board by 30 June XXX.

All WGOS practices are required to complete a Practice Development Plan, irrespective of the level of WGOS currently being delivered.

The Practice Development Plan should cover a three period.

The plan is to have a focus on improvements aligned to patient care detailing future vision, service developments and planned changes that are important to introduce and note over the next one to two years.

The practice retains ownership of the document.

All sections should be completed, please use "not applicable" where appropriate

Blue text is provided for information purposes only and to inform thinking around areas to be considered within each section.

Section 1: Reflection

1.1 Current access provision:

Areas for consideration:

Core hours; Contact methods e.g. walk-ins, telephone, email; Access model; Process for patient urgent/same day requests; Levels of WGOS currently provided; Waiting times for all levels of WGOS provision; Mobile provision and areas offered.

1.2 Patient needs and local demographics:

Area of consideration to include:

Reflect on your population groups where particular service needs may apply such as high numbers of students, asylum seekers' rural isolation, language barriers etc; Consider any particular social factors that are relevant to your patients, such as deprivation, unemployment, housing issues etc; Public outreach and education, for example engagement with the local patient groups, Schools etc; How do you advertise your service e.g. social media, rely on location, word of mouth, mail shots; Partnership working and engagement.

Section 2: Service Delivery and Access

2.1 Future service provision and planning:

Areas for consideration:

Any changes to current provision, for example maintaining or reducing core hours; Sustainability for growth; Future termination of services i.e. practice closure; Reduced WGOS service provision offer; Expansion of services.

2.2 WGOS 3 - 5 future intentions:

Areas for consideration:

Reflect on your current WGOS service provision; Consider enhancing the range of clinical services you offer; The time period you may want to implement a new service; Equipment implications; Staff training and development needs – if applicable see 3.1; Any plans for reducing your service offer.

2.3 Mobile aspirations:

Areas for consideration:

Providing mobile services to patients living within close proximity of your practice; Current mobile providers – extending or reducing your footprint; Aspirations for WGOS 3 & 5 mobile delivery.

2.4 Patient Access enhancements:

Areas for consideration:

Optimising appointment offers; Service offer i.e. increasing core hour provision; Methods of access/booking system; Digital aspirations; Patient surveys for continuous improvement; Exploring other opportunities to gather feedback.

Section 3: Quality & Efficiency

3.1 Workforce Capacity: *Practices should consider short, medium and long term recruitment and retentions plans for their workforce.*

Areas for consideration:

Existing Workforce resilience and sustainability – clinical and non clinical workforce; Expected workforce changes within the next 12 months and up to three years, i.e. impending retirements that need to be factored in; Expanding/decreasing workforce to meet future business aspirations; Student placements opportunities – new/existent; Other work force concerns e.g. recruitment difficulties, retention challenges; Advanced training practice opportunities; Local collaborative links and opportunities.

3.2 Workforce development:

Areas for consideration:

Include DO's, CLO's and non-professional staff; Identify staff learning and training needs; Team Building and staff wellbeing, for example improve teamwork through away days and staff surveys, undertaking appraisals; Upskilling and professional development of team members; National training certificate opportunities to enable delegation of tasks within WGOS where appropriate; Progression pathways to professional qualifications e.g. Dispensing Optician / CLO; Leadership opportunities; HEIW opportunities.

Section 4: Infrastructure

4.1 Premises/mobile

Areas for consideration:

Are your current premises/mobile provision adequate? Space; Disability Access; State of Repair; Suitable consulting spaces/ clinic room; Facilities; Waiting Room; Office Space; consider and highlight the longer term needs of the premises/mobile facilities with potential timescales; Consider environmental stability [Greener Primary Care Wales - Primary Care One](#) ; Any relocation plans in the next one to three years.

Section 5: Partnership working

Areas for consideration:

Consider key contacts and the potential for provision of services within the practice or through local cluster arrangements, such as GP practices/ Voluntary Sector/ ECLo/ Local Authority; Consider partners who might provide advice and support for particular needs of your patients and how you can sign post patients to support services; Practice opportunities, for example collaborative and cluster support available i.e. for rural, single handed practices; Employment, pre reg support, annual leave support; Consider expanding WGOS 3,4,5 service offer within your cluster area, if there is a shortage of higher qualifications locally; Opportunities for collaboration with other practices, community teams or voluntary sector organisations to support your population needs.

Suggestions for improvement of the document and this process must be shared with the Health Board to ensure that this process drives the improvement of optometry contractor services, ensures sustainability, informs the development of appropriate service development to address local patient needs.

Practice Name:
Practice Development Plan: YEAR xxx
Three Year Practice Development Plan: xxx - xxx

Priority	The issues	Aims and objectives	How will this be done?	Named Lead	Time Scale
Access					
Practice Developments					
New clinical services					
training					
Collaborative arrangements					
Workforce Plan					
Premises Plan					

