

North Western Melbourne PHN Practice Management Reference Group

Purpose

North Western Melbourne Primary Health Network (NWMPHN) has been established with the key objectives of increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes, and improving coordination of care to ensure patients receive the right care in the right place, at the right time. Further detail of NWMPHN's strategic intent and developing core competencies can be found in the [NWMPHN Strategic Overview](#).

Whilst primarily focused on improving population health outcomes, NWMPHN also works with the primary healthcare sector to improve frontline services.

NWMPHN acknowledges the vital role practice managers play in ensuring optimal quality and safety systems, business models and practice team support. The objective of the Practice Management Reference Group is to drive and influence the strategic and operational direction of the Practice Management Support Program.

In addition, the Reference Group will provide diverse perspectives from practice managers of primary care services, across a range of business structures, including allied health service providers within the north-western Melbourne region.

Roles and responsibilities

Participating in Reference Groups such as this one can help individuals become recognised as experts in their practice and as ambassadors for best practice systems. This is a great opportunity to help drive positive change within the NWMPHN community and to contribute towards positive and appropriate support for practice managers.

The Practice Management Reference Group will:

- Act as a collective perspective for NWMPHN practice managers regarding significant and topical issues
- Provide input on practice manager training, and support the education needs of other members of the practice team, as identified
- Provide input on the development of practice management resources
- Provide feedback to NWMPHN regarding significant and topical issues for practice managers
- Provide input on program plans and activities in order to meet the needs of practice managers located in north and western Melbourne

Meeting frequency and location

The Practice Management Reference Group will meet four times per year for up to two hours on each occasion.

All meetings will be held at NWMPHN's office located, 369 Royal Parade, Parkville.



Reporting

Regular reports/ updates on the outcomes of the Practice Management Reference Group meetings will be reported through existing structures, including to the Senior Management Team and other audiences as required.

Resources relevant to general practices will be distributed and made available by members of the Primary Care Practice team to any staff member with a practice management role.

Membership

The Practice Management Reference Group will consist of up to eight practice managers of primary care services, across a range of business structures to give diverse practice management perspective, including allied health service providers within the north-western Melbourne region.

Successful practice managers will:

- Come from a practice accredited against the RACGP Standards for general practices (4th and 5th Edition), or other relevant industry accreditation standards.
- Have a signed Pen CS Agreement, have Pen CS installed, are submitting data to PAT CAT (data warehouse).
- Will represent a practice within any of NWMPHN's thirteen Local Government areas (Brimbank, Darebin, Hobson's Bay, Hume, Macedon Ranges, Maribyrnong, Melbourne, Melton, Moonee Valley, Moorabool, Moreland, Wyndham and Yarra).

Members are eligible to hold a position for a period of 2 years. New applications for membership will be sought by NWMPHN. Where possible this will occur in a staggered format, with the aim of five new members joining each period as defined by these Terms of Reference.

The Reference Group meetings will be chaired by Sonia Zahra, Regional Team Leader - West with meeting provision supported by NWMPHN.

A call for agenda items will be made two weeks prior to scheduled meetings and papers sent out a week prior to the meetings.

Review

The Terms of Reference for the Practice Management Reference Group will be reviewed annually.

Contact

For support contact Sonia Zahra, Regional Team Leader - West on 9347 1188 or sonia.zahra@nwmpfn.org.au

