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An Australian Government Initiative



SYDNEY NORTH
Health Network

Aspiring General Practices Webinar Series

Sydney North Health Network, in collaboration with the Education and Training Division of the AGPAL Group of Companies, warmly invites General Practice Owners, Managers and Staff to participate in series of webinars for aspiring general practices. Covering a range of topics, the webinars aim to equip practice staff with enhanced knowledge for growing a thriving, high-performing general practice. Providing an extensive range of content delivered by experts in the field (see speaker profiles overleaf), each webinar will focus on the development of skills through applied tools and resources. Register for as many webinars as you like!

Webinar 1: Reaching Business and Financial Potential

[REGISTER HERE](#)

Date and time: Wednesday 18th August 2021, 7.00-8.30pm

Speaker: David Osman, Practice Manager; Healthcare Trainer; and Board Director, AAPM

- Planning and tracking business goals
- Identifying and managing business risks
- Financial forecasting and monitoring
- Strategies for sustaining practice revenue

Webinar 2: Communication Essentials for Frontline Staff

[REGISTER HERE](#)

Date and time: Tuesday 21st September 2021, 7.00-8.30pm

Speaker: Gary Smith, Practice Manager; and Chair, Quality Innovation Performance Limited (QIP)

- Strengthening communication across the practice
- Top tips for exceptional telephone and front-desk communication
- Managing staff and patient expectations
- Dealing with difficult people and challenging conversations

Webinar 3: Striving for Continuous Quality Improvement

[REGISTER HERE](#)

Date and time: Wednesday 13th October 2021, 7.00-8.30pm

Speaker: Gary Smith, Practice Manager; and Chair, Quality Innovation Performance Limited (QIP)

- Engaging the practice team in continuous quality improvement
- Fundamentals, tools and resources for quality improvement
- Measuring and improving patient care
- Utilising patient experience in quality improvement initiatives

Webinar 4: Optimising Teamwork and Collaboration

[REGISTER HERE](#)

Date and time: Tuesday 16th November 2021, 7.00-8.30pm

Speaker: Tracey Johnson, CEO Inala Primary Care; and Deputy Chair, Primary Care Advisory Group, AIHW

- Fostering a culture for high performing team-based care
- Enhancing capacity, capability and skills of practice team
- Emerging roles in primary care practice
- Adopting and applying a team coaching model

Webinar 5: Person-Centred Health System and Integrated Care

[REGISTER HERE](#)

Date and time: Thursday 2nd December 2021, 7.00-8.30pm

Speaker: Tracey Johnson, CEO Inala Primary Care; and Deputy Chair, Primary Care Advisory Group, AIHW

- What does successful integrated care look like?
- Why we need integrated care
- Models of integrated care
- Person-centred care in general practice

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Aspiring General Practices Webinar Series

SPEAKER PROFILES

Webinar 1: Reaching Business and Financial Potential, Wednesday 18th August 2021



David Osman is a certified practice manager, accreditation surveyor and experienced facilitator in the development of healthcare teams. He has been working actively in General Practice, community health, and specialist practice in both small and large organisations and currently leads a large team across three organisations. David deals with many of the same challenges that his training helps other practice leaders to solve. He has a practical approach based on years of leadership experience. David is a Non-Executive Director on the Board of the Australian Association of Practice Management.

Webinar 2: Communication Essentials for Frontline Staff, Tuesday 21st September 2021

Webinar 3: Striving for Continuous Quality Improvement, Wednesday 13th October 2021



Gary Smith has over 30 years' experience as a practice manager, 21 years as an AGPAL Surveyor and has played an influential role in improving the quality and safety agenda for healthcare locally and internationally. Gary is a leader in the professional development of healthcare staff as an Academic Director for University of New England Partnerships (UNEP). He holds the position of Chair for Quality Innovation Performance Limited (QIP) and independent Directorships on the Boards of AGPAL, General Practice Workforce (GPW) Tasmania, and the Nepean Blue Mountains Local Health District and Nepean Blue Mountains Primary Health Network.

Webinar 4: Optimising Teamwork and Collaboration, Tuesday 16th November 2021

Webinar 5: Person-Centred Health System and Integrated Care, Tuesday 2nd December 2021



Tracey Johnson is CEO of Inala Primary Care, a charitable, teaching and research active practice in Queensland's most disadvantaged suburban location. Through partnerships and with use of creative funding, the practice is on the road to building three community health precincts over the next three years. Tracey is a Member of the Evaluation Working Group of the Australian Healthcare Homes Program, and Deputy Chair of the Primary Care Advisory Group of the Australian Institute of Health and Welfare. She continues to advocate for policy change and funding reform in the areas of multicultural health, patient self-management support, integrated care, and chronic disease management.

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