

## Case Studies: Optometrists and Dispensing Opticians in Wales Seeking Leadership Roles

### Case 1: Qualified Dispensing Optician as Practice Lead



**Background:** Aisha, a qualified dispensing optician in Wales, has been practicing for over five years. Aisha is passionate about improving patient outcomes through multidisciplinary teamwork. With support from Health Education and Improvement Wales (HEIW), Aisha has recently been appointed as the practice lead within the cluster.

**Achievements:** In her role as Practice Lead, Aisha has focussed on improving clinical efficiency, staff development and patient engagement. She has utilised resources from the Introduction to Healthcare Leadership Programme on the Gwella HEIW Leadership Portal for Wales, and insights from the Optometry Wales website to guide her. She has also learned to collaborate with other practices to discuss appropriate modes of communication between them for improved patient and practice experiences.

**Outcomes:** Aisha's commitment towards her role as Practice lead has led to improved co-ordination between dispensing opticians, optometrists and ophthalmologists, ensuring a seamless patient care pathway within the cluster. Through her efforts, Aisha has demonstrated the critical role of effective leadership in achieving high-quality healthcare services.

**Future opportunities:** With experience gained as a Practice Lead, Aisha could expand her influence within the profession by pursuing further roles such as a Regional Optical committee (ROC) or Welsh Optometric Committee (WOC) representative. Furthermore, Aisha could get her practice involved in a Quality Improvement by attending the quality improvement in practice Fundamentals workshop as a starter before going on to do a quality improvement project (with funding provided by HEIW for the practice).

For further information on the resources that supported Aisha's journey, you can refer to:

[Introduction to Healthcare Leadership Programme](#)

[Clusters - Optometry Wales](#)

[Quality Improvement Skills Training \(QIST\) - Fundamentals](#)