Supporting Change in General Practice in Staffordshire and Shropshire

Helping practices to improve service provision and sustainability.

We work with any General Practice looking to improve.

‘Placing the clinician, practice team and patients at the centre of improvement, to facilitate significant, positive and enduring change.’

How we work ...

We help practices identify current development needs, design strategies for overcoming challenges and improve outcomes. We promote practice self-sufficiency in managing future change providing staff with the tools and techniques to monitor and review their performance.

Our method ...

Following initial contact, we visit the practice to introduce ourselves, discuss the support we can provide and ask the practice about their key objectives.

When a practice engages a date is agreed for a scoping exercise - a high level review of how the practice is working.

The scoping exercise involves the team speaking with patients and staff, gathering practice data and reviewing processes and systems.

With the information gathered, we prepare a confidential report and feedback our findings.

We have supported practices with...

- Strategy development
- CQC preparation and response
- Improved access
- Developing teamwork and improving communication
- Recruitment
- Nursing management, skill mix and work load
- Development of staff roles
- Protocol design

The report will include recommendations from which we will help the practice develop an action plan based on their priorities.

We will work with the practice to help them to implement change, by providing help and support through the process, including mentoring, practical help and clinical backfill etc.

We can help the practice to review their progress.

Identification or referral
Introduction & engagement
Scoping exercise
Report & analysis
Scoping Feedback
Action plan development
Implementation involvement
Review and handover

Confidentiality
We only share information with the explicit permission of the practice.

Track Record
Up to date the team has worked with 36 practices, of which 27 request continuing support.

Contact Information
Practices interested in the working with the team can contact the team for an informal chat and arrange a more formal introduction. For more information contact: steve.bradder@nhs.net

The SCGPT have a wealth of experience, clinical and management professionals with backgrounds in primary care, health, public and private sectors. The team works with practices to identify issues and solutions, assisting practices to develop and realise
their own plans for future improvements.

**Dr Steve Bradder – Management Lead**

An innovative and experienced senior manager with a rich portfolio of professional experience gained from leading and managing teams across the corporate, commercial and public sectors. I specialise in strategic planning and development and in transformational change management through negotiation. I also offer operation guidance to practices, enabling business and action planning based on outcome based problem solving to improve service delivery.

**Val Kirby – Nurse Lead.**

Offering professional primary care nursing advice and support to nursing and management teams. Which can include nurse development, advising on nursing skill mix. Workload analysis and distribution. Integrated team work. Assistance with reviewing and devising rota’s. Identification of areas to improve service delivery.

**Kaye Scattergood – Admin Lead**

I have worked in the NHS for many years predominantly in Primary Care. My role within the team is to interview staff and survey patients. I encourage staff to discuss their ideas for potential improvements/ development within the practice that will in turn improve services for patients. Conversations are confidential.

**Testimonial’s …**

‘very positive…it was very much of a proactive, let’s bite the bullet, let’s get on with it, let’s do this, this is what you need to do…its wasn’t a case of being told what to do…very much a team approach with our agreement.’

**Practice Manager**

‘very good…there were a lot of areas where we needed improvement and they helped a great lot’.

**Lead GP**

‘having a GP on the Team is completely and utterly invaluable’

**GP**

‘she was really nice and I felt that I could actually talk to her in a confidential way…

**Nurse**

‘it was good for people to be able to say honestly how they felt about things..’

**Admin**

‘very pleasant, co-operative and understanding’

**Lead GP**

‘a good team, very active, enthusiastic, very positive- negatives are said positively so you don’t feel you’re hopeless… they told you how to sort it…which is what I like about them’.

**Director of Management**

‘they’ve not directed us…and brilliantly have not just come and told us well, you need extra doctors but actually – what have you got, how can you work with it?’

**GP**

‘it’s created good conversation in the practice…we talk more now…we were just doing the hamster wheel really’.

**Lead GP**

‘we need that support [still] and if it wasn’t there, I’m not sure where I’d turn to.’

**Lead GP**

‘high, high value …absolutely huge benefit to me personally [the lead GP] but to the practice as well.’

**Lead GP**

‘…an injection of motivation for all the staff…’

**Managing Partner**