

# H&W General Practice Support Team

General Practice Support Team

Helping practices as and when you need us



The GP Support Team is a group of local colleagues which exists to support you, as a team and help you implement constructive change.

We use local, appropriate professionals' expertise to ensure that practices experiencing difficulties are able to carry on functioning in times of rapid change, proactively intervening to minimise the impact of problems, or where possible prevent them even arising.

## Are you.....

- ✓ Losing a key team member, that you can't cope without?
- ✓ Drifting along, being buffeted from all sides, being rudderless/powerless?
- ✓ Facing a major change in the way your practice works?
- ✓ Unable to see past the next practice meeting? Have you lost your way?
- ✓ Stressed about falling profits, rising demand and workload?
- ✓ Needing or wanting to change, but don't know what, how, or when?
- ✓ Losing touch with your patients, your colleagues, even yourselves? Do you want to be a team again?
- ✓ Hoping to get through the next set of problems, whatever they might be, with less stress, less worry, and with minimal impact on patient care?
- ✓ Struggling with inefficiencies?
- ✓ Having difficulties reaching consensus?
- ✓ Is a merger on the cards?
- ✓ Seeing a drop in staff and partner motivation? Are you losing staff?
- ✓ Is the practice as a whole burnt out?

# What we offer

Every practice has ups and downs, periods where everything goes well, as well as periods when it all seems to go wrong. Our sole purpose is to help you take back that control that seems to be missing, and help you set the pace and direction for the future. We want to put you back in the driving seat.

Before we start, we'll agree what your issues are, how you want us to help, and agree a way forward. If additional areas become apparent as we progress then we can bring them into the scope of our engagement, or not. The choice, and the control, remains with you at all times.

# Who we are

Our team members are all experienced local colleagues. We may not have experienced your exact set of problems, but we've probably seen similar, struggled with them, and learnt from them. But we won't tell you what to do, our aim is to help guide you through stormy times. You will always remain in control of where you are going, what decisions you are making, when you act.

**We won't tell you what to do:**

We aim to help you find your own way.

**We won't tell tales:**

We are confidential. You can trust us.

**We don't bring an agenda:**

The decision making lies with the practice at all times.

**We don't judge:**

Our intent is to help.

**We are not strangers:**

We have all worked locally, our team is fully supported by our LMCs, and you can choose a familiar, or a new, face.

**You invite us:**

We are not imposed upon you.

**It's cost free:**

The GPST is funded at commissioning level, but we remain entirely independent.

**Our time frame is flexible:**

Our support is tailored to your needs.

**We offer support to the CCG too:**

Sometimes we are asked by the CCG to provide a supportive resource where the CCG and a practice face specific challenges.



## Examples of our help include:



Connecting colleagues and sharing ideas



Peer support



Practice mergers/  
super-practices



Optimise your systems and communication to enhance efficiencies



Workforce succession planning



Robust business planning & development



Practice Payments, Claims, Budgeting and Accounts



Pre-and post CQC advisory support (via local GPs who are CQC specialist advisors)

## Our members include

### GPs

Dr. Gill Farmer  
Dr. Caroline Heath  
Dr. Anil Joshi  
Dr. Pamela Smith  
Dr. Moheb Shalaby  
Dr. Mike Hearne  
Dr Jonathan Salter  
Dr. Chris Perks  
Dr. Loretta Shoderu

### Practice/Business Managers and other specialist practice staff

Lisa Luke  
Helen Garfield  
Jackie Evans  
Ceri Chaplin  
Ben Kent  
Michele Petrie  
Charlotte Workman

**NHS H&W**  
Sally Everton

### Practice Nurses

Karen Wade  
Tracy Husbands  
Nina Lealan

Our practice has just come through a difficult period with retirements and sick leave - we have appreciated the team's practical support and helpful guidance.

The support we received has been helped improve patient care and will impact on practice income. Thank You

We are all facing similar challenges within general practice so it was a relief to share the concerns we are facing with someone who has had a similar experience and fully understands how we are feeling.

very beneficial, something concrete I can go forward with.

General  
Practice  
Support  
Team

## Want to know more? Just ask...

We can have an initial chat on the phone, and follow that up with an informal visit with no commitment. You remain in control, so we'll only go further if you want us to.

For further information or if you would like us to work with you, contacting us is easy

Our team leads are: **Dr Gill Farmer and Sally Everton**

**Sally** - [sally.everton@nhs.net](mailto:sally.everton@nhs.net) / **Gill** - [gfarmer@worcslmc.co.uk](mailto:gfarmer@worcslmc.co.uk)

Alternatively, if you would prefer, you can contact any member of the GPST or your Primary Care Commissioning Manager.

