

# General Practice Support Team (GPST)

## Who are we?

The GPST is a multidisciplinary team made up of individuals with a background in general practice, with skills and experience in quality improvement, managing change and organisational development.

## What do we do?

We help your practice to develop resilience and sustainability by promoting effective leadership, good governance and a positive culture, to drive the delivery of high-quality person-centred care.

- ❖ We work with you and your practice and help you to identify your needs and agenda
- ❖ We listen to understand what makes your practice and situation unique
- ❖ We help you to develop positive staff relationships to improve teamworking
- ❖ We help you to create shared understanding, perspective and vision
- ❖ We help you to identify your blind spots in day-to-day practice life/operations
- ❖ We help with difficult issues – balancing the needs of the business with your ethos and values
- ❖ We help you to identify a way forward and support you to achieve your goals.

## How it works

We work with any general practice seeking to make improvements.

When you engage with our team, we agree an initial focus on your key priorities.

A scoping visit includes a review of the whole practice and individual discussions with all practice members to identify any areas for change and improvement.

A report with our findings and recommendations is produced for the partners.

A report discussion meeting follows, offering objective advice, and agreeing the support required from us to implement any of the recommendations.

## Who pays?

No direct cost to the practice; the service is funded at commissioning level.

## What else?

Since forming in April 2014, the team has worked with over 130 practices, supporting them through change. Our scoping visits are often the start of an ongoing relationship with a practice, which is not time limited. Follow on work is agreed with the practice according to priorities and tailored to their individual needs. Many practices choose to undertake a subsequent review visit to measure progress against their objectives, address new issues or develop plans for the future.

**For an informal chat or to arrange a more formal introduction, contact:**



[steve.bradder@nhs.net](mailto:steve.bradder@nhs.net)



### **Dr Steve Bradder – Team Lead**



My experience is gained from leading and managing teams not only in general practice, but across the corporate, commercial and public sectors. I specialise in strategic planning and development and in transformational change management. I also offer operational guidance in areas such as business and action planning, finance, HR, system redesign, risk analysis/mitigation, quality improvement and organisational development. I believe the best outcomes are achieved through negotiation and engagement.

### **Dr Janet Eames – GP Lead**



I worked as a GP partner for over 30 years in Staffordshire. I was a GP trainer and also worked in roles for the CCGs as PLT organiser and then as clinical lead for workforce. From 2019 I was the first clinical director of the Staffordshire Training Hub until retiring from this role in July 2021. I have also in the past been a member of the South Staffordshire Local Medical Committee.

### **Dr Clare Pilkington - GP Lead**



I am a GP Partner in a practice in South Staffordshire. During the 30 years I have worked at the practice I have been involved in a takeover and two mergers with both small and large practices, involving significant changes. I now have a portfolio career with reduced clinical hours but remain an active trainer and appraiser as well as being part of the GP Support Team.

### **Allison Minshall – Nurse Lead.**



I am an experienced nurse of over 30 years who has held senior roles locally, in primary care, public health, and clinical governance and quality. I offer professional primary care nursing advice and support to nursing and management teams. This includes nurse development, advising on nursing skill mix and integrated team working. I also support nursing strategy development; for example, using the nurses' skills effectively to improve service delivery.

### **Kaye Scattergood – Admin Lead**



I have worked in Primary Care as a manager for many years, which included overseeing and supporting staff through periods of change. I value the importance of good communication and involving staff in decision-making. I talk to non-clinical staff individually in a non-judgmental way, enabling open and honest discussions and to understand their perceptions of the practice. I also offer staff group facilitation and team-building workshops.

### **Rachel Artis – Pharmacist/ARRS Lead**



I work for the GP Support team and also as a PCN Pharmacist prescriber. My previous background was in community pharmacy management and service focused roles. I focus on supporting integration of allied health professionals into practice teams, and improving governance, systems and processes, and medicines safety/audit. I enjoy building relationships with practice teams, improving communication, and finding practical solutions.

### **Testimonials**

*'I can honestly say that it has been invaluable', 'Thank you does not even cover how grateful I am'*

*'Thanks for believing in us and pointing us in the right direction: I'm amazed at how much we have achieved and changed during a very stressful few months, huge thanks'*

*'A life line... someone was there to support us', 'A true picture was painted of the surgery'*

*'The report was very accurate and comprehensive... it has given us a goal to strive towards'*

*'It was helpful to find out what was challenging for the team. This will help guide our approach in trying to reshape the practice going forward'*