

1. Practice overview

Practice name	Green Valleys Health Emersons Green Medical Centre/Leap Valley Surgery	
PCN name	Network 4	
Locality name	South Gloucestershire - South	
What kind of demographics do your patients come from?	South Gloucestershire is one of the fastest growing areas in the south-west, with major housing and employment developments Planned. South Gloucestershire is not a deprived area, but there are some pockets of persistent relative deprivation. Inequalities are mainly in health & wellbeing, educational attainment, and employability.	
Which of the following apply to your practice? Please mark all that apply with an X	Training practice	Yes
	Flexible working	Yes – depending on business needs.
	On-site Pharmacy	Private Yes – Leap Valley Surgery
	Community facilities	Yes Sirona teams on site
	Accessible by public transport	Yes
	On-site parking	Yes
	Bike park	Yes
	Shower facilities	Yes
	Local gym	Yes
	Local childcare	Yes
	Local cafes	Yes
What size is your practice?	Patient list size	20000
	No of GPs	11
	No of other clinical staff	16
	No of administrative staff	38

2. Why would you want to work with us?

- **Friendly and supportive organised team**
- **Regular communication and meetings**
- **Full Health Navigation**
- **Daily Team Huddles**
- **Focus on patient continuity.**
- **Embrace I.T/Solutions to help us work smarter not harder**
- **Workflow optimisation – reducing admin burden for clinical staff.**
- **Large spacious and modern purpose built buildings**

3. Culture

Over the last twelve months in developing the practice 5 year business plan and strategy objectives, we have made some major positive improvements to the practice. We have worked hard to improve systems and processes and promote one culture. There is a very positive and committed team environment.

We are a friendly and dedicated team that strives to deliver high quality care to our patients adapting to the budget pressures and adopting new ways of working.

We strive to be the best that we can be.

We have fully embraced Health Navigation as a whole practice from June 2019. This supports us to work smarter not harder as we control our workload and it gets the whole team working for the benefit of the patient. This allows us to run with 15 minute appointment and no Duty GP system. We have reduced home visiting and have a good work life balance, since the introduction of these changes. We are an innovative practice always looking for practical solutions to make us more efficient and sustainable.

We work hard to improve communication with everyone at the Practice which is always the most difficult thing in a busy practice..

We are not perfect, but keen to get the balance of work as good as we can. We continue to build links with local practices as we learn to work together more closely and are actively involved in both the locality groups and One Care as our provider organisation. We participate in many new initiatives to help relieve the pressure in Primary Care.

- **Working environment**

We are based across three sites. Two large purpose built modern buildings and a smaller branch setting in Abbotswood. We also have other services that use rooms regularly and are keen to work closely with other providers that are delivering services to our patients so we get to know them a little as well. We have room to expand and utilise our space effectively. Wider team work and engagement is another strength we have.

- **Support and communication**

We have an organised induction package for new starters during the first two weeks, which helps getting to know how we function as a practice and meeting the team. We are keen that people feel properly connected with the practice so do our best to make the settling in period as helpful as possible. GPs and NP's meet for coffee on a daily basis to catch up as well as regular clinical and non-clinical meetings. We encourage our staff to use our comfortable staff rooms where people meet for lunch and breaks. The Christmas Party is a regular whole team social event, as well as ad hoc gatherings throughout the year. We work hard to support team members whatever their personal circumstances and place a lot of emphasis in supporting people to be the best that they can be too.

- **Benefits**

Benefits vary and will be discussed upon appointment. We do offer standard benefits such as the childcare voucher scheme, annual leave, maternity leave and we are always open to discuss flexible working arrangements where possible.

4. Ways of working

We have recently removed our on call system for GPs which had become unmanageable. We now work generally in 5hr shifts where we rota 4.5hrs of work and leave half an hour flexible. Home visits are agreed at coffee time and completed alongside admin in a 2.5hr gap in the middle of the day. We have 15minute appointments for all routine work and have some same day reserved appointments which are 10minutes. These are often not filled allowing a bit of extra catch up time.

We are currently looking at a workflow optimisation which means our admin hub will manage all our results and letters taking out all the work that they can and only passing on to the GPs what is really necessary. We have a skilled prescription team, who manage the vast majority of the script queries again keeping the enquiries for the GPs to a minimum. A secretarial hub. Our Nurse Practitioners support GP's in dealing with all minor illness cases and the reception hub navigate a lot of the more straightforward things.

Our Health navigators actively monitors the appointments and if someone is struggling during clinical sessions will try and manage workload and move patients around to keep the day on track.

It's a true team effort, so while we don't profess to be perfect we have come a very long way and this is a very exciting time to join our practice and make a difference. We continue to make good relationships with other practices learning and sharing good practice constantly trying to improve things both for patients as well as staff. We have recently joined forces with three other local practices to create our newly formed PCN – 'Network 4'. We are making good progress, meeting regularly and have a great trusted relationship.

As part of our PCN we have jointly recruited a Pharmacist, Care Co-Ordinators. We also have Physiotherapists and the support of a Social Prescribing Team.

We provide all additional services you might expect such as minor surgery, IUD fitting, Implants and joint injections as well as physiotherapy and counselling sessions.

We have carer support workers working with us, engage with local prescribing teams, drug and alcohol workers and a number of NHS clinics run by outside organisations such as The outside clinic, GP Care and others. We link with Age UK and social prescribing teams along with social services and the community teams in our weekly MDT meetings. We have members of the team that have developed interests in care of the elderly, nursing homes, cardiology services, minor surgery, appraisal work, IT optimisation, drugs and alcohol work and working with Asylum seekers. So it's never dull and there is plenty of flexibility! There is so much scope to develop interests alongside our core commitment to patients and we embrace all of this as much as we can.

5. Training and development

We are a training practice with GP trainer. We enjoy having medical students which are shared with salaried GPs who have an interest as well as partners. We have developed clinical leadership to support our nursing team and pharmacist and are keen to support new GPs as they start their career once leaving the support of the Deanery. We encourage GPs to explore and take up extended roles if they want to. We offer study leave and financial support for courses. We engage in the local CCG learning events freeing up time in turn so all GPs get exposure to this as well as our fortnightly clinical meetings. We organise things like resus training in house on top of this and protected time to ensure we all get the time to prepare and attend our annual appraisal.