



Joining Suffolk Primary Care

A guide for prospective partners and practices

We are an innovative partnership
of like-minded GP surgeries working
together to improve patient services

www.suffolkprimarycare.co.uk

Our values

We deliver high quality, compassionate care

We are nurturing and supportive of our staff

We are community focused

We are ambitious about finding new ways of working

We are an innovative organisation

We use evidence-based medicine to improve care

Our senior team

- **Paul Brown**
Chief Executive
- **James Cucchiara**
Operations Director
- **Dr Neil Macey**
Joint Chief Medical Officer
- **Dr Jackie Muir**
Joint Chief Medical Officer
- **Sean West**
Financial Controller
- **Dr Hannah Bailey-Thomas**
Salaried GP Representative
- **Dr Jordan Nye**
GP Partner
- **Evans Scott**
IT Lead

Suffolk Primary Care was officially launched in April 2017 in response to NHS England's call for GP practices to work together in closer collaboration.

Our vision is to work in partnership with practices across the county. By sharing resources, joining together and finding new ways of working, we can ensure that patients and communities continue to receive the high level of care they rightly deserve.

The partnership has gone from strength to strength since our launch, with member practices already seeing the benefits of working more collaboratively.

Key to this success has been:

- Recruitment of a wider skills mix, providing enhanced services for patients and reducing some of the pressure on our GPs
- Centralising certain systems and processes through working at scale - such as accountancy, Human Resources, Information Governance and work transformation.
- Greater access to funding from NHS England, for example clinical pharmacists, clinical research and digital services – allowing us to take an active role in the future development of primary care
- Improved professional development opportunities and career progression for new and existing members of staff, making Suffolk Primary Care an attractive place to work for young healthcare professionals looking for an alternative to the traditional offer of general practice.

We continue to be ambitious and would love to hear from any practices that would like to know more about Suffolk Primary Care and our plans for the future, or whom might be interested in joining our organisation. It's a great chance to be at the forefront of change and drive innovation.

Dr Nicholas Rayner

Executive Chairman

nicholas.rayner@nhs.net



Where we are



- **Brandon Medical Practice,**
Brandon
- **Combs Ford Surgery,**
Stowmarket
- **Chesterfield Drive,**
Ipswich
- **Deben Road Surgery,**
Ipswich
- **Debenham Surgery,**
(Including Otley & Grundisburgh)
- **Haven Health Surgery,**
Felixstowe
- **Howard House Surgery,**
Felixstowe
- **Leiston Surgery,**
Leiston
- **Norwich Road Surgery,**
Ipswich
- **Oakfield Surgery,**
Newmarket
- **Stowhealth,**
Stowmarket

Gill Lewis, Practice Business Manager at Chesterfield Drive, Ipswich

“We are committed to collaborative working and believe that by joining with other like-minded practices we will achieve greater efficiencies whilst securing the longer term stability of Chesterfield Drive Practice.”



Dr Paul Driscoll, Partner GP at Haven Health, Felixstowe

“Haven Health has really benefited from shared clinical best practice protocols. A central finance team and recruitment support has also allowed the practice to save on HR and accountancy costs.”

The benefits of joining Suffolk Primary Care

The practices that have joined Suffolk Primary Care share our values and recognise the importance of collaborative working and how it can be used to tackle challenges that many of us face on a daily basis.

Financial

- ✓ Single accountancy and central finance team
- ✓ Funded IT support to manage practice systems

Improved practice organisation

- ✓ Standardised note summarising, pathology filing, letter management policies
- ✓ Supported medical secretarial function including letters, tasks and referrals
- ✓ Central IG team managing toolkit and GDPR compliance
- ✓ Safeguarding lead with support and policies in place

Standardised systems and procedures

- ✓ Group insurance cover
- ✓ LTC protocols
- ✓ Datix complaints management and reporting
- ✓ Ardens software

HR and recruitment

- ✓ Professional HR advice and central recruitment support

Research and investment

- ✓ Participation in clinical studies supported by research nurses
- ✓ Funded practice touchscreens
- ✓ Research of Artificial Intelligence technology to improve patient care

Public relations support

- ✓ Quarterly patient newsletter
- ✓ Awareness building for new services and good news stories
- ✓ Crisis support

Key achievements to date

- ✓ Recruited emergency care practitioners, physician associate students, clinical pharmacists, respiratory specialist nurse and mental health nurses.
- ✓ Introduced SPC wide Long Term Condition (LTC) protocols and a dedicated physiotherapy service run by First Point Physiotherapy.
- ✓ Financial savings of approximately £90,000 through centralising key operations such as HR, payroll and insurance
- ✓ Supported individual practices with CQC inspections and compliance
- ✓ Secured NHS England funding for a new pilot project exploring the use of technology to help GPs work from home.
- ✓ Training sessions to help GPs and healthcare colleagues to share best practice and progress their careers.

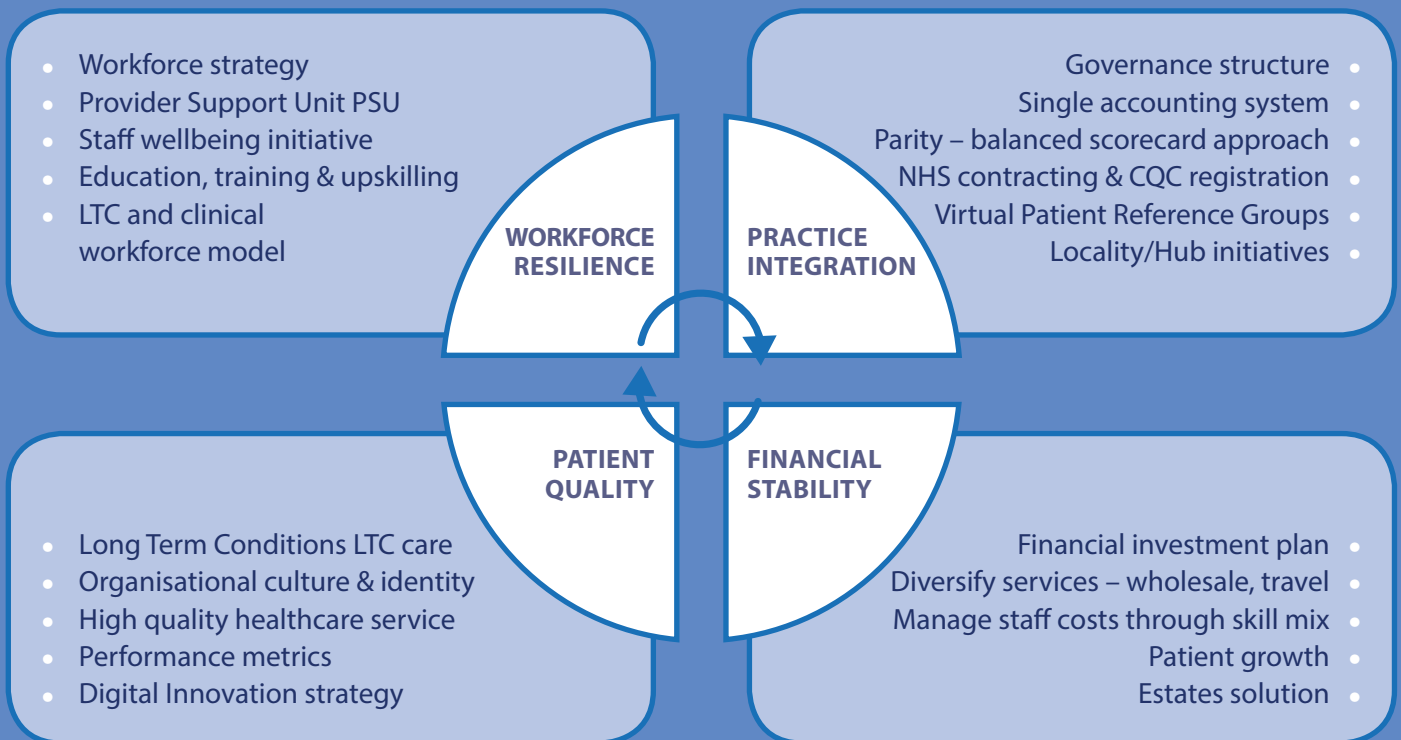


Our vision for the future

At Suffolk Primary Care, we recognise that general practice faces significant funding and recruitment challenges, which affects the ability to deliver quality healthcare services.

Our strategic aim

To be the leading partnership of local GP practices in Suffolk, following best practice models, retaining a local identity by supporting local communities and providing consistent and high quality patient care.



Our business priorities

We have developed four business priorities to help tackle these challenges, support the function of our member practices and meet our strategic aim from 2018 – 2021.

1. Create a stable and **resilient workforce** by supporting, training and upskilling our staff
2. Effective **practice integration** with clear governance, transparent accounting with locality initiatives and a clear path towards parity
3. Support **financial stability** by managing costs effectively, working at scale where appropriate and maximising income opportunities
4. Deliver **high quality patient care** through an integrated governance framework, utilising innovative technology and a quality focused organisational culture

Implementation of these priorities will be dependent on growth, investment and resource capacity, all of which will affect the speed of change.

Dr Hannah Bailey-Thomas, Salaried GP at Haven Health, Felixstowe

“Suffolk Primary Care has introduced an innovative approach to managing general practice which makes me optimistic for the future. To have the support of several other practices and to be able to draw on the expertise of a wider team has been invaluable.”



If you are interested in becoming a Suffolk Primary Care member practice, get in touch with our executive team at suffolkprimarycare@nhs.net

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IP14 2SY

Twitter: **Suffolk_PC**
Facebook: Search for 'Suffolk Primary Care'
Website: www.suffolkprimarycare.co.uk

