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Patient Participation Group Newsletter

## **Introductory Issue July 2025**

### **Welcome by Tim Harrison, CEO, Granta Medical Practices**

Hello, and welcome to this introductory edition of Granta Medical Practices' Patient Participation Group (PPG) newsletter.

We are very proud to have a great working relationship with our PPG committee, all of whom are passionate about patient care, the provision of services, and the longer term plan of the NHS.

We know we can't always get it right, but with the help of our PPG, we can hopefully work to make things better for our patients, our staff, and our communities.

This newsletter is for you, and we welcome your suggestions on what you'd like to see and learn about in future editions.

With kindest regards

*Tim*

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## Introduction to Granta Medical Practices Patient Participation Group (PPG) by Dave Arnold, PPG Chair

Welcome to the introductory edition of our patient newsletter. We plan to publish this regularly, to provide information on developments in Granta Medical Practices (GMP) from the perspective of us as patients.

We work closely with Granta Medical Practices in the context of what the NHS terms a “critical friend”.



We acknowledge the support from GMP in enabling publication of the newsletter.

### What is a Patient Participation Group?

In a nutshell, a Patient Participation Group (PPG) is an independent body of patients working in collaboration with a Primary Care (GP-led) practice such as GMP, with the objective of [representing the voice of patients](#) in the development and delivery of services.

### Our PPG

Granta Medical Practices was established in 2018 as a Primary Care Network comprising Linton, Sawston, Shelford, Barley and Royston Market Hill surgeries. In 2018 it was decided to form a [single Patient Participation Group to act for all practices](#).

This was formally established with new Terms of Reference and Statement of Purpose describing the relationship with the GMP. We are currently revising the Terms of Reference and writing a Constitution for the PPG.

I became a Co-chair in 2019 and then Chair in 2021.

[Any patient can opt in](#) to being a member of the PPG, by contacting Sandra East (GMP Head of Patient Services) [cpicb.grantapatientsservices@nhs.net](mailto:cpicb.grantapatientsservices@nhs.net)

To enable the effective management of PPG activities, a committee of representatives from the surgeries was established. (See page 6 for current representatives)

Royston Health Centre and its patients became part of Granta Medical Practices in 2023. Royston Health Centre, Royston Market Hill and Barley operate collectively as “Granta West”.

The PPG has a good working relationship with GMP and administrative and clinical staff actively contribute to our meetings.

One of our key objectives in 2025, in conjunction with GMP, is to produce a regular newsletter that we hope will provide a source of useful and up to date information for all patients.

In future editions we plan to focus on different GMP surgeries and some of their staff. This is your newsletter too, so we'd like to hear from you about the things that work well for you and things that don't (although please note we will not cover any individual clinical queries or concerns).

With major changes happening within the NHS and our regional Integrated Care System (ICS) regarding the way Primary Care operates at a neighbourhood level, particularly the use of Artificial Intelligence as a preliminary clinical evaluation tool, the PPG will be looking to support GMP where it can to maintain an effective patient service.

We hope you enjoy this first edition, and look forward to hearing from you.

Best wishes

*Dave*

## Patient survey

The GMP Patient Participation Group (PPG) undertook a **substantial piece of work** designing, implementing and reporting on a patient survey, from 2019 to a final report in 2023. This was undertaken in collaboration with GMP and Sandra East (GMP Head of Patient Services).

### The impetus for the survey:

1. Wish to capture GMP patients' views on organisational change, but particularly to capture the views of new patients' understanding of how their new GP surgery operates for them.
2. For survey data to inform a new Welcome Pack for New Patients.
3. GMP awareness of major changes within the services:
  - amalgamation of 5 practices
  - introduction of new technologies
  - changes resulting from the COVID-19 pandemic

### The design involved:

- An **initial focus group** which helped develop survey questions. This did not include GMP patients.
- Questions were designed to elicit **information from new** as well as established patients.
- An **'open' narrative section** was included to permit free comment.
- A paper copy of the survey was available at each surgery.
- An **online survey** was designed for and fed into Survey Monkey.

### Patient population surveyed

- Sawston, Linton, Shelford, Barley and Royston Market Hill patient population numbered 44,000 at the time.
- Royston Health Centre did not join GMP until April 2023, and so was not included.

**Over 1,000 patients** responded of which **124** had recently joined.

### Analysis of the data revealed:

- different levels of understanding of the services provided by GMP
- patient preferences in methods of communication
- patient expectations in terms of GMP services meeting new and long-term patients' needs

Analysis of the data led to [a series of recommendations](#) which were fed back to and discussed with GMP.

These recommendations continue to have relevance to us as a patient group, two years on from the final report.

Space does not permit summary of these comprehensive findings and recommendations. The [full report can be found](#) on the GMP website.

### Outcome and follow up:

A number of recommendations have already been implemented.

- This mainly entailed the production of a Patient Welcome Booklet for new patients. This is now available as the Patient Brochure. It is on the website: go to information → Patient Brochure PDF. A paper copy is obtainable upon request.
- The survey also influenced an update of the telephone system and provision of 15 minute appointments for those with more than one condition.

The PPG continues to [follow up and monitor](#) the implementation of the report recommendations with GMP.

If you would like further information please contact Maureen Haldane (Patient Survey Project Lead) on [mojody@me.com](mailto:mojody@me.com)

## PPG surgery representatives

### Linton Surgery

- Dave Arnold [davidjsarnold@gmail.com](mailto:davidjsarnold@gmail.com) (Chair of PPG)
- Maureen Haldane [mojody@me.com](mailto:mojody@me.com) (Project Lead Patient Survey)

### Royston Health Centre

- Steve Fisher [stevensi@talktalk.net](mailto:stevensi@talktalk.net)

### Barley Surgery

- Carol Lindsay (Newsletter) [carolppg@fastmail.com](mailto:carolppg@fastmail.com)
- Julie Draper [juliedraper@dumbflea.co.uk](mailto:juliedraper@dumbflea.co.uk)

**Market Hill, Sawston and Great Shelford surgeries:** we currently have no named patient representatives from these surgeries. We would welcome volunteers.

Contact Dave Arnold [davidjsarnold@gmail.com](mailto:davidjsarnold@gmail.com) for more details or to volunteer.

## Request for items for future newsletters

We are keen to hear from any Granta patient who would like to contribute, has a query that could be addressed in the newsletter or that you would like us to raise with Granta for inclusion in future newsletters.

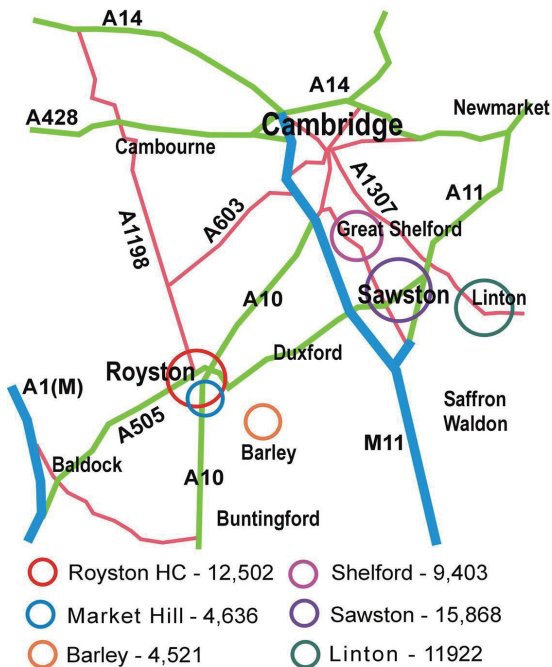
Contact the editorial group:

Carol Lindsay on [carolppg@fastmail.com](mailto:carolppg@fastmail.com) or

Dave Arnold on [davidjsarnold@gmail.com](mailto:davidjsarnold@gmail.com)

**Please note we cannot address individual clinical issues nor take up formal complaints.**

## Location of GMP surgeries and patient numbers for each surgery



**GMP locations and patient numbers** (April 2025)

## Interview with Ian Duthie, Granta Wellbeing Team lead

If you feel your medical condition is affected by (or affects) your social situation, you have financial or housing worries, are low, anxious, lonely or isolated the Wellbeing Team may be able to help you.



### What is the Granta Wellbeing Team?

The Wellbeing team is Granta-wide, for patients over 18. The team comprises of six people, three of whom are care co-ordinators and three social navigators.

Granta are lucky enough to also have a mental health connector seconded from Cambridge Mind. She offers support to those with moderate to severe mental health difficulties from Cambridgeshire Granta practices.

The Wellbeing Team is not a clinical service; instead it provides advice, support and recommendations for adult patients regarding any aspect of a patient's wellbeing that may lead to or affect a clinical condition. The service is not intended to replace medical input, but may reduce the need to see a doctor. Clinical responsibility remains with the medical team.

**Care co-ordinators** organise regular care reviews for people with long term conditions such as dementia, Parkinson's disease, cancer and any aspect of adult care.

**Social navigators** are staff with experience of helping people in challenging situations, with good social, listening and person skills. They offer social support, advice and recommendations and can link people into local groups or community services. Social prescribing (called navigation in Granta) is a national initiative to reduce demands on GPs. After all, many conditions are not always best dealt with by a doctor or nurse, but have social causes better addressed elsewhere.

If you want to see someone medical, the Wellbeing Team would not get in the way of your seeing a nurse or GP.

What the Wellbeing team can offer is varied, ranging from weight loss help, care reviews, recommendations of local support groups, pointing the way to appropriate community services (such as debt advice) or connecting people with the appropriate help (e.g. mental health input).



They can provide extra time to listen and then recommend where to turn for more and suitable support. The team members are very approachable and willing to do whatever they can to help.

**Did you know** that Granta routinely offer a cancer care review 3 months after patients receive notification of a cancer diagnosis? The Wellbeing Team organises this review. Similarly the team will reach out to newly diagnosed Parkinson's patients.

The first patient contact from the Wellbeing Team is usually by phone. Sometimes this is often all that is needed. However, the team can offer home visits or even accompany you to the first support group or meeting. Generally 3 sessions are offered plus a follow up 'phone call in 2-3 weeks. You can return and ask for more if needed.

**You can be referred to the Wellbeing Team by anyone** working for Granta (admin, reception, nurses, or doctors),

Or you can **self-refer** by calling 01223 627745 or email [cpicb.wellbeingteam.gmp@nhs.net](mailto:cpicb.wellbeingteam.gmp@nhs.net)

## Opening times and contact details

### **SAWSTON MEDICAL CENTRE**

London Road, Sawston  
CB22 3HU  
0300 234 5555, option 2

Monday 8am-8pm\*  
Tuesday 8am-6pm  
Wednesday 8am-8pm\*  
Thursday 8am-6pm  
Friday 8am-6pm  
Saturday 9am-5pm\*\*  
Sunday Closed

### **LINTON HEALTH CENTRE**

Coles Lane, Linton  
Cambridgeshire, CB21 4JS  
0300 234 5555, option 3

Monday 8am-6pm  
Tuesday 8am-8pm\*  
Wednesday 8am-6pm  
Thursday 8am-6pm  
Friday 8am-8pm\*  
Saturday Closed  
Sunday Closed

### **BARLEY SURGERY**

High Street, Barley  
Hertfordshire, SG8 8HY  
0300 234 5555, option 4

Monday 8:30am-8pm\*  
Tuesday 8:30am-6pm  
Wednesday 8:30am-6pm  
Thursday 8:30am-6pm  
Friday 8:30-6pm  
Saturday Closed  
Sunday Closed

### **MARKET HILL SURGERY**

Market Hill, Royston  
Hertfordshire, SG8 9JN  
0300 234 5555, option 5

Monday 8:30am-6pm  
Tuesday 8:30am-6pm  
Wednesday 8:30am-6pm  
Thursday 8:30am-6pm  
Friday 8:30-6pm  
Saturday Closed  
Sunday Closed

**SHELFORD HEALTH CENTRE**

Ashen Green, Great Shelford  
Cambridgeshire, CB22 5FY  
0300 234 5555, option 6

Monday 8am-6pm  
Tuesday 8am-6pm  
Wednesday 8am-6pm  
Thursday 8am-8pm\*  
Friday 8am-6pm  
Saturday Closed  
Sunday Closed

**ROYSTON HEALTH CENTRE**

Melbourn Street, Royston  
Hertfordshire, SG8 7BS  
0300 234 5555, option 7

Monday 8am-6pm  
Tuesday 8am-6pm  
Wednesday 8am-8pm\*  
Thursday 8am-6pm  
Friday 8am-6pm  
Saturday 9am-5pm\*\*  
Sunday Closed

\*Extended access for pre-booked appointments only.

\*\*Alternate Saturday opening between Granta Sawston and Granta Royston Health Centre.

**All extended access appointments are pre-booked only.**

This newsletter was created, edited and produced by the Patient Participation Group for Granta Medical Practices' patients.

