



2023-24

ANNUAL REPORT

**Outstanding people.
Outstanding healthcare.**

GRANTA Medical Practices





#TEAMGRANTA

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FOREWORD

Welcome to our first annual report

It's been an incredibly busy twelve months at Granta Medical Practices, and we wanted to share some of the many exciting initiatives we've been working on, to further enhance the quality of care we offer our patients. Over the following pages, discover more about our pioneering model for primary care and the benefits we are delivering for people across South Cambridgeshire, in the communities we serve.

The last few years have been difficult for many, with COVID-19 and the cost-of-living crisis adding additional pressures to the NHS. However, here at Granta, we've been ploughing on. Last spring we took a big step forward, expanding our reach by merging with Royston Health Centre and consolidating services for patients within that area.

This change, along with investments in existing staffing and services, saw us make significant progress and improve our resilience. As a group of combined practices, we are now looking after 60,000 registered patients across our six centres, and last year our team arranged more than 177,000 face-to-face appointments with a further 143,780 handled via the telephone.

Our continued growth epitomises the trust our patients and the NHS place in us. As a team, we strive to ensure our patients receive some of the very best care in the UK. We also continue to support the NHS with its ambitions to expand and improve services – making cutting edge screening techniques and treatments more convenient and accessible. Our ability to do this is, largely, thanks to the enthusiasm of our team and their commitment to innovation, working together, and providing the highest quality care.

The only constant is change

As we look to the future, as a bigger team, one phrase springs to mind: "The only constant in life is change". In recent years, the world has altered to an unprecedented degree. Given that the pace of change looks set to accelerate, we must continue to adapt, together. At Granta we pride ourselves on constantly evolving our offer, while staying true to our values. Our patients rely on us and trust us to always do the best for them. Our team also expect us to help them develop their skills, ensuring they remain at the forefront of clinical care and associated support services. Our vast array of learning and development opportunities help them achieve precisely that. It's not by chance that we're known as one of the best practices in the UK. We believe we have a responsibility to help our people gain the competences they need to make a tangible difference in the world.



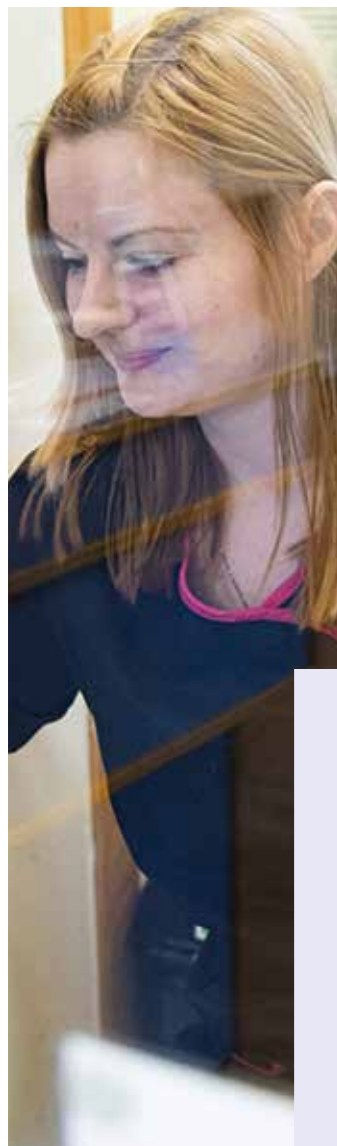
Pride in our people

I'm immensely proud of everything our team has achieved over the past few years, and I'm hugely optimistic about the future and the impact Granta can play in creating a healthier population in South Cambridgeshire. Although we find ourselves in uncertain times, one thing I'm sure of is that we have a unique offer at Granta, with individuals and families at the heart of our work. We hope you enjoy reading about our efforts and some of the additional services we are putting in place to support you.

TIM HARRISON
Chief Executive Officer

Tim

60,000 patients



A pioneering approach to local healthcare

One of the best practices in the UK

Granta Medical Practices is a Care Quality Commission (CQC) Outstanding practice that operates from six locations across South Cambridgeshire, providing GP services to almost 60,000 registered patients. The largest single practice in the East of England, we are a team of 250 NHS professionals, who run a comprehensive range of services and work closely together to ensure improved health for all the people and communities in our care.

Formally, Granta is classified as a Primary Care Network (PCN). Launched in 2019, as part of the NHS Long Term Plan, PCNs build on the core of current primary care (GP) services while offering wider access to proactive, personalised, coordinated and more integrated forms of health and social care. Put simply, we look after local people, like a traditional practice, but have the resources and advantages of a large-scale organisation behind us.

At face value, the work that occurs at our medical centres might look much the same as at any other GP surgery. At each of our centres, our teams deliver the personal care valued by both patients and GPs. Behind the scenes, it's a bit different. Staff across all of our locations work together as a much larger, integrated team. This collaboration increases our impact, gives us better economies of scale and buying power, and helps us work more closely with others in the local health and social care system.

Crucially, our PCN status also enables us to offer secondary care services in the community alongside more traditional forms of primary care. At Granta that includes ultrasound and CT scans and direct access to specialist hospital consultants. We offer physiotherapy clinics and dermatology clinics. We also have a link with the Neurology department at Addenbrookes and to a Community Psychiatry Consultant.

250

professionals

Why PCNs are so important...

Across England, there are currently 1,250 PCNs. Typically, PCNs serve communities of between 30,000 to 50,000 people, making Granta bigger than most of our counterparts. With the NHS and GP surgeries under increasing pressure, the importance of PCNs looks set to grow.

Nationally, our population is aging and has increasingly complex health needs that require more time and continuity in a system that has fewer resources. With some surgeries struggling to survive, there are two options. Continue with the status quo or innovate, working closely together – in multidisciplinary teams – to pool resources, share information and deliver healthcare services directly into local communities and neighbourhoods. For Granta, these integrated neighbourhoods will become increasingly important.

At Granta, we are living proof that the latter approach is a winning formula for staff, patients and the wider NHS. For our team, the stability and opportunities that come from working as part of a larger network of healthcare specialists, is reassuring. Our patients benefit from a wider range of services on their doorstep, but still receive level of personal care they expect from a local practice. By delivering more care, at a local level, closer to patient homes, we are also having a positive impact on the NHS, helping to prevent hospital admissions.



Our mission & vision

Mission

At Granta, our mission is straightforward: to provide care as if it were for our own family. We work with each of our patients to optimise their health, using the resources available to us in a sustainable, efficient way. In caring for our patients, our actions should always be professional, compassionate, and effective – using an evidence-based approach that helps build trust and ultimately improves health outcomes for local people.

Vision

To provide a single point of primary healthcare for our patients, giving them access to an efficient, effective range of treatments on their doorstep, while also setting new standards for others in our sector to follow.



While others have reduced their services, at Granta we have expanded our offer – growing our number of clinicians year on year, whilst investing in how they are supported.

In the last twelve months, our team has grown by 32% and we have invested heavily in new technologies to support our work. Our new phone system includes a patient call back function, which has helped us improve phone answer rates – something we knew you wanted us to tackle.



Our values

Honesty

Trust and integrity underpin our work. We are upfront and forthcoming with information, insights, and processes. Creating a culture where honesty is central, means we are better able to look after the people in our care and address any problems encountered, openly and transparently.

Happiness

It's hard to feel happy when you are unwell, but we strive to ensure our patients are always satisfied with the quality of care they receive. Delivering this depends on a contented workforce. Employees who feel valued, boost all aspects of practice life. With happy staff, absenteeism and employee turnover is also reduced.

Health

The physical and mental health of our patients and our staff always comes first and is core to all aspects of our work. We understand the patient experience and take a holistic approach to health, implementing policies, programmes and benefits that enhance employee morale and improve the quality of overall care we provide.

Kindness

Acts of kindness help foster a positive and supportive workplace, where employees feel motivated to excel and build connections with colleagues and patients. Our culture of kindness means our staff should always respond with understanding, compassion and sensitivity and our patients should always feel heard and respected.

Responsible

At the end of the day, there is nothing more important than your health, or the health of your loved ones. We know our patients rely on us. To support them, we are responsible and accountable in all aspects of our work – proactively planning ahead to ensure we can always deliver the very best standards of care possible.

Innovative

In a rapidly changing world, organisations can't afford to stand still. We know what works for our patients and our staff, but equally, we aren't afraid to try new things. We are forward-thinking in our approach to primary care. We are patient-centric but also creative and curious – striving for continuous improvements at all times.



Our whole team **live and breathe our values.**

Our results

Delivering better care

At Granta, continuously improving the quality of care we deliver to our patients is our 'North Star'. We know we achieve much more, and our patients are far better served, when we work with them in innovative, integrated ways from the beginning. This is something you'll see a lot more of going forward.



01 April 2023 to 31 March 2024

177,289
Face-to-face appointments



143,780
Telephone appointments



16,774
Online appointments



Innovation

At Granta, we pride ourselves on providing an efficient, effective range of healthcare services and finding new ways to work with our patients that embrace the very latest advances in patient care and reflect modern life.

Free home delivery

We know that getting out to collect prescriptions is not always possible. To ensure all of our patients can access the medicines they need, we offer free prescription delivery to those of our patients that need a little bit of extra support. Order your prescription medicines with us and we'll deliver them to your door, for free, in one of our electric delivery vans. If you know of anyone who would benefit from home delivery but who does not have access to a computer, please let them know about the service or, with their permission, let us know and we will be happy to help them. Our friendly neighbourhood driver is ready to deliver to you.

Driving up vaccination numbers

While life has largely returned to normal for most people after the pandemic, it remains a strange time in our recent history that none of us will ever forget. For the team at Granta and our patients, the pandemic was stressful and challenging. However, it also taught us many things – including how to

do things differently. Back in October 2020 we held the country's first ever mass drive-through flu clinic at Duxford Imperial War Museum – vaccinating patients while they sat in their cars. Over two days, our team vaccinated more than 3000 patients. While thankfully, this strange time is consigned to the past, the pandemic serves as a reminder that there are new ways of working that can prove incredibly efficient – when you think outside of the box.

An indispensable team member

Our dispensary robot, Toby (named following a local schools competition) is another example of how the team at Granta has embraced new technologies in order to enhance the services we offer our patients. We were the first practice in the immediate area to install a dispensing robot and he's proven invaluable since he joined the team. Before Toby was fitted, it would have taken, on average, around 60 seconds to locate an item in the pharmacy. When he's behaving, Toby takes just 2.8 seconds to complete the same task. He's also extremely accurate at picking the right medicine. Once Toby has picked the medication, complete

prescriptions are checked by our technicians, who sign them off for collection. Capable of holding 15,000 packets of medicine, he will also automatically order more stock. This frees up our staff to spend more time with patients, explaining medications and helping to resolve queries.

Round the clock collections

Collecting your prescriptions has never been easier with our 24/7 prescription collection points at Sawston, Linton and Shelford. You can collect your medication 24 hours a day, 7 days a week, 365 days a year ... wherever and whenever it is convenient for you.

- Collection via a vending-style machine
- No queuing up to collect your prescriptions
- Pick up your prescription day or night, weekends and bank holidays
- Easy, ample parking available at all prescription collection points
- Receive a SMS text message via your mobile to confirm that your prescription is ready for collection
- No wasted journeys.

15,000

packets of medicine





Sharing a cup of Christmas cheer

In December, staff gave up their own time on a Sunday in Granta Sawston to hold a "Christmas Cuppa Drop-In". Everyone was welcome to pop in for a hot drink and a dose of seasonal cheer. Local businesses kindly donated mince pies and cake. This was a great session, that gave people, who might otherwise be alone at the weekend, the chance to meet with other people in the local community. This work builds on previous initiatives, which have seen us organise festive doorstep deliveries to patients who are vulnerable and isolated at what can be a difficult time of year.

Patient care

Urgent Wrap Around Care South (UWACS)

Pressure on the ambulance service in South Cambridgeshire is ever-increasing. In an attempt to alleviate some of the demand, we established a team of professionals to support the ambulance service and Addenbrookes A&E. The objective was to prevent unnecessary hospital admissions and support patients in their own homes. Our UWACS team is made up of nurses, paramedics, health care assistants, and an on-call GP. We take referrals from a range of sources including the ambulance service, paramedics "at the scene", Call Before You Convey, the Joint Emergency Team and any South Cambridgeshire GP surgery, for any acutely unwell patient needing at-home increased care and support to try and prevent admissions to hospital. We run this service from 8am to 8pm, 7 days a week.

Menopause meetings

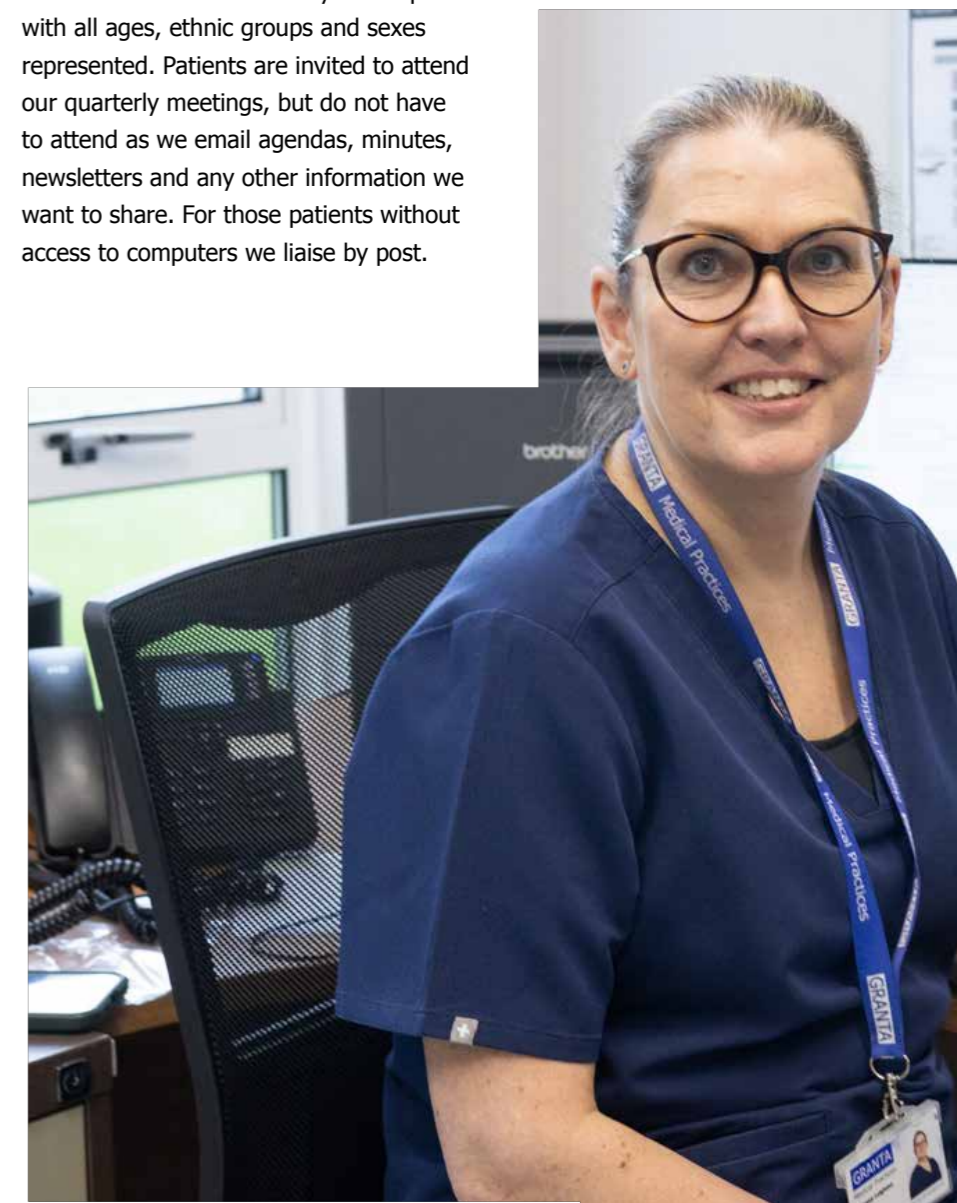
The menopause used to be a topic that people didn't really talk about. Today, it's much more high profile with celebrities such as Davina McCall and Lisa Snowdon talking about their own experiences of the perimenopause and the menopause. At Granta we're also talking about this topic much more. Every month our wellbeing team runs a menopause meeting in Sawston. The sessions are a chance for women to meet up, chat about their symptoms and the treatment options they are using; and share their experiences with others. The meetings, which started in 2019 have been well attended and we've had some great feedback. Sessions typically take place on the last Wednesday of every month.

For more information, please email: cpicb.wellbeingteam.gmp@nhs.net

Patient participation group

We have an active patient participation group (PPG) and work closely with them on a number of projects, including patient surveys and patient literature. The overall aim of our PPG is to develop a positive and constructive relationship between us and our community of patients, ensuring we remain accountable and responsive to our patients' needs.

Our PPG reflects the diversity of our patients with all ages, ethnic groups and sexes represented. Patients are invited to attend our quarterly meetings, but do not have to attend as we email agendas, minutes, newsletters and any other information we want to share. For those patients without access to computers we liaise by post.



Our team of experts

At Granta we've got hundreds of employees, who are experts at what they do day-to-day - whether engaging directly with patients or working diligently behind the scenes. Here we highlight just a few team members - some of whom you may recognise.



DR TIM WRIGHT
GP Partner and Development Director

As one of our GP partners, Tim is our Development Director - meaning he is responsible for the future of Granta and the evolution of our business model. Tim has been instrumental in recent developments, including our merger with Royston Health Centre and the delivery of our Urgent Wrap Around Care Service.



DR FIONA CLARK
GP Partner and Paediatric Lead

Fiona has been with Granta since the beginning and has always had an active interest in the health of children. She has used her passion and knowledge in this area to guide, support and educate the wider team so we are able to offer a comprehensive paediatric service.



DR IAN HEAD
GP Partner and Long-Term Conditions Lead

Ian is our lead contact for long-term conditions and is a specialist in Diabetes. He has years of experience as a GP and is passionate about helping reduce the prevalence of this increasingly common condition among our patients.



DR REBECCA STEMPE
GP Partner and Safeguarding Lead

Rebecca is one of our newest Partners, but has worked with Granta for a number of years. She became our Safeguarding Lead two years ago and works tirelessly with our team and outside agencies to ensure we are delivering a robust, safe service. As part of this work, Rebecca and our wider safeguarding team support our clinicians with advice and guidance.



SANDRA EAST
Head of Patient Services

Sandra joined us when we merged with Shelford Medical Practice in 2018. She is responsible for all communications and representing our patients in the design of new services. She is an advocate for outstanding patient care and is restless in ensuring we do not forget how important our services are to the community in which we serve.



DR NEIL HUNT
Consultant Psychiatrist

In recent years we have come to recognise the importance of good mental health. Granta is rare in having a Consultant Psychiatrist to take after our patients who need help and support with this aspect of their wellbeing. We are lucky to have Neil as part of our team and to be able to call on his expertise in this area.



SHEHU MAMMAN
Superintendent Pharmacist

Shehu has just celebrated his five-year anniversary at Granta. He is based at Sawston Medical Centre, where he has developed the breadth of our pharmacy services and leads the team looking after our patients' medicine needs.



SHARON WOODS
GP Partner and Research Lead

Sharon is one of the founding Partners at Granta and is responsible for leading our research work. Research is vital for the future of medical treatments, as we saw throughout the pandemic. Sharon ensures that we support appropriate research projects, and is the guardian of our data - making sure patient information is protected.



NIKKI FOSTER
Head of Operations

Nikki is responsible for the daily operation of our six sites and has many years of operational experience in primary care. Since joining Granta she has improved the quality of the services we offer - including improvements in our phone answering performance.

#TEAMGRANTA

Our surgeries



SAWSTON MEDICAL CENTRE
London Road, Sawston CB22 3HU

0300 234 5555
Option 2

13
GPs

LINTON HEALTH CENTRE
Coles Road, Linton CB21 4JS

0300 234 5555
Option 3

12
GPs

BARLEY SURGERY
High Street, Barley SG8 8HY

0300 234 5555
Option 4

4
GPs

MARKET HILL SURGERY
Market Hill, Royston SG8 9JN

0300 234 5555
Option 5

4
GPs

SHELFORD HEALTH CENTRE
Ashen Green, Great Shelford CB22 5FY

0300 234 5555
Option 6

9
GPs

ROYSTON HEALTH CENTRE
Melbourn Street, Royston SG8 7BS

0300 234 5555
Option 7

12
GPs

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