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General Practice Support Unit



GPSU Business Strategy

Enabling practices in Somerset to thrive

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Pupose and vision

Purpose

The General Practice Support Unit (GPSU) exists to enable GP practices in Somerset to thrive.





Vision

GPSU supports confident, sustainable and future-ready general practice, rooted in communities whilst providing a strong, strategic voice across the system.



Our values

Our values are at the heart of everything we do for practices in Somerset.

Compassion

We lead with empathy in everything we do. We recognise the pressures facing general practice and approach our work - and each other - with kindness, understanding and genuine care.

Trust

We act with honesty and integrity, and we follow through on what we say. Practices, partners and colleagues can rely on us to be transparent, consistent and true to our word.

Collaboration

We look for the best ways of doing things. Whether it's finding a smarter solution, a clearer way to communicate, or a new approach to an old problem, we bring curiosity and fresh thinking to our work.

Creativity

We look for the best ways of doing things. Whether it's finding a smarter solution, a clearer way to communicate, or a new approach to an old problem, we bring curiosity and fresh thinking to our work.

Ambition

We are here to make a real difference to general practice in Somerset. We set high standards, push ourselves to improve, and never lose sight of the impact we can have for our practices, staff and patients.

GPSU is and will be:

- a trusted provider of support and services for practices across Somerset
- a driver of innovation, developing high-quality solutions that improve outcomes for patients, communities and general practice
- a strategic delivery partner and holder of Multi-Neighbourhood Provider contracts, ensuring effective governance, quality and value
- an enabling partner for integrated neighbourhood working, strengthening collaboration across health, care and communities
- a workforce innovation and development hub, supporting a sustainable and future-ready general practice workforce
- a leader in population health, data and digital transformation, enabling better care and evidence-based decision-making.

Current priorities

Receive mandate from practices to establish at scale governance structure

Help practices plan and develop their people needs

Shape general practice strategic relationships with system partners - bridging the gap between practices and the system

Build an integrated neighbourhood infrastructure

Support the resilience of practices and PCNs

Maximise the impact of digital assets and providing at scale support

Clinical pathway transformation to reduce unwarranted variation and improve safety and patient experience

Act as an 'agent of practices' holding appropriate contracts with the benefits flowing back to practices

Help practices use data to understand demand, workforce pressures, variation, risk and opportunities for improvement

Enable general practice to be research ready

Value for practices

- Reducing the burden on practices and removing duplication
- Building resilience across workforce, finance, change management and estates
- Better data and evidence informed decisions
- Strengthening practice influence in the system
- Improving access to at-scale opportunities - research, sevices, digital, etc
- Supporting practices to retain their identity and sovereignty in the wider system, whilst being a valued partner
- Support improvement to enable quality
- Supporting learning culture, improving standards and safety
- Enable general practice to hold contracts, employ safety and manage financial risk

Value for PCNs and neighbourhoods

- Supporting the development of integrated neighbourhood working
- Translating strategy into deliverable plans that align with the 10-year health plan
- Providing facilitation and improvement capabilities
- Assist with partnership and pathway connections
- Generating population need insights using high quality data and evidence
- Build a shared infrastructure that lasts

Value for the Somerset system

- A trusted and effective provider and partner
- Support a culture of clinical safety as well as enhanced patient experience
- Improve alignment between general practice and the wider system
- Leader and driver of change
- Better insight into operational pressures and population health needs
- Digital capability and capacity, leadership and delivery
- Leading on research and innovation including collaboration with partners



Who we work with and for

GP practices

We offer practical support, resillience and business intelligence to practices across Somerset.

Primary Care Networks (PCNs)

We provide support to PCNs with neighbourhood health development, workforce support and facilitation.

Suppliers

We are a fair, open and reliable customer committed to partnership working.

Patients and community

Providers of improved resillience, accessible and sustainable general practice across the county.

Staff and clinical leaders

Essential support, clarity and influence to all staff working in general practice.

ICB and system partners

GPSU is a credible strategic partner for general practice, supporting the ICB and system parters in collaboration.

LMC, local POD committees, Research Delivery Network, VCSFE

GPSU is a trusted partner, building strong relationships with primary care organisations.

GPSU's services



Practice resilience and support



Digital, data and insights



Innovation, research and development



People planning and development



Contract delivery



Neighbourhoods and population health

Need support?
Find out more on the GPSU website:
www.generalpracticesupportunit.org.uk

Delivery plan - 2026/27

Practice resilience and support	ARQ specification, Opel support for general practice in system, patient comms and engagement, support for estates and financial matters, quality improvement, shared learning
Digital, data and insights	Business and population insights, system wide data sets and shared care records, digital transformation, information governance support and training, training and support, strategic at place, cluster, national
Innovation, research and development	Clinical reference group and peer ambassadors, clinical training and improvement, community pharmacy transformation, CQC readiness and safeguarding, research-based innovation and pathway transformation
People planning and development	Workforce plan, portal of information and resources, recruitment, employee relations advice and health and wellbeing support, Training and organisational development, change management
Contract delivery	Community investigation hubs, CMDU service delivery, asthma, diabetes, community paediatrics, ADHD
Neighbourhoods and population health	Transformation management office, mobilisation of frailty programme, neighbourhood integrator function, population health management approach, evaluation and learning, estates and infrastructure

How we will determine success



Practice resilience

Number of practices supported; improvement in resilience risk ratings; reduction in escalation issues



Workforce

Retention indicators; recruitment support delivered; training uptake



Strategic voice

Practice engagement rates; feedback from practices; GP representation in system forums



Data/digital

Number of practices using dashboards; frequency of insight reports; measurable data use to make decisions



Neighbourhoods

Number of neighbourhood plans supported; maturity assessment progress, population health prioritisation



Customer experience

Practice satisfaction/NPS-style feedback; response ties; repeat engagement

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