gpsu
General Practice Support Unit

Impact Report

Working together to enable general practice to thrive



October 2026

Welcome to GPSU's Impact Report



I am delighted to introduce GPSU's first Impact Report.

This report showcases the work we are doing across Somerset and the difference it is making for general practice. It highlights the breadth of support provided by our teams and the role GPSU plays in helping practices respond to challenges, embrace opportunities and continue delivering high-quality care for their communities.

As the needs of general practice and the wider health and care system continue to evolve, so too has GPSU. We have expanded our skills, expertise and partnerships while remaining focused on our purpose of enabling GP practices in Somerset to thrive.

The pages that follow highlight just some of our work, from developing new clinical pathways and supporting group clinics, to investing in workforce development, wellbeing and retention, strengthening digital collaboration, and coordinating system-wide programmes such as the Somerset frailty strategy.

As we launch our new strategy, this report provides a valuable starting point. It reflects on the progress we have made, demonstrates the impact of our work, and highlights the strong foundations we can build on for the future.

We are proud of what has been achieved so far and grateful to the practices, partners and colleagues who work alongside us. I hope you enjoy reading about the impact GPSU is having across Somerset and feel as excited as I do about what we can achieve together in the years ahead.

Ruth Taylor
Chief Executive



> "This report demonstrates the impact of our work so far and highlights the strong foundations we can build on as we launch our new five-year strategy."

Our 6 service areas

Enabling GP practices in Somerset to thrive

GPSU enables Somerset practices to thrive by providing support, tools, and infrastructure needed to deliver high-quality care now and in the future.

We support practices through workforce development, quality improvement, clinical safety, digital transformation and neighbourhood working. We help practices respond to rising demand and increasing health complexities, while supporting the delivery of care closer to people's homes.

Using data and insight, we support informed decision-making and service improvement. We also help practices work together at scale while protecting the unique identities that are important to patients and communities.

Everything we do is focused on supporting sustainable, resilient and future-ready general practice across Somerset.

- Practice resilience and support
- Digital, data and insight
- Evidence-based innovation, research and development
- Neighbourhoods and population health
- People planning and development
- Contract delivery



01

Practice resilience and support

Supporting resilient, sustainable general practice through targeted workforce development, peer support, wellbeing initiatives and practice engagement. By listening to the challenges faced across Somerset, GPSU works alongside practices to strengthen teams, build capability and support innovative approaches to care.



Group clinics

We have supported practices to develop and deliver group clinics by providing training for practice staff, practical guidance and ongoing support throughout implementation. By bringing patients with similar conditions together, group clinics create opportunities for education, discussion and peer support, while enabling clinicians to engage with multiple patients in a more efficient and collaborative way.



100%

of respondents rated their session **good or excellent**

4

lipid clinics delivered, with 13 PCNs and over 10 practices receiving contact or training with GPSU





Patient perspective

"You have got it right, useful to see the comments of the group."

Practice perspective

The biggest positive for me was seeing patients educating and supporting each other."

Strengthening communication, engagement and collaboration

GPSU is strengthening connections across general practice through focused communication, direct engagement and opportunities to collaborate.

GP Bulletin

493 subscribers, providing a focused source of key updates, opportunities and actions for practices

Lunchtime drop-ins

10 sessions hosted, giving practices a chance to hear updates, ask questions and discuss support needs

TeamNet

2,957 views of GPSU portal and pages over the last 6 months, helping practices access information quickly and easily

Social media

LinkedIn and **Facebook** pages launched with **375 followers** and **151 followers** respectively

Communications Discussion and Review Group

6 practice volunteers who meet regularly to help shape and improve our communications

Collaboration

Chair of the **PCN Managers Meeting and Clinical Directors Board** enabling collaboration and information-sharing

02

Digital, data and insight

Building a more connected, efficient and data-informed future for general practice

Connecting

Bringing practices, suppliers and system partners together to share learning, solve challenges and shape better digital services

Making an impact

From collaborative procurement and supplier engagement to automation and population health management, we are turning digital opportunities into practical support for general practice

Innovating for the future

We are testing new approaches in real practice settings, generating local evidence and learning what works, from automating repetitive processes to using population data to identify opportunities for more proactive support

A stronger digital voice

Through the Digital Bulletin, GP Data and Digital Forum and Data and Digital Steering Group, practices have more opportunities to connect, share feedback and influence digital priorities across Somerset

£665,500

digital tools budget managed

100,000+

patients included in Enliveio (Optum) population health management pilot

500+

frail patients identified across 3 PCNs for review via multidisciplinary team approach through the Enliveio (Optum) population health pilot

100%

practice response rate to the digital software audit

GPSU has supported PCNs to use population health management tools to identify at-risk patients earlier, enabling proactive intervention, strengthening neighbourhood working and increasing collaboration across local teams

27

Somerset practices using Healthtech-1 automation solution

52 weeks

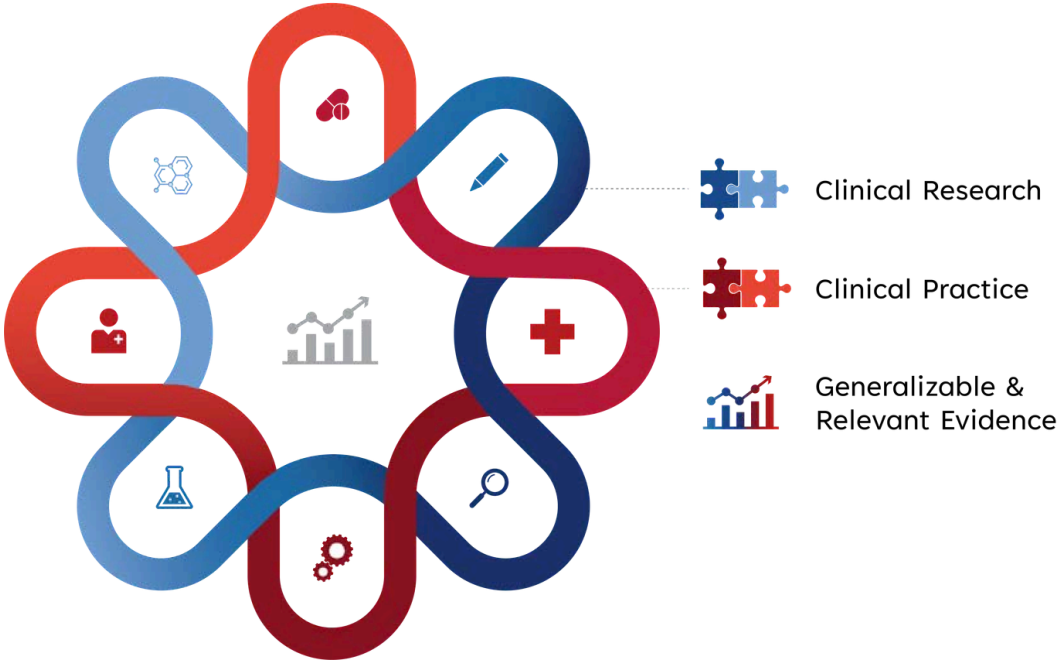
estimated admin time to be released every year through Healthtech-1 pilot

03

Evidence-based innovation, research and development

We bring together evidence, research, data and innovation to help general practice make informed decisions, improve services and deliver sustainable change. We support practices and partners to identify opportunities, evaluate impact, share learning and strengthen collaboration across Somerset, while supporting research that benefits patients and communities.

Integrating Clinical Research and Clinical Practice



Clinical Reference Group

20+
Clinical pathways and service areas reviewed or supported

Bi-monthly
CRG meetings established

2
Peer ambassadors recruited

4
New key clinical pathways developed

1
Somerset-wide collaborative forum established

Coeliac disease

Reviewed and refined the Somerset pathway, providing a more consistent approach to diagnosis and management across primary care.

MASLD (Fatty liver disease)

Improved access to clear clinical guidance and patient information, supporting consistent management across Somerset.

Headache and migraine

Facilitated collaboration between primary and secondary care to develop a clearer referral pathway and support treatment closer to home.

Endocrinology

Enabled system-wide review of thyroid pathways, ensuring primary care feedback helps shape service improvements.

We continue to chair and coordinate the CRG. From pathway development to service redesign, the CRG is working with Local Medical Committee to help shape more effective and connected care across Somerset.

Research



13
Practices and PCNs awarded small grants

44
studies open



GPSU is part of the South West Peninsula Research Delivery Network - ranked second nationally for patient recruitment



684 patients have been recruited as participants in 2025/2026



Recruiting across 10 speciality areas

Spirometry training

31
healthcare professionals trained in 2026

98%
rated training as very good to excellent

99%
reported clear and well explained objectives

Strengthening respiratory diagnostic capability across Somerset by equipping clinicians with the skills and confidence to perform and interpret spirometry in line with best practice.

Hydration project

900
patient recruitment target

310
patients enrolled by August 2026

Supporting preventative care through simple hydration interventions designed to reduce the risk of UTIs, promote self-care and improve patient wellbeing.

CYP asthma pathway training

80
GPs and Practice Nurses trained

4
training sessions delivered

13
Somerset PCNs represented

1
Somerset CYP asthma pathway launched

Supporting consistent evidence-based asthma care across Somerset.

04

Neighbourhoods and population health

Through the Somerset neighbourhood programme, GPSU supports practices, PCNs and neighbourhood teams to strengthen proactive, person-centred frailty care. We bring people together to share learning, use data and insight, address local priorities and improve joined-up working across neighbourhoods and system partners.



How we are working

Stakeholder feedback and the frailty strategy have been translated into 12 focused workstreams, creating a clear framework for implementation and delivery.

1. Coding and data quality
2. Population health and cohort identification
3. Metrics, intelligence and benefits
4. Clinical assessment and frailty identification
5. MDT and proactive care
6. Care planning and digital integration
7. Workforce development and education
8. Improvement, readiness and best practice
9. Programme management, governance and communications
10. Care homes
11. Patient and carer experience
12. Falls prevention and healthy ageing

Frailty mobilisation

GPSU is supporting general practice and PCNs to lead neighbourhood development across Somerset, bringing together health, care, local authority and voluntary sector partners to improve population health, reduce inequalities and deliver more coordinated care closer to home.

Consistent understanding of local need

Neighbourhood teams, built around general practice and wider system partners, are developing a shared understanding of local population needs and opportunities, enabling targeted action, informed decision-making and neighbourhood-level planning.

Building partnerships across neighbourhoods

Bringing together general practice, community services, mental health teams, acute providers, local authority colleagues and VCSFE partners to strengthen collaboration, improve care coordination and develop solutions that respond to local population needs.

Stronger neighbourhood leadership and delivery

New governance arrangements are enabling general practice and system partners to work together more effectively at neighbourhood level, creating clearer accountability, stronger alignment and coordinated delivery of local priorities.

Turning strategy into action

Stakeholder engagement and neighbourhood intelligence have been translated into 12 delivery workstreams, creating a clear framework for implementation and measurable improvement.

Reducing pressures on practices

Improved partnership working and clearer pathways are helping practices access wider community and system support, reducing duplication and enabling a more joined-up response to patient need.

Supporting general practice

11 of 13 PCNs engaged through neighbourhood diagnostic visits, strengthening understanding of local priorities and opportunities.



05

People planning and development

GPSU is developing a more connected approach to workforce support across Somerset, working with practices and PCNs to understand workforce challenges and shape solutions that strengthen resilience, support professional development and build a sustainable workforce.



Building a stronger workforce support offer for general practice

As the GPSU people team has been developing, we have started to engage with practices and PCNs across Somerset and key stakeholders to understand the workforce pressures they face and where greater support could make a difference.

Already, the initial engagement that has been undertaken so far has enabled us to start to create a strong evidence base for GPSU's emerging people strategy and future workforce support offer, to help practices reduce duplication, build resilience and support the long-term sustainability of their workforce.

Feedback from practices and PCNs so far has highlighted common themes, including possible opportunities to provide support in conjunction with key stakeholders in the areas of;

- Workforce planning to support longer term workforce sustainability
- Access to further support with employee relations issues
- Opportunities to procure a range of workforce services at scale to reduce costs and improve quality
- County wide advertising campaigns to support workforce shortages



People and planning

Careers Plus programmes



Careers Plus provides protected time for GPs and Practice Managers to reflect, build confidence, strengthen leadership skills and connect with peers. The programmes support wellbeing and professional development while helping practices retain and develop the people who play a vital role in general practice.

72
GPs supported since 2019

2026
PM programme launched

100%
funded

2027
MDT cohorts planned

"GP Careers Plus helped me gain clarity about my future career, connect with peers facing similar challenges, and develop a sustainable portfolio career that enables me to remain in general practice while contributing more broadly to the Somerset healthcare system" - Daniel, GP

06

Contract delivery

GPSU supports the delivery of commissioned services across Somerset, working with partners and providers to ensure services are coordinated, accessible and responsive to local needs. Through programmes such as community investigation hubs and the Covid medicines delivery unit, we help deliver joined-up services and support effective partnership working.



Community Investigation Hubs

122,157 tests completed in 2025

98.7% patient satisfaction

>£10m brought into general practice since 2022

Community Investigation Hubs (CIH) deliver a high-quality patient experience through safe, accessible, and clinically effective care, while maintaining excellent standards and generating sustainable income to support service growth and long-term viability.

Practice perspective

> The CIHs have allowed us to focus on more critical cases in the hospital.

Patient perspective

> Getting my results quickly made all the difference. I felt in control of my health.









Supporting timely specialist assessment, treatment and advice for patients across Somerset.

Since Nov 2025
GPSU has supported CMDU delivery

Specialist assessment
Safe prescribing of antiviral medication

Personalised care
Advice, reassurance and safety-netting for every patient

Shared decisions
Patients involved in treatment decisions

Reduced GP demand
Specialist assessment provides an alternative pathway for appropriate patients

Since taking on the contract in November 2025, GPSU has supported the delivery of specialist clinical assessment and prescribing through BrisDoc for patients referred to the Covid Medicines Delivery Unit (CMDU).

Covid Medicines Delivery Unit

gpsu
General Practice Support Unit







Thank you for working with us, challenging us and helping us make a difference.
We look forward to continuing the journey together.

Keep in touch with us

Facebook

LinkedIn

TeamNet

GP Bulletin

GPSU website





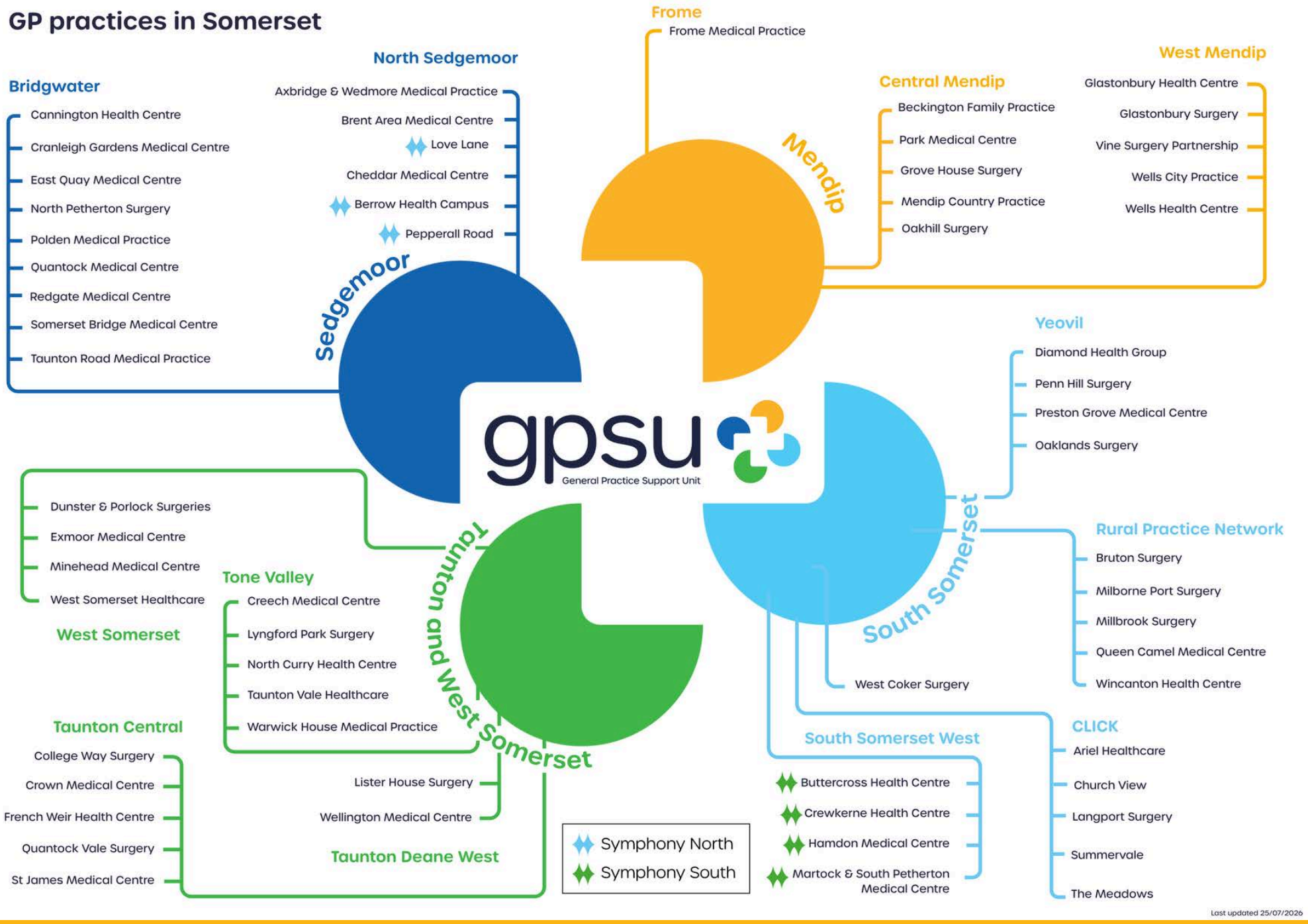


Every conversation, every collaboration and every shared idea helps us build stronger, more connected general practice across Somerset.









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