About SSP Health

SSP Health manages eighteen GP practices around the North West, working in partnership with seven host PCTs.

The organisation is headed up by husband and wife team Shikha and Sanjay Pitalia who are both highly experienced GPs, with Stephanie Byrom as Chief Executive.

Last year, all SSP Health practices achieved over 98% in recognised quality measures and many achieved 100% ratings.

SSP Health practices have also recorded high patient satisfaction levels.

From left to right: Dr Sanjay Pitalia, Dr Shikha Pitalia and Stephanie Byrom
SSP Health and its team

SSP Health recognises that retaining professional personnel is key to the consistent delivery of service.

We have addressed the challenge of retention by providing appropriate levels of financial reward as well as interesting roles and development opportunities. A key element of our retention strategy has been to provide training, development and CPD, which ensures that all members of staff are qualified and competent to meet the specified service standards.

Communication and knowledge are key to SSP Health. We have an ongoing training program and our team is constantly kept up to date with the latest changes to policies and procedures using our intranet system, SSP Web.

Recent training courses have included...

**GPs and Nurse Clinicians**
- Heart Failure
- Wet Macular Degeneration
- ENT - red flags
- MDU - avoiding complaints

**Nursing Team**
- Spirometry update
- Flu and Pneumonia
- Immunisation update
- COPD and asthma
- QoF update

**Managers**
- Improving access
- Customer care
- Staff induction
- Maximising QoF
- Complaints
- Cytology
- HR Issues
Key Features of SSP Health

• a proven track record in the delivery of quality primary care services in 18 GP practices across 7 PCTs.
• a management structure to deliver modern, safe, patient-centred primary care services
• a history of excellent clinical engagement
• nationally award-winning experience of PBC plus involvement with FESC and ‘world class commissioning’
• track record of premises development

Recognition

SSP Health is often featured in various health industry publications and Dr Shikha Pitalia has received the NHS Alliance Award from Alan Johnson.
Practice Locations

Ashton Leigh Wigan PCT
- Astley General Practice
- Ashton Medical Centre
- Higher Ince practice
- Lower Ince practice
- Braithwaite Road Surgery

Halton and St Helens PCT
- Bowery Medical Centre
- Bridge Street Practice
- Newton Cottage Practice
- Upton Rocks Surgery

Central Lancashire PCT
- Eaves Lane Practice

Sefton PCT
- Orrell Park Medical Centre
- Rawson Road Practice

Bolton PCT
- 3D Medical Centre
- Bolton General Practice
- Great Lever Practice
- Bolton Medical Centre

Salford PCT
- The Height General Practice

Manchester PCT
- New Bank Health Centre
How SSP Health is different

Peer support
- Regular in-surgery multi-disciplinary clinical and non-clinical meetings for each surgery team
- Centralised uni-disciplinary meetings for GPs, Nurses and Managers
- Access via SSP Health intranet to all members of staff

Reward schemes
- Key personnel work to KPIs as part of incentive scheme
- All staff have the opportunity to benefit from bonus holidays rewarded on the basis of targets achieved each year

Valuing staff
- ‘QOFTAS’ - Annual Summer black-tie event as a celebration of everyone’s hard work for QoF
- Individual contributions recognised and rewarded
- High retention rate

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Patient satisfaction
- Excellent results
- Patient forums in a number of surgeries and planned for others
- Wide range of services delivered

Practice Based Commissioning
- Advanced involvement
- Nationally recognised PBC work
- Opportunities to develop special interests and skills
- Winner of NHS Alliance Acorn award for PBC
- Highly commended at HSJ awards for Improving Patient Access
### Our Recent Performance - Bolton General Practice

<table>
<thead>
<tr>
<th>Question</th>
<th>Your mean score (%)</th>
<th>National mean (%)*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2 Satisfaction with receptionists</td>
<td>90</td>
<td>77</td>
</tr>
<tr>
<td>Q3a Opening hours</td>
<td>91</td>
<td>67</td>
</tr>
<tr>
<td>Q4b Availability of particular doctor</td>
<td>90</td>
<td>60</td>
</tr>
<tr>
<td>Q5b Availability of any doctor</td>
<td>89</td>
<td>69</td>
</tr>
<tr>
<td>Q7b Waiting times at practice</td>
<td>80</td>
<td>57</td>
</tr>
<tr>
<td>Q8a Phoning through to practice</td>
<td>92</td>
<td>59</td>
</tr>
<tr>
<td>Q8b Phoning through to doctor for advice</td>
<td>74</td>
<td>61</td>
</tr>
<tr>
<td>Q9b Continuity of care</td>
<td>81</td>
<td>69</td>
</tr>
<tr>
<td>Q10a Doctor's questioning</td>
<td>90</td>
<td>81</td>
</tr>
<tr>
<td>Q10b How well the doctor listens</td>
<td>89</td>
<td>84</td>
</tr>
<tr>
<td>Q10c How well doctor puts you at ease</td>
<td>90</td>
<td>84</td>
</tr>
<tr>
<td>Q10d How doctor involves patient</td>
<td>90</td>
<td>81</td>
</tr>
<tr>
<td>Q10e Doctor's explanations</td>
<td>89</td>
<td>83</td>
</tr>
<tr>
<td>Q10f Time doctor spends</td>
<td>89</td>
<td>80</td>
</tr>
<tr>
<td>Q10g Doctor's patience</td>
<td>90</td>
<td>84</td>
</tr>
<tr>
<td>Q10h Doctor's caring and concern</td>
<td>89</td>
<td>84</td>
</tr>
<tr>
<td>Q11a Understand problem after visiting the doctor</td>
<td>82</td>
<td>69</td>
</tr>
<tr>
<td>Q11b Cope with the problem after visiting the doctor</td>
<td>77</td>
<td>66</td>
</tr>
<tr>
<td>Q11c Keep healthier after visiting the doctor</td>
<td>74</td>
<td>62</td>
</tr>
</tbody>
</table>
Bolton Patient Survey

Q18.1 Is there anything particularly good about your health care?

16-39 Female  I really like coming into this surgery. It is refreshing and modern.
16-39 Female  Availability for appointments and standard of care.
16-39 Female  My doctor today explained my illness a lot more today.
16-39 Female  Everyone is always friendly and helpful.
16-39 Male   Excellent services.
-            Great doctor.

Q18.3 Any other comments?
-            The receptionists are friendly and brilliant.
-            The reception staff are very friendly and helpful.
Contact Information & Application Process

To apply for a position at SSP Health, or if you’re interested in positions when they become available, please visit www.ssphealth.com/jobs and download an application form and send with your CV and covering letter to jobs@ssphealth.com or the named recruiter.

SSP Health Headquarters

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