



April 2022

# PRACTICE Newsletter



**HEDNESFORD**  
MEDICAL PRACTICE

[www.hednesford-medical-practice.nhs.uk](http://www.hednesford-medical-practice.nhs.uk)

## SOCIAL MEDIA



For the latest news from Hednesford Medical Practice 'like and follow' our Facebook page 'Hednesford Medical Practice' and Jo, Ops Manager Hednesford Medical Practice.

<https://www.facebook.com/hednesfordmp/>



**HEDNESFORD**  
MEDICAL PRACTICE

## DR SANDEEP GEERANAVAR



**Dr Sandeep Geeranavar** is GP Partner and is **your named GP** at Hednesford Medical Practice.

# FOREWORD FROM JO



I am delighted to join Hednesford Medical Practice as Practice Operations Manager. Some of you may know me already from running the Covid Vaccination Programme at the Roman Way Hotel.

I join with 21 years experience in the NHS across Primary, Secondary, Community and Integrated Health and Social Care working.

Over the forthcoming months, I will be working closely with Dr Sandeep Geeranavar, GP Partner, the clinical and administrative teams supported by our Patient Participation Group to drive the practice forward.

I am looking forward to meeting you and getting to know you all, Jo

A handwritten signature in cursive script that reads "Jo Williams".

## Have your say . . .

Let me know your thoughts and suggestions.

Email me on [jo.williams34@nhs.net](mailto:jo.williams34@nhs.net) or alternatively, come join our Patient Participation Group.



If you would like to receive our News Letter via email, please drop Charlotte (Assistant Operations Manager) an email: [charlotte.cattell@nhs.net](mailto:charlotte.cattell@nhs.net)

## PPG

### Patient Participation Meeting Dates for Information

Dates:	17 May 2022
	16 August 2022
Time:	12 noon – 1.00 pm
Venue:	Hednesford Medical Practice

Light refreshments provided.

If you wish to join drop Jo an email:

[jo.williams34@nhs.net](mailto:jo.williams34@nhs.net)



Armed Forces veteran  
friendly accredited  
GP practice

We are really pleased to announce Hednesford Medical Practice has been accredited as 'Veteran Friendly'. This enables the Practice to deliver the best possible care and treatment for patients who have served in the armed forces.

01543 220441

[www.hednesford-medical-practice.nhs.uk](http://www.hednesford-medical-practice.nhs.uk)

GP APPOINTMENT?  
CAN'T MAKE IT?  
DON'T NEED IT?

**CANCEL IT!**

## DNA's

We are currently experiencing a high volume of patients who are not attending appointments and failing to cancel this beforehand.

We will be concentrating on this area to see why you do not attending your appointment.

If you cannot attend, please cancel your appointment as far in advance as possible to enable another patient to benefit.

## Order your Repeat Prescriptions Online

You can order your repeat prescriptions online any time using the Patient Access application on your phone or on your computer. Create your account now.



[www.patientaccess.com](http://www.patientaccess.com)

## #BeKind

Verbal or physical abuse towards our staff will not be tolerated. Please be kind ... we are trying to help.

## Out of Hours Appointments:



Did you know we offer out of hours appointments 7 days a week?

In June 2018 Cannock Practice Network was awarded the contract to deliver Extended Access Service for the GP Practices in Cannock. This is now managed through Cannock North Primary Care Network (Cannock PCN) who provide a local workforce of GPs, Advanced Nurse Practitioners and Clinical Pharmacists to deliver over 8,000 extended access appointments a year along with providing directly bookable 111 appointments. This services gives our local population faster and seamless access to expert care and advice.

Patient's book appointments through their practice and can access a routine appointment on the same day in our extended access hub at Cannock Hospital (GP Suite) which are available weekday evenings (6.30 pm – 8 pm) and weekends (9 am – 12 pm) and bank holidays (9 am – 1.30 pm).

We also offer with Julie our Nurse Prescriber and Sue our Senior Healthcare Assistant early morning appointments from 7.30 am onwards every Wednesday and late appointments until 7.15 pm every Thursday here at Hednesford Medical Practice.



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## NHS APP

The NHS App that lets you book appointments, order repeat prescriptions and access a range of other healthcare services.

**01543 220441**

[www.hednesford-medical-practice.nhs.uk](http://www.hednesford-medical-practice.nhs.uk)

# What have we achieved so far:

- New management team
- New reception team (team of 12)
- New Reception/Work Stream Leads
- Dedicated call centre
- New Phone System
- Introduced Call Back Facilities
- Reduced Call Waiting times
- Added additional Appointments
- More Clinician's in post
- Additional out of hours appointments
- Text message to patient confirming referral confirmation
- Pulse Check – Patient Feedback
- Veteran Friendly Practice Status
- HCA's setting up Welfare Calls to check on elderly and patients that are in need

# What is next?

- Revisiting telephone lines
- Timings of appointments
- Sending appointment reminder 24 hours prior to appointment
- Sending text message to confirm appointment
- DNA text messages to those who don't attend
- Blood results follow up for abnormal results, pre-booked appointments
- Activating on-line access so you can see and access your medical records



## Doctors

**Dr S Geeranavar** MBChb, BSc, MRCGP -GP Partner

**Dr Ben Williamson** - GP Trainee

**Dr Joe Wynn** - GP Trainee

**Dr Neha Desai** – GP Locum

*Regular long term locum clinicians are also available.*

## Physician Associate

**Sheazaa Shahid** - Physician Associates (PAs) are healthcare professionals who support Doctors in the diagnosis of patients as an integral part of the multidisciplinary team.

## Nursing Team

**Nurse Practitioner** - Julie Spruce

**Practice Nurse** - Angela Moorcroft

**Health Care Assistants** - Sue Mabbley Senior Health Care Assistant and Katrina Williams Health Care Assistant

## Operations Manager

- Jo Williams

## Assistant Operations Managers

- Charlotte Cattell
- Holly Nix

## Administration Team

- We have a team of 9 Receptionists/Administrators and 2 Medical Secretaries

**Clinical Pharmacists** – Hardeep Singh and Amrit Dahel, **Pharmacy Technician** – Venetia Haycock

Clinical pharmacists work as part of the **general practice team to improve value and outcomes from medicines and consult with and treat patients directly**. This includes providing extra help to manage long term conditions, advice for those on multiple medicines and better access to health checks.

**First Contact Physiotherapists** – Aaron Stubbs

First Contact Physiotherapist (FCP) are experienced physiotherapists who have advanced skills necessary to assess, diagnose and recommend appropriate treatment or referral to musculoskeletal (MSK) problems on a patient's first contact with healthcare services.

**Mental Health Care Practitioner** – John Ravenscroft

Psychological wellbeing practitioners (PWWs) are **trained to assess and support people with common mental health problems**, principally anxiety disorders and depression, in the self management of their recovery.

**Social Prescriber Link Workers** – Caroline Bradford

Social Prescribers help reduce health inequalities by supporting people to unpick complex issues affecting their health and wellbeing. They connect people to community groups and statutory services for practical and emotional support.