

**News:**

- Henmore Health Ltd—Launched
- Tiered Care Model
- New Staff
- Online Services
- Delivery Services
- Facebook

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## Henmore Health

In December 2016 we registered Henmore Health Ltd, to bring a modern, professional and fresh look to the services we provide. We commissioned a Graphic Designer from Derby, Kieran Harrod Design, to develop a brand that reflected the caring, professional and committed nature of those who operate within it. The Henmore ‘H’ was born:

“Forming a stylised H from geometric shapes, Mill Stones takes the geography of Ashbourne as its skeleton.

The bottom corner and right diamond are aligned with the locations of the Shrovetide “goals” beside the Henmore, with the river represented in blue between. A series of 3 blues highlight the river as the central

inspiration for this design with highlights of green for the land and a dark stone for the goals.”

Today Henmore Health reflects a modern approach to GP Practice in times of adversity. It will seek to bring resilience and with it, the highest quality care to all its patients.

Rachel Taft  
Practice Manager



## Tiered Care Model—A Positive Change

This month saw significant progress in our innovative Tiered Care Model to provide the right clinical professional to meet the needs of the patient.

This required heavy investment and the result is a wider clinical team with a Clinical Pharmacist and Advanced Nurse Practitioners joining the GPs to provide a wider,

more specialised team. Please let us know what you think—visit [www.nhs.uk/services](http://www.nhs.uk/services)





## Clinical Pharmacist

Meet Sunil Kandukuri, a Pharmacist with 6 years experience who has recently taken up post as Clinical Pharmacist. Sunil is currently completing his Independent Prescribing course and is currently responsible for the way The Surgery manages its repeat prescriptions and keeping The Surgery abreast of news

pertaining to medicines and their guidelines for use.

Sunil runs his own clinics and his clinical scope covers reviews in Asthma, COPD and Hypertension. He also undertakes medication reviews and can treat minor illness. As Sunil's prescriber training concludes this summer, he will begin to expand

his clinical scope and we look forward to telling you all about it later in the year.

*“Advanced Nurse Practitioners enable the practice to see more patients appropriately and are critical in sustaining GP Services in the NHS” Dr David Ward*

## Advanced Nurse Practitioners

Advanced Nurse Practitioners provide a staple to The Surgery - they are the Duty Clinicians and with their high level of training and academic qualification currently treat 98.3% of patients who present with urgent, acute care needs, with 1.7% referred on to a doctor. They oper-

ate daily and this valuable service frees up our General Practitioners to see patients in routine clinics. This, combined with the support of our Clinical Pharmacist, means the GP wait time at The Surgery is now less than a week.

Our ANPs will be undertaking visits in to the community and to the care homes we currently provide services for. They will also be undertaking additional clinics in Chronic Disease and Sexual Health.



## The Surgery, in the Ashbourne Telegraph

Keen Ashbourne Telegraph readers will have noticed The Surgery presence in the News. The Tiered Care Model taking centre stage as we declare “appointments available next week”, a promise The Surgery will

keep as we move forward.

# The Surgery

## Henmore Health Ltd on the Internet!

Henmore Health and The Surgery are keen to build robust communication methods with our patients. Being able to provide the news and changes to services to patients effectively and efficiently remains a top priority in 2017.

### Facebook:

**@henmorehealth**

### The Surgery:

[www.thesurgeryashbourne.co.uk](http://www.thesurgeryashbourne.co.uk)

Henmore Health Ltd.

[www.henmorehealth.co.uk](http://www.henmorehealth.co.uk)

We are also on Linked-In...



## Online Services 2017

This year The Surgery has ramped up its online services and now more than ever you can book as many GP appointments online as you can by phone. Never before has it been easier to book a routine appointment with your GP, including partnered GPs.

In addition to appointments, you can request repeat prescriptions and even access your Medical Record too.

In the future, appointments for medication reviews and chronic disease clinics will be available to book and The

Surgery will be trialing Video Consultations later in the year.



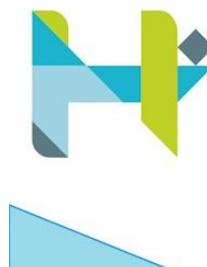
*“A modern online capability is both convenient and essential to meeting our patients needs and expectations”*  
**Danny Smart**  
 Asst. Practice Manager

## Prescription Delivery Services—Dispensing Patients

Dispensing patients at The Surgery can, from 1 Feb 17, opt to have their repeat prescription delivered for convenience. The delivery cost is currently £3.50 with deliveries scheduled throughout the week to cover the boundary areas.

Patients who are house-bound by chronic disease or injury may qualify for FREE delivery. Please contact The Surgery for more information.

Delivery is facilitated by Ashbourne Community Transport.



### The Surgery

working together with

**Ashbourne Community Transport**



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***Providing sustainable, high quality  
Primary Care to all our patients***

Hi and Welcome to Henmore Health!

As a GP Partner here at The Surgery it has been truly exciting to see our General Practice in Ashbourne evolve to deliver the highest care in the most modern, effective and innovative way.



The last year has been truly challenging and as we welcome back Dr Broom we enter 2017 with a new look and a new model of care. We have appointments more accessible than ever and we are truly proud of that. We are however, on the inside, the very same organisation and we care about all our patients. This past 12 months we have seen loyalty, compassion and understanding from our patients and I personally wish to thank you all for all your support.

Dr Helen Maxwell-Jones, GP Partner

## From the Patients Participation Group (PPG)

Hello everyone and welcome to the first newsletter of 2017. The Surgery has seen many changes these last months and we at the PPG have enjoyed being an active part of that. We also welcome back Dr Andrew Broom and are glad to see him at work!

The PPG are excited by the new Tiered Care Model and over the last year we have discussed the additional roles of Advanced Care Practitioners and Clinical Pharmacist at our PPG meetings. Expanding the staff at The Surgery has led to increased available routine appoint-

ments and a wider scope of services, and I believe strongly that this is the way we need to go to ensure our Surgery remains fit for purpose and to serve us all with the high quality of care we have come to expect.

The PPG will continue to engage with The Surgery and continue our active role in shaping the services throughout 2017. If you would like to hear more about the PPG, what we do and how we do it, please do not hesitate to contact The Surgery for more information.



**Patient  
Participation  
Group**



Mr David Brace, Chairman of The Surgery PPG