

Wychall Lane Surgery - Partnership Charter

Our Partnership charter outlines who our practice partners are and what responsibilities they hold. It aims to provide a clear indication of what our partnership stands for and how their values, principles and practice align with the overall vision for the patients. Leadership operates at different levels within the practice. The same principles apply at all levels, and we value the contributions of all leaders across our practice.

Our Partnership Team



Dr Guy Russell

GP Partner
MBChB, MRCGP

Special interest: Minor surgery, joint injections and substance misuse.

Dr Russell graduated from the University of Birmingham in 1988, and joined the practice in 1993.



Dr Jo Sherrington

GP Partner

MBChB, DCH, MRCGP

Special interest: The menopause and hormone replacement therapy, dermatology and rheumatology.

Dr Sherrington graduated from Liverpool University in 1989, and joined the practice in 1999.



Dr Natalie Burns

GP Partner

MBChB, MRCGP, DRCOG

Special interest: Palliative care, diabetes, medicines management and ECG interpretation.

Dr Burns graduated from the University of Birmingham in 2007, and joined the practice in 2011.



Dr Anne Gillies

GP Partner

MBBCh(Wales), DRCOG, DFRSH, FRCGP

Special interest: Women's health (including contraception and sexual health) and GP training.

Dr Gillies graduated from the University of Wales in 1988, and joined the practice in 2012.



Dr Marcus Hawkesford

GP Partner

BM, MRCS, MRCGP

Special interest: Minor surgery, joint injections, orthopaedics and child health.

Dr Hawkesford graduated from the University of Southampton in 2006, and joined the practice in 2018.



Dr Ramnik Hanspaul

GP Partner

MBChB, DRCOG, DFRSH

Special interest: Women's health (including contraception and sexual health) and respiratory disease.

Dr Hanspaul graduated from the University of Birmingham in 2007, and joined the practice in 2019.



Dr Kunal Chawathey

GP Partner

MB BS, MRCGP, DRCOG

Special interest: Diabetes, minor surgery and GP training.

Dr Kunal Chawathey graduated from the University of Mumbai in 2000, and joined the practice in 2019.

At Wychall Lane Practice our core purpose is to ensure a consistently high quality of service to our patients by ensuring:

- Our Partnership is dynamic, agile and strategic
- Our Partners are committed to securing the highest standards and outcomes for our patients
- Our Partners hold responsibility and are accountable for their responsibilities
- Our Partners listen, respond and act to the changing environment ensuring patients always get the best service
- Our Partners always act in the interests of doing the right thing
- Our Partners demonstrate integrity, honesty and hard work
- Our Partnership values align with those of NHS England, ICS and OHP along with their practice vision and ethos
- Our staff are appropriately paid and fully trained in the latest information, techniques and systems
- Our processes reflect equality, diversity and efficiency
- We believe that providing an outstanding service to our patients is a privilege

The Wychall Lane Practice vision

We believe that Health care is about equality and access for all.

Our core purpose is to ensure that all of our patients are given the opportunity to receive a consistently high quality of care through our practice and partnership. We are firmly committed to empowering all staff to contribute to that vision of excellence, irrespective of their role. With hardworking, dedicated and happy staff our patients will receive the best, efficient, caring and 'joined-up' service possible. We believe in inclusivity and work hard to create an environment that is caring and supportive to allow all of our staff to learn, and to embrace the differences that exist within our communities. We value diversity and work tirelessly to ensure our staff recognise and respect it too, so that every individual has the right and the privilege to contribute to our practice community and culture safely and securely.

By fulfilling this vision our patients and staff will be in the best care possible

Our Partnership commitment

Objectives: We establish challenging targets to achieve practice improvement, holding ourselves accountable.

Inspire: We show our pride and passion for our practice in all we do, demonstrating and modelling professional excellence, enthusiasm and expertise at all times.

Motivation: We invest in our staff teams and their capabilities to encourage and motivate them now and in the future.

Empower: We give our teams the space, autonomy and authority to deliver their own objectives. We are visible, approachable and welcome challenge, as long as it is in the interest of our practice and patients. We do not default to micro-management unless the circumstance demands it.

Confident: We are straightforward, truthful and candid in our communications. We give clear, honest feedback, supporting our staff teams to improve and to succeed

Engage: We demonstrate passion and dedication to wanting to improve and change things for the better, listening to and engaging with our staff and our patients

Outcomes: We ensure a shared sense of purpose for our staff teams with a clear focus on standards and outcomes for our patients.

Collaborative: We are team players, we expect our colleagues to collaborate with us and each other in achieving our vision and developing our practice culture.

Judgement: We exercise clear and reasonable judgement by making good decisions, based on informed evidence and consultation.

What we aim to do

- Keep it simple
- Be open to all conversations
- Communicate with clarity to our staff and patients
- Accept challenge and expect it
- Give care and offer praise
- Support and challenge each other to take responsibility and to accept accountability
- Share the load, at Wychall Lane Practice we develop our culture together
- Measure and consider all situations with balance and calmness
- Maintain professional boundaries and good manners, especially when our opinions differ
- Model professionalism
- Inspire colleagues
- Embody and champion our vision, our practice culture and our aspirations
- Be loyal to each other and to our practice ethos
- Have a set 'governance / management' procedure with pre-planned monthly partnership meetings and set agenda's to include key statutory subjects
- To work with our partners and colleagues within the NHS, ICS, PCN, OHP and other practices to develop systems, procedures and support structures to benefit our patients
- Ensure that public funding is accounted for and the partners & practice ensure Best Value as per our statement.