

# BRAMHALL & SHAW HEATH MEDICAL GROUP

## Management Team – Who's Who



**Ann Smith - Practice Business Manager**

*Ann joined the Practice in January 2017 and is the Practice Business Manager. She is involved in managing all of the business aspects of the practice such as making sure that the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises and equipment and information technology.*

*Jenny joined the Practice in 1997. She is our Patient Services Manager and acts as the link between the Patient Groups and the Practice. Jenny is responsible for the reception teams, ensuring that the Practice provide a high quality of patient care and patient safety and is your point of contact for any complaints and recommendations.*



**Jenny Taylor - Patient Services Manager**



**Paula Young - Operations Manager**

*Paula joined our Practice in October in the newly created role of Operations Manager. Paula will be supporting us with our IT systems, HR, staff training and looking after our Premises and equipment. Paula has worked in the NHS for 14 years and we welcome her to our Practice!*

**All 3 of the management team along with the entire staff supports the GPs and other medical professionals with delivering excellent patient services to the community.**