

Alwoodley Medical Centre

Patient Participation Group Newsletter February 2021

Always Striving to Provide the Best Care



Not many of us know who Jayne Tait is; she is not a familiar face seen by patients because her role as AMC's Business Manager keeps her mainly behind the scenes. However, her position is key to ensuring the smooth running of the practice each day.

Following a career in retail management, Jayne graduated with a BSc in Business Studies in 2003 and took up her first job as a practice manager in Edinburgh. After moving to Yorkshire, she became the practice manager for The Surgery at Nursery Lane and Adel in 2007 and continued in the role following the merger with Moorcroft Surgery in 2016.

Here, Jayne explains what her role involves and how the coronavirus pandemic has changed the way we are now accessing the [services](#) our GP practice provides.

What does a Business Manager do on a day-to-day basis?

Usually in a large company you have many departments; for instance, finance, HR (including payroll), facilities, complaints, operations etc. However, in general practice all these roles are carried out by the Practice/Business Manager. Luckily, I am extremely fortunate as I have an amazing Office Manager - Karen Winspear and Patient Services Manager - Sue Appleyard, along with a dedicated admin team who all play a part in ensuring the smooth running of the practice.

Has your role been affected by the pandemic?

All our roles have been affected by COVID. There has been a lot more need to work from home due to self-isolation or illness amongst the staff. Organising flu clinics was a challenge this year, but I think we have managed them well.

How has the pandemic changed the way practices are now run and what has been the main challenge?

All appointment requests are now being telephone [triaged](#). The positive side of this is keeping footfall in the practice to a minimum in order to keep staff and patients safe.

However, the challenge is communicating this effectively to patients who don't always understand the reason behind these decisions.

What impact has the pandemic had on you and the team?

The impact on all staff and clinicians has been hard. The admin team are working under immense pressure due to the volume of calls they are dealing with on a daily basis. Clinicians are dealing with an unlimited number of calls and we would ask that patients use our [online consultation service](#) where possible. We are aware that our telephone system is creaking under the strain but we are investing in a new system next spring.

What do you think the future of general practice will be?

If only I knew! This depends on the future of the NHS in general. No matter what, we will always strive to provide the best service and care that we can for our patients.

Do you like what you do? What do you enjoy the most and like the least?

I know it is a cliché, but I love my job. Of course, I have bad days the same as everyone else but on the whole, it is a rewarding job. No two days are the same and I am never bored! We have a very close team at AMC and it is a great place to work. It can be frustrating when we all work so hard but receive negative comments and reviews from patients. We understand these are difficult times for patients as well but I would ask everyone to please be kind to our staff who are doing their best.

However, saying that, recently, we have received many positive comments and messages of thanks from patients. On behalf of the team, I would like to say a huge thank you as these are most definitely appreciated.

Are you in your dream job? If not, what would it be?

My dream job would be testing sun loungers on a very hot beach – but I guess this comes a close second!

Have you registered for ONLINE ACCESS yet? Ask Reception for details or visit www.Alwoodleymedicalcentre.co.uk to access your online patient record
Tel 0113 393 0119 or 111 for urgent calls out of hours

Young and Jewish? Read On....



copyright Jnetics

There are about 6,000 [genetic disorders](#) affecting one in 25 children; in the UK, 30,000 babies and children are newly diagnosed each year.

Some genetic disorders are apparent at birth while others are diagnosed at different stages throughout childhood, and sometimes into adolescence.

[Jewish genetic disorders](#) are conditions that although not exclusive to Jewish people, are relatively more common in people of Jewish ancestry than in the general population. One of our patients lost her first pregnancy to [Tay-Sachs Disease \(TSD\)](#), a severe, progressive neurological disorder. Here she talks of her experience and the importance of genetic screening prior to pregnancy.

“Twenty-six years and four months ago, I lost my first pregnancy to Tay-Sachs and my world fell apart. My husband and I had both been [screened](#) for the disorder prior to becoming pregnant – I went first and when I came back positive, he also had to have a test. Friends we told, assured us that it would be nigh on impossible for us both to be carriers – even our GP (not at this practice) reassured me that it was highly unlikely we would both be carriers. But guess what? We were. In fact, one in 27 [Ashkenazi](#) Jewish people are carriers of the Tay-Sachs gene. Genetic testing clinics in Leeds in 1994 were held in local [synagogue](#) halls on a Sunday afternoon run by a doctor from Manchester. Genetic counselling wasn’t offered and we both had our tests unprepared for the implications that would result. When my husband’s result came back positive, we had no one to talk to. I was really angry and realised for the first time in my life, my body controlled me and not the other way round. He buried himself in his work. We were told by the Manchester doctor not to worry and once pregnant, I should have a [CVS – Chorionic Villus Sampling](#) test at about 11 weeks to see whether the baby was affected by the disease. I became pregnant really

quickly and with my rose-tinted glasses, believed all would be well. Although there is a one in four chance of the baby being affected by the disease, I was sure it would not happen to us.

However, it did and in the cruellest way. We were under the care of the most amazing consultant in [feto maternal medicine](#) – Mr Gerald Mason at the LGI - but even he could not control the chain of disastrous events that followed. After I had the CVS, my husband and my dad drove the sample to Manchester for it to be analysed. We were assured that we would hear later that day what the result would be. The hours ticked by and in the end, we called the Manchester doctor who had carried out our screening tests, only to be bluntly told that she was very sorry, but the baby was affected and I would need a termination. She hadn’t even told our consultant and we were left to inform him. He was furious about how the whole process had been carried out and vowed that should I become pregnant again, he would take control. There would be no travelling to Manchester and the result would come from him in person.

Despite this assurance, we were devastated. The next day, I underwent a termination and that was it. I suffered the biggest loss of my life at that stage and then I was shopping in Tesco. There was no counselling and no support. I was consumed with grief, anger and an overwhelming sadness which I didn’t know how to deal with.

Eventually, I was referred for [genetic counselling](#) at St James’s Hospital and with the support of an amazing counsellor, I started to live my life again. I fell pregnant a year later but the scars of my previous pregnancy were always there and for the first year of my son’s life, I was convinced he was only a temporary addition. His sister arrived almost six years later.

I would urge anyone in my demographic who is thinking about having children to make sure they seek information about screening for Tay-Sachs before pregnancy – it is so important.”

In addition to speaking to one of AMC’s GPs, there is also a charity, [Jnetics](#), which aims to make a real difference to the prevention, diagnosis and management of Jewish genetic disorders.

Though many people have heard of Tay-Sachs disease, there is little awareness of the other genetic disorders that are relatively more common among Jewish people.

Roll Out of COVID-19 Vaccine



[AMC](#) is the vaccination hub for the COVID-19 vaccine in North Leeds.

Patients from eight surgeries across the area - AMC, Street Lane Practice, Rutland Lodge, Shadwell Lane Medical Centre, The Avenue Surgery, North Leeds Medical Practice, Oakwood Surgery and Meanwood Health Centre - were the first to receive the [Pfizer/BioNTech vaccine](#) at AMC on Saturday Dec 18th.

A total of 1152 vaccines were administered to all over 80s who were booked in as well 200 health and social care personnel from the respective GP surgeries. In addition, members of the community nursing team, staff from Leeds Teaching Hospital Trust and Harrogate Hospital also received the vaccine.

Dr Martin Sutcliffe, who is co-ordinating the vaccine programme at AMC, said: "It was an incredible day. NHS England told us that we would have 20% more vaccine than we thought which we were thrilled about as this meant we could contribute to maintaining services in practices, communities and hospitals. I am pleased to say that no usable vaccine went to waste.

"Plans are being made to provide vaccination in care homes as soon as possible now that there is an approved process for transporting the vaccine."

However, he urged that vaccinated patients should be aware the vaccine only protects **them** from COVID-19 and if they carry the virus, there is the potential they could infect others.

"Everyone needs to remember to follow the hands-face-space advice rigorously," he added .

Don't Call Us. We'll Call You!

Patients are being urged not to contact the practice to find out when they will be vaccinated against [COVID-19](#). All over 80s have now been invited and [the rollout](#) continues for those aged between 70 and 50 as well as those who are clinically extremely vulnerable. People will be contacted when it is their turn either by a phone call or text from the practice or a letter from the NHS national booking system.

Dr Sutcliffe said: "It is important that patients make sure their medical record includes both their landline and mobile phone number. Nobody will get left behind."

As well as GPs and hospital 'hubs', Leeds United's Elland Road site has been transformed into a vaccination centre.

Adel Surgery to Close

Plans to formally close the Adel surgery on March 31st 2021 have been given the go ahead by the Leeds Clinical Commissioning Group (CCG).

Feedback revealed that the CCG recognised the impact this would have on patients accessing AMC from Adel and advised that there should be a robust and sustainable transport solution to help patients gain access. The Practice will now work with both the CCG and local councillors.

The pharmacy will remain open.

New Opening Hours

The practice is now open between 8am- 8pm on both Mondays and Tuesdays – see website for [Opening times](#)

We Want to Hear from You!

The PPG is always keen to hear from patients so if you have anything that you would like us to feature in the newsletter or perhaps you have a medical experience you would like to share, please contact us via the email address below.

PPG.alwoodleymedicalcentre@outlook.com to contact your Patient Participation Group
www.alwoodleymedicalcentre.co.uk/about/patients/patient-participation-group/

