

Alwoodley Medical Centre

Patient Participation Group Newsletter May 2019

PPG.AlwoodleyMedicalCentre@outlook.com to contact your Patient Participation Group

From Delivery Driver to Health Care

Assistant



When Tracey Pickford joined The Surgery at Nursery Lane and Adel 16 years ago, little did she know she would become a highly qualified primary health care assistant playing a vital role looking after AMC's patients.

"I love this role. It's very satisfying. It's nice to be able to pick things up which are quite serious and see how they are dealt with and then afterwards, hear from the patient," she said.

Tracey started off as a receptionist, but when asked if she would like to train as a phlebotomist, jumped at the chance.

"I had said to the doctors that I would like to learn a little bit more, so they put my name forward to learn phlebotomy. I went on a training course but carried on working as a receptionist. But then I learnt a couple more things," explained former delivery driver Tracey.

Lately, she has been picking up new skills from some of the city's highly trained paramedics who, as part of a pilot scheme, are being utilised to make home visits to some of AMC's patients.

"Specialist paramedics are using their knowledge to help take some of the workload off the doctors," said Tracey. Always keen to learn new skills, Tracey asked if she could go out with paramedic Daniel Mohammed for the day.

"We had four blue light calls and one of those was a cardiac arrest. I suppose I didn't want to get in the way and was trying to stay in the background, but they were really encouraging and asked me to get involved. So, I ended up doing CPR which although isn't nice to use, it was good to be able to utilise my training.

"It was such a good experience going out with Daniel because he taught me a lot," explained Tracey.

As part of her role, Tracey makes home visits to patients needing blood tests, health reviews and blood pressure checks - just a few of the tasks she carries out. She is also responsible for looking after patients over the age of 75 who are housebound.

"Sometimes I can find a patient with an irregular pulse which could potentially mean they have atrial fibrillation, something which causes strokes.

"The paramedics carry portable ECG machines so I am now able to call them out and if there is a problem, it means the patient can be given preventative medication which has great future benefits," added Tracey.

With changes to primary care well documented, health care assistants are taking on more roles once carried out by nurses.

"Being a health care assistant is a very varied and fulfilling role. Although we see patients in a differing role to nurses, we share in trying to improve the health of our patients as part of a multidisciplinary team," added Tracey.

Urgent Care Overhaul

Over 2,500 people have responded to proposals to improve urgent care in Leeds.

The plans involve developing five urgent treatment centres in Leeds, including the existing St George's Centre, Middleton and opening a new facility in East Leeds - this is likely to be in Seacroft.

In addition to Middleton, the existing minor injuries service at Wharfedale Hospital, Otley, will become another centre, while the Shakespeare Walk-In Centre at Burmantofts Health Centre will move to the A&E department at St James's Hospital. Another centre will also be based within the A&E department of the LGI. However, it is not yet known when the changes will be implemented.

A spokesman for the Leeds NHS Clinical Commissioning Group said: "We always strive to get as much feedback as we can so as much of the population and the different communities in Leeds are represented."

Open for Business on Saturday Mornings

Don't forget you can arrange to see a GP, nurse or health care assistant on Saturday mornings from 9-12pm at Rutland Lodge Medical Practice, Scott Hall Road, Leeds, LS7 3DR. The appointments have to be pre-booked via reception at Alwoodley or Adel. Please note this is not a walk-in service.



Apprenticeship a success for Ebony

Most of us will have met 21-year-old trainee health care assistant Ebony Murombe who always has a smile on her face. She is undergoing a health care assistant apprenticeship which

started in October 2017 after taking her A'levels at Notre Dame Sixth Form College.

Ebony's apprenticeship initially involved her sitting in with the practice's health care professionals and reception staff.

She explained: "In that time, I learnt how to communicate with patients from all different backgrounds, abilities, disabilities, ages, genders and religions.

"Once I felt more confident, I would have assisted clinics where a colleague would sit in with me and observe my practice to make sure it was safe. After I had attended all my training courses and been signed off as competent, I was given my own clinics."

Ebony has undergone training at primary care training centre Crow Trees, Bradford and also attends Leeds City College once a fortnight. She will soon be taking her final exam and will then be offered a full-time job at the practice.

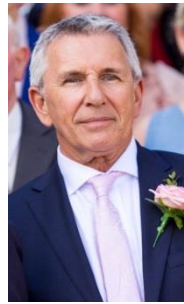
She added: "I have enjoyed my apprenticeship. It has been a good stepping stone for my career and I am looking forward to being qualified and going on to learn more skills that will help me care for a more diverse group of people. AMC has been very supportive of me and has helped me to become confident."

Travel Clinic Update

Summer will soon be upon us and it is now time to start thinking about what vaccinations may be needed when travelling overseas.

Woodhouse Medical Practice is now the only NHS centre in Leeds offering a travel clinic providing travel advice, vaccinations and antimalarials.

Further information can be found by calling 0113 295 3510 or visiting www.sfvaccinations.co.uk



Stewart takes the Helm

Former Leeds United doctor Stewart Manning is the new chairman of AMC's PPG.

Stewart, a retired GP, is passionate about helping people and making a difference. He said: "I would like to make our PPG more representative of the practice

patient profile and encourage new members and greater diversity."

Stewart takes over from Keith Reynolds OBE. Secretary Carolyn Holroyde has also stepped down but remains a member of the committee. She has been replaced by Shelley Ross. Richard Killington remains as vice-chairman.

"I would like to place on record my thanks to Keith and Carolyn whose hard work over the past four years has established this PPG," Stewart added.

Stewart is also a Goodwill Ambassador for The Robert Sinclair Davidson Foundation which provides financial support to young couples and families affected by life threatening and terminal diseases.

Keith goes out on a High

Keith Reynolds OBE may have stepped down as chairman but continues to be a committed member of the PPG.

Keith said: "It has been a pleasure to serve the PPG as chairman and I am grateful for the support of the doctors and my fellow committee members. I welcome Stewart as our new chairman who will bring a wealth of experience to the position."

Copies of the 2018/19 PPG Annual Report can be obtained by emailing PPG.alwoodleymedicalcentre@outlook.com or downloaded from www.Alwoodleymedicalcentre.co.uk

Your PPG Needs You

The PPG is looking for new members. On Thursday 6 June, PPG members will be standing in front of the new PPG roller banner in the Alwoodley waiting room eager to talk to you.

PPG chairman, Stewart, said: "Talking to patients will become increasingly important over the coming years and it is important for the PPG to consider modern general practice from the perspective of both doctors and patients."

PPG.AlwoodleyMedicalCentre@outlook.com

www.alwoodleymedicalcentre.co.uk/about/patients/patient-participation-group/