

**MINUTES OF NORTH LEEDS MEDICAL PRACTICE VIRTUAL PPG MEETING HELD  
ON  
MONDAY 9<sup>th</sup> AUGUST 2021 AT 6.30PM**

**ATTENDEES**

Dr Nadia Anderson	Practice Partner
Beverley Kite	PPG Chair
Philip Elphick	PPG Vice-Chair
Diana Oakes	PPG Vice-Chair
Mary Sheridan	
Jaqui Williams Durkin	
Malachy Doherty	
Debbie Beirne	
Bernie Wilson	
Nigel Leahey	
Derek Levy	
Patricia Newdall	

**APOLOGIES**

David Harris  
Rosemarie Harris  
Yolande Sowerby  
Nirmala Gallia  
Mudasar Din

**Beverley** opened the meeting by welcoming **Dr Anderson**, Partner GP, who was attending to represent the Practice, and all the other attendees.

**Beverley** invited **Dr Anderson** to provide an update, given the recent challenges the Practice has experienced, including the departure of the newly-hired Practice Manager (PM), **Deehan Mair**.

**Dr Anderson** explained that Deehan Mair had given her notice, as she was still in her probation period there was only a short notice period needed. Although there was a rigorous process unfortunately there were some differences and Dee decided to move on to another practice.

**Dr Anderson** said it was regrettable that this happened as they put a lot of work into the recruitment process and development plan and believed Deehan would be a good long-term investment. She explained that the recruitment

process was sound, there were exercises, presentation skill tests and psychological evaluation as well as a specialist HR person involved to support. But Deehan may be better suited elsewhere, as she had no experience of the primary care system and there were too many differences with the existing staff.

**Dr Anderson** further explained that they now have again 13 applicants for the post, and are shortlisting tomorrow (10 Aug) with a view to interview for a new PM next week (w/c 16 Aug).

**Dr Anderson** then moved on to talk about the imminent **CQC visit** on Monday 16<sup>th</sup> August. She stated that normally the PM would be leading this, but in the absence of one, it was making things even more difficult. The CQC representative can look at anything in the practice but stated that this time the visit would concentrate particularly on the topics of 'safety' and 'how well-led you are'.

She also noted that sometimes the CQC representative speaks to the PPG Chair or another PPG member and **Beverley** suggested **Diana** or **Philip**, as Vice-Chairs, could speak to them in her absence, as **Beverley** had a prior engagement that day. **Diana** and **Philip** readily agreed and provided their email addresses to be contacted, if necessary.

**Dr Anderson** then moved on to updating on the situation with the **new build at Milan St**. As far as she knows, it should still be going ahead but she's had no specific updates. The only issue that could arise is with the CCG becoming an ICS (Integrated Care System) and that our Practice would be part of the West Yorkshire and Harrogate ICS. But we definitely need the space. Many patients walk to the surgery usually and they may not take full advantage of the services available if they don't want to go to another building so there will be a lot of work to be done to raise patient awareness and ensure understanding and buy-in, especially with language barriers.

The discussion moved on to yet another challenge at the Practice, that of the salaried doctors shortage – including the imminent departure of Dr Manjit Purewal, one of the long-standing GPs and Partners at the practice, as well as a few other staff members, especially as post-lockdowns some have wanted to keep working remotely a bit more and looked for positions where they could do this more often. **Dr Anderson** explained the tier system on which GPs work, and also that there is a shortage of doctors at the moment, many are cutting

back on the work they do, due to Covid fatigue so it is difficult to hire. Additionally, using locum doctors is adding the pressure because locums do not do the admin. Also, some patients don't want to see a locum. An ad will be placed at the beginning of September.

Regarding receptionists – there's been no decrease in calls, if anything, the opposite, despite the number usually going down at this time of the year. Due to pandemic response there are delays in the system and it is difficult for patients and staff to navigate.

**Dr Anderson** explained there are a large number of children poorly – normally around this time of the year they see a decrease in appointments for children but this year, with the lockdowns, children have not encountered the usual viruses in winter, so they are getting them now and they're being really poorly.

**Dr Anderson** also said they were having to work within the constraints of government guidance regarding isolating and needing to keep staff and patients safe which has added new pressures.

At this point, **Beverley** asked whether the Practice has considered hiring also a Deputy Practice Manager, like many other practices have, especially as they're in process of hiring a new PM anyway.

Dr Anderson replied that they had considered a deputy but they are well supported by manager/lead administrators in operations – Anita Goodall and Sally Postlethwaite; HR Holly Naughton and finance Carole Jones and we also have a reception manager Marya Iqbal.

**Dr Anderson** referred then to the **E-consult**, and said the best thing about it is the ability to send pictures in real-time, and that it works well for a lot of people. She also stated that the **Triage** has been extended until 3:30pm.

**Diana** praised the **E-consult** and said she used it a few times lately and was impressed with the speed of response from the Practice and how quickly issues were sorted. **Dr Anderson** confirmed that the process was to respond by the end of the next working day anyway.

**Beverley** asked whether anyone was replacing Dr Purewal who is leaving in October, and **Dr Anderson** responded that **Dr Dileep Narayana** is stepping up and will become Partner, and already taking more work on. An ad is out for

anyone who wants to consider becoming a Partner. Dr Anderson has already had a conversation with a GP who is moving to Leeds and would be happy to take a position as a Partner.

**Dr Anderson** further advised on **Covid vaccinations**. Phase 3 – the ‘boosters’ should happen soon but she stated that unfortunately the doctors only find out at the same time as patients, from the news and gave as an example the news about vaccinations for 16-17 year-olds. GPs found out literally the same day everyone else did, so they rarely have any time to prepare.

She remarked that at Milan St the take-up of the vaccine is slower than at Harrogate Road Surgery but we are encouraging people to continue taking up the offer of a vaccine. **Dr Anderson** said she had suggested a walk-in vaccination centre at Bilal Centre because they started doing testing there, so it followed that they could do a Wed/Fri walk-in vaccination centre (over 18s).

At this point, **Dr Anderson** had to leave so Beverley thanked her again on behalf of the PPG for giving us the time and for the open and honest updates.

**Beverley** then updated on Leeds Caring Hands – who will be back in September again, Wednesdays only to start with, and there is a meeting of the Trustees tomorrow (10 Aug) to discuss and put together all the policies, safety measures etc. needed which will be sent to a partner at the surgery for review and approval. **Beverley** also updated we have a lot of new crafts supplies which were donated to us which will be immensely useful and save us a great deal of money.

**Beverley** signalled the end of the meeting and asked if anyone had any more questions or AOB.

**Debbie** said that there could be more done to inform patients, such as what’s happening at the moment etc., maybe short videos done by GPs, etc.; it could help towards ‘well-led, front-facing’ aspect the CCG is interested in and would help patients be more sympathetic and feel more involved and informed of the challenges the Practice is experiencing.

**Beverley** said she was going to pass that information to the Partners, and then informed everyone that she will let everyone know by email **when the next meeting will take place**.

