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Doncaster LMC July Update



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**Local Medical Committee Team**

**Oakwood Surgery, Masham Road, Cantley, Doncaster DN4 6BU**

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| **Contact Us** | |
| **Telephone** | 01302 531223 |
| **Email** | [office@doncasterlmc.co.uk](mailto:office@doncasterlmc.co.uk) |
| **Website** | [www.doncasterlmc.co.uk](http://www.doncasterlmc.co.uk) |

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| **Key Contacts – Executive Team** | |
| **Dr Dean Eggitt**  Chief Executive Officer | E:[deaneggitt@hotmail.com](mailto:deaneggitt@hotmail.com)  http://www.doncasterlmc.co.uk/wpimages/wpc9729f73_05_06.jpg |
| **Jane Torn**  Executive Officer | E:[office@doncasterlmc.co.uk](mailto:office@doncasterlmc.co.uk) |
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**Introducing, Jackie Harper - Practice Manager Consultant to Doncaster LMC**

Doncaster LMC are pleased to welcome Jackie to the team as a Consultant to Doncaster LMC.

Jackie will be working with Doncaster LMC to help provide support and advice to newly appointed and experienced practice managers & practice staff. Jackie has been a Practice Manager at the Nayar Practice since June 2009 having first come into the NHS in 1996 and worked her way through the ranks. She comes with almost twenty years of experience in banking providing her with a broad foundation of knowledge.

This new role is hoped to evolve over time but will be dependent on practices and practice managers using Jackie’s experience and knowledge as a resource of support.

Jackie cites her motivation for wanting to work with Doncaster LMC as;

*“when I first came to the NHS I had a wealth of support from the Primary Care Trust & NHS England who at the time had staff with a vast amount of knowledge and experience which I was able to tap into. As many of you know, since the demise of the PCT there have been many changes to processes that affect us on a daily basis from HR, Finance, CQC, and new legislation to name but a few and whilst I may not know all of the answers, I feel I have a good understanding of General Practice and am willing to help and share that knowledge.”*

Jackie is contactable via e.mail at [jackie@doncasterlmc.co.uk](mailto:jackie@doncasterlmc.co.uk).

**Introducing, Diane Goddard - Practice Manager Consultant to Doncaster LMC**

Doncaster LMC are pleased to welcome Diane to the team as a Consultant to Doncaster LMC.

Diane has been a Practice Manager since 2016 having joined the NHS in 2008 after the financial industry crashed. Prior to this she worked as a Mortgage and Insurance Advisor.

Diane started her career in the NHS with a temporary position within the Orthopaedic CATs Referral Management Service where she very quickly progressed to become the Team Leader within this department.

In 2009, Diane became a Project Support Officer for the Doncaster Primary Care Trust before working as the Personal Assistant to several Programme Directors.

Diane joined the St John’s Group Practice in Balby in 2013.

Diane cites her motivation for wanting to work with Doncaster LMC as;

*“to help other Practice Managers who feel alone and unable to ask for assistance.  The role of Practice Manager on occasions feels very lonely and at best a juggling act which must be performed alone.  I would like to help and assist others to achieve their potential with ease and their sanity still intact!”*

Diane is contactable via e.mail at [diane@doncasterlmc.co.uk](mailto:diane@doncasterlmc.co.uk).

**Information and Website Updates**

**Looking for advice? LMC Website Updates**

**Many of the questions asked by practices to Doncaster LMC have already been asked before, and the answers can often be found on our website.**

**We have integrated a Google Search function on our homepage so you can even search our archive of monthly updates. If you have a query, try searching our website first – it might save you time.**

**There are a number of new and updated articles on our website including:-**

* **Template organisational standards monitoring tool**
* **Template confidentiality agreement**
* **Template non-disclosure agreement**
* **UPDATED - Template subject access request form**
* **NEW - Template subject access request policy**
* **Template practice data protection policy**
* **Template practice data breach response policy**
* **Firearms licence template response letter**
* **Access to health records and reports guidance**
* **How do I send documents securely via an email guidance?**
* **NEW - How do I print the health record to a word file?**
* **Medication switches guidance**
* **Template privacy poster**
* **Dr Eggitt's GDPR powerpoint presentation**
* **UPDATED - GDPR FAQs**

[**www.doncasterlmc.co.uk**](http://www.doncasterlmc.co.uk)

**General Data Protection Regulation**

Doncaster LMC has been working hard over the last year to understand the requirements of the General Data Protection Regulation (GDPR) this came into force on the 25th May this year.  The GDPR is a European law that will apply to anyone who wishes to provide services to European citizens.  Aspects of the GDPR and however left to local determination, meaning that some countries have had to create country specific additions or amendments to the law.  This is one of the reasons that the regulation is taking so long to understand and implement by all organisations.

To help you to fulfil your requirements under the regulation we have created and sourced are large number of template documents that you will need.  These are available on our website at <http://www.doncasterlmc.co.uk/gdpr/.html>

**DPO**

We recognise that there remains a lot of unease about various aspects of the regulation, including the requirement for a Data Protection Officer (DPO).  The DPO post is much talked about as it has led to a lot of professionals marketing themselves to GP practices.

To help save Doncaster practices time and money, Doncaster LMC has offered to take on the role of DPO.  This is an offer and does not tie you to this service should you wish to use another. Our CEO, Dr Eggitt, is a Certified International Privacy Professional and Certified International Privacy Manager. If you wish to nominate Doncaster LMC as you DPO, you will need to let us know.

We are creating and compiling further education resources to help practices learn more about the GDPR and Dr Eggitt will be attending meetings with Practice Managers to provide education and answer frequently asked questions.

NHS specific GDPR guidance has been published by NHS Digital and four PDFs are now available with clearer reference to application for Health and Social Care. Please find the link below to the NHS Digital PDFs:-

<https://digital.nhs.uk/information-governance-alliance/General-Data-Protection-Regulation-guidance>

The BMA has produced guidance for GP practices re Data Controllers

[**https://www.bma.org.uk/advice/employment/ethics/confidentiality-and-health-records/gps-as-data-controllers**](https://www.bma.org.uk/advice/employment/ethics/confidentiality-and-health-records/gps-as-data-controllers)

A hub page for GDPR information has now been launched on the BMA website. This provides information on the regulation and hosts a suite of resources and blogs to help guide members. This page will be updated regularly as new guidance is published and more GP focussed information and resources will be added to this page soon.

Paul Cundy, GPC IT policy lead, has developed personal blogs. They can be accessed [here](file:///C:\Users\emis2000\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.IE5\669IH9Z7\here). <https://www.dropbox.com/sh/h22kak6pxlt8ily/AAB4gAuHKib_MZ44Xi3AbAf4a?dl=0>

**Reminder to use the BCC function when emailing**

The Information Commissioner’s Office (ICO) has the right to fine up to £500,000 for breaches of the data protection act. Under the new General Data Protection Regulation (coming into force on May 25th 2018) this will rise to fines of up to €20,000,000.

It is important to remember that the ICO does not generally fine for the breach itself but for not having robust systems and processes in place to prevent breaches happening. It is vital that staff are trained in all aspects of confidentiality and information security and that the correct policies are in place.

Please remember when you are sending an email out to a group to use the BCC function as without this everyone your have copied the email to is able to see all the other email addresses which obviously is a breache. An example of this is copied below.

Gloucestershire Police fined for revealing identities of abuse victims in bulk email

Gloucestershire Police has been fined £80,000 by the Information Commissioner’s Office (ICO) after sending a bulk email that identified victims of non-recent child abuse.

The force was at the time investigating allegations of abuse relating to multiple victims. On 19 December 2016, an officer sent an update on the case to 56 recipients by email but entered their email addresses in the ‘To’ field and did not activate the ‘BCC’ function, which would have prevented their details from being shared with others.

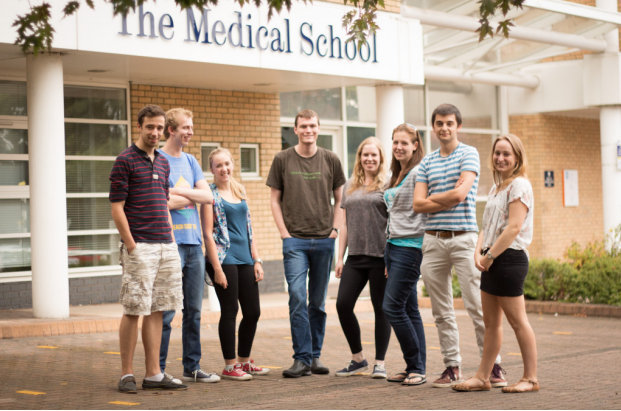
Each recipient of the e-mail – which potentially included victims, witnesses, lawyers and journalists - could see the full names and e-mail addresses of all the others. The email also made reference to schools and other organisations being investigated in relation to the abuse allegations.

**The University of Sheffield is recruiting GP tutors for the next academic year (starting Sept 2018).**



Our Early Years tutors take small groups of students in their practice, 12 half days per year.  
Each session requires the GP to recruit a patient to talk to the students, usually about living with chronic disease or experiencing a significant health problem.

Training is provided and payment reflects the time commitment.  
  
It is a great way to dip a toe into teaching.  
  
If you are interested contact Sue now at [**teachingoffice1@Sheffield.ac.uk**](mailto:teachingoffice1@Sheffield.ac.uk)

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Academic Unit of Primary Medical Care

Samuel Fox House,

Northern General Hospital, Sheffield S5 7AU

0114 222 2201

www.sheffield.ac.uk/medicine/research/aupmc/home

**Who are your most inspirational GPs? Nominate them for Pulse’s Power 50**

Each year Pulse invite their readers to nominate the GPs who they believe has the most influence on general practice, nationally and locally, and the future leaders of the profession. Whether it be someone who is able to influence Government strategy, provide a voice on behalf of the profession or has done great things for general practice and patients locally.

You can nominate here: [**https://www.surveymonkey.co.uk/r/8RC9MLL**](https://www.surveymonkey.co.uk/r/8RC9MLL)

**The Potentially Avoidable Appointment Audit**

A simple tool for reviewing workload within the practice and exploring how things might be managed differently in the future has been developed.  So far, nearly 500 practices have received reports and a new, fully automated web- based tool is now available at no cost to all practices across England.

Four reasons to get involved

1. It’s a really simple tool for practices to use to look at how the current workload picked up by GPs could be done in other ways – whether that’s by other members of the team, or outside the practice
2. It helps you look at the differences in the way your clinicians see their work – showing variation within your team and letting you compare yourselves with others across the Country – as soon as you complete the audit you can immediately download a report
3. Auditing your appointments not only offers a way of tackling mounting pressure in the practice, it also fulfils your requirements for GP appraisal and audit as part of revalidation
4. And its free for any GP Practice in England to use – the costs of developing and running this audit have been funded in full from the General Practice Forward View, NHS England

All practices can register for the audit by going to <https://pcfaudit.co.uk/login> And to find out more about why practices are using the audit, results so far, changes they have made, and case studies, go to <http://www.primarycarefoundation.co.uk/overview-of-the-audit.html>

**Firearms application process- Update**

Doncaster LMC have recently met with Superintendent Verrall and David MacLeod, Warrants and Firearms Manager from South Yorkshire Police. They have confirmed that following a request for a firearms certificate they will write to the applicants GP and if within three weeks: -

1. No reply is received from the GP then they will assume that no concerns have been raised by the GP and the enduring marker has been complied with.
2. Where a reply is received and a fee is request by the GP the process is stopped and then the applicant is informed that they will need to pay this fee to the GP.
3. If however a refusal is received the applicant will be asked to provide the information by some other means

Please remember that if you do not respond to the initial request within three weeks the police will assume that there are no concerns and you may be putting yourself at professional risk

A template letter is available on the Doncaster LMC website guidance section – Firearms application V5

British Medical Association (BMA) guidance is also available via the link below .

<https://www.bma.org.uk/advice/employment/ethics/ethics-a-to-z/firearms>.

**Veteran Friendly Practice Accreditation**

Building on the ground-breaking work undertaken by Doncaster LMC and Doncaster Council in 2016, NHS England and the RCGP have now introduced a Veteran Friendly Practice Accreditation scheme.

Some of you may remember the Veteran Awareness course designed and delivered to practice representatives of all 43 Doncaster Practices back in 2016 giving a locally recognised award of Veteran Friendly Accreditation.  The new national Veteran FriendlyAccreditation scheme picks up where Doncaster left off and is being re-offered to Practices.

Given that further work is required to secure resources for supportive roll out of the scheme, we are looking at levels of interest in practices to undertake update training in person and on line with the aim of achieving a nationally recognised Veteran Friendly Practice status.

If your practice is interested, please let us know by emailing[**office@doncasterlmc.co.uk**](mailto:office@doncasterlmc.co.uk)

**Adult Headache Primary Care Pathway**

A review meeting has taken place with DBTH 3 months post-implementation of the Adult Headache Pathway for GP Direct access CT Head.

There has been a total of 42 referrals since go-live, of which 12 have been rejected as they did not fit the criteria.  Please consider the following points prior to referral:

* The Direct Access CT Head pathway is only for patients with a chronic headache in whom migraine treatment has not worked.
* Once the criteria has been met, in the Exam Request box you should write ‘CT Head - Direct Access Headache Pathway’
* In the Clinical indications box, please put the duration of the headache and that migraine treatment has not worked.
* The pathway only supports headaches, please do not refer patients with dizziness, blurred vision, memory loss etc.
* The lag time for appointment is at least 6 weeks, so this pathway should not to be used for patients in whom you think need an Urgent CT.

 In order to support the above advice, a small number of example rejected referral reasons have been noted:

* “Head and Neck Pain, seen by ENT – NAD”
* “12 months of olfactory disturbance, headache in last 2 weeks. Had ENT assessment  - normal and discharged”
* “galactorrhoea and increased prolactin , need to exclude a pituitary tumour”
* “memory decline and positive rhombergs ? cerebellar pathology”
* “known prostate cancer with decline in memory, CT Head please to r/o brain mets”
* “memory loss ? cause”
* “double vision on and off”
* “known lung cancer , dizziness, r/o intracranial pathology”

Appreciating all of the above patients required some form of head imaging, they do not fit the referral criteria.  For these patients, a wait of at least 6 weeks would probably not be appropriate therefore a discussion with Radiology or an Urgent referral to the appropriate speciality, may have been a preferable option.  **Please note, GPs only have direct access for CT Head in patients with chronic headaches in whom the recommended treatment has not worked and is not an “urgent “referral.**

Please send queries regarding the above to:

Karen Leivers

Head of Strategy and Delivery - Planned Care - NHS Doncaster CCG

Tel. 01302 566131

[k.leivers@nhs.net](mailto:k.leivers@nhs.net)

**PMA Training and Education Program**

The PMA is a UK-wide membership body open to all those working in primary care. Registration is free of charge. They provide a wide range of content to members and support a number of regional and national events. These provide the opportunity to engage and share knowledge with other members.

The PMA run an extensive series of training and development workshops for practice managers, non-clinicians, clinicians and others working within the primary care environment. All workshops are ILM and CPD accredited.

PMA deliver the workshop programme throughout the UK for STPs, CCGs, LMCs, GP Federations, CEPNs and Regional Health Boards. Those completing any six of the PMA Workshops qualify for an `Excellence in Practice Management’ certificate from ILM.

<https://practicemanagersuk.org/pmaworkshops/>

This programme offers a number of ILM and City & Guilds qualifications for those working in primary care. The courses are designed around the individual’s needs and the practice’s requirements. The PMA tutor and assessors work closely with each student to design work-based assignments. The aim is to ensure delivery of content that adds value to the practice as well as giving the learner the opportunity to attain an internationally recognised qualification. The overall benefit is the attainment of the skills, confidence and qualifications needed to excel.

Funding is available from The Education & Skills Funding Agency (ESFA) that covers most of the cost of the ILM Diploma courses.

<https://practicemanagersuk.org/pma-education/>

**For further information please contact**

Eve Watson

Client Services Administrator

Practice Managers Association

Tel - 0330 111 6459

Email – [eve@practicemanagersuk.org](mailto:eve@practicemanagersuk.org)

Web – [www.practicemanagersuk.org](http://www.practicemanagersuk.org/)

**Update for practices in NHSPS and CHP premises**

In respect of current charges, practices should only make payments to both the extent that they are both satisfied as to the legal basis upon which they are payable and their accuracy.

GPC are aware that this issue is causing practices significant stress, and we would like to reassure you that GPC will stand with you in circumstances where, despite there being no legal basis to do so, NHSPS seek to enforce these charges. To this regard, if NHS PS take action to enforce charges against you please let us know immediately (email [gpcpremises@bma.org.uk](mailto:gpcpremises@bma.org.uk)).

Further guidance and updates are available on the BMA website at the following [link](https://www.bma.org.uk/advice/employment/gp-practices/premises/support-with-chp-and-nhsps-issues).

**Offer of Social Support**

As you may be aware the vison of the Doncaster Place Plan is that care and support will be tailored to community strengths to help Doncaster residents maximise their independence, health and wellbeing. Doncaster residents will have access to excellent community and hospital based services when needed.

The cornerstone of the Place Plan is Community Led Support which is about Doncaster residents coming together to shape community services; working alongside teams, across the whole social care and health sector and beyond to build capability, understand local need and develop solutions using existing strengths, assets and resources to maximise community independence and wellbeing. There is a considerable amount of work taking place that is fostering community resilience focusing on assets and strengths rather than deficits.  ‘What’s strong, not what’s wrong’. As GP’s we primarily focus on what is wrong. Within a health context, it is increasingly accepted that services need to adopt a ‘more than medicine’ approach which focuses on the individual, their aspirations, needs and assets and their context within the community. Closer working relationships with our statutory and voluntary sector partners is key in order to streamline patient flows through the health and social care system, increase ‘whole system’ efficiency by preventing deterioration in the patient’s condition and reducing duplication of care and support between organisation and professions.

We have been invited to be involved in an exciting opportunity that will make a positive impact on our patients; have the real potential to breakdown silos between services; tap into community assets and make real not perceived strides to integrating with our statutory and voluntary sector partners.

If you would like to find out more please respond to fay.wood@doncaster.gov.uk by 20th August 2018.

Once we have passed the closing date for replies we will be arranging a meeting to discuss this in more detail.   **If you do not wish to miss out on the start of a meaningful conversation then please do indicate your interest.**

**How to register to work in the Primary Care Doncaster Extended Access service**

Primary Care Doncaster have been awarded the Extended Access contract. If you would like to register to work within this service please use the links below:

This is the link for GPs  =

<https://info.lantum.com/primary-care-doncaster-gp>

This is the link for Nurses, HCAs

<https://lantum.typeform.com/to/XXnb26>.

Once details have been input, the Lantum team will communicate all the necessary information with the individual wishing to register. Once registration has been completed, the individuals will be able to book themselves onto sessions within the Extended Access services, going live from October 2018. Rotas are due to be published mid-August.

**DVLA Licence Renewals for Drivers Over 70**

Concerns have been raised regarding the DVLA’s letter to applicants who are over 70 and wish to renew their driving licence containing the statement “Before returning the application you should check with your doctor(s) that you are able to satisfy the medical standards for driving”. This has led to patients requesting letters or booking appointments in order to comply with the request.

As this work is not part of a GP’s NHS contract, any GP agreeing to undertake the work is entitled to do so as a private medical. Alternatively, patients can be directed to an assessment centre, details of which can be found at:

<http://www.olderdrivers.org.uk/driver-assessment/find-a-driver-assessment/england/>.

The above also applies to applicants who are reapplying for a driving licence following a medical condition. Further information on the process for applicants can be found at: <https://www.gov.uk/reapply-driving-licence-medical-condition>.

**GP Trainee Newsletter – June 2018**

The June edition of the GP Trainee e-newsletter is available on the British Medical Association website at: <https://bma-mail.org.uk/t/JVX-5ONW8-1BJCJOU46E/cr.aspx>. Articles include:

|  |  |
| --- | --- |
| * Connecting with our WHY. | * Priorities of the GP trainees subcommittee. |
| * Improving the interface between primary and secondary care. | * I’m CCTing as a GP… the world is my oyster? |
| * Returning to work LTFT. | * Meet your rep. |

**Sessional GPs e-newsletter - June 2018**

The June edition of the Sessional GPs e-newsletter is available on the British Medical Association website at: <https://bma-mail.org.uk/t/JVX-5P6PZ-1BJCJOU46E/cr.aspx>. Articles include:

|  |  |
| --- | --- |
| * Supporting GPs with less clinical work; | * Diversion to early diagnosis; |
| * Sessional GPs guidance on pensions and Capita; | * GMC could lose power to appeal fitness-to-practice decisions; |
| * Doctors with disabilities; | * Leadership masterclass. |

**LMC Buying Group – advertising your vacancy**

Recruitment is often an expensive and time-consuming business, so the LMC Buying Group has created an eye-catching, easy to use recruitment page where any registered member practice can post any vacancy (clinical and non-clinical roles) for free. Any new job posting is highlighted at least once across all of the social media platforms (Twitter, Facebook and LinkedIn).

A ‘Featured Job’ option has also been introduced for those practices that want to draw more attention to their advert. The featured job will appear at the top of the Jobs page in a bright colour, be highlighted on social media channels each week and Google AdWords will be used to drive more traffic to the advert for a month. This service costs £50+VAT. An invoice will be generated once the advert has been posted online.

To place an advert, visit the Jobs page: <https://lmcbuyinggroups.co.uk/job-vacancies/gp-practice/uk> and login for further information.

If you have not registered to use the LMC Buying Group, or have not re-registered since the Buying Group requested re-registration in line with GDPR requirements, the registration form can be accessed via:

<https://www.lmcbuyinggroups.co.uk/members>.

**Welcome:**

We would like to give a warm welcome to Dr Sariha Rashid who is joining the Sandringham Practice.

Adult Headache Primary Care Pathway - Direct

**Job Vacancies**

**Our monthly update is sent to all LMCS in the SY area.**

**We are happy to advertise any of your vacancies**

**For full details of these vacancies please see the separate attachment in our email**

|  |  |  |
| --- | --- | --- |
| Vacancy | Practice | Closing Date |
| Partner / Salaried GP | **Dunsville Medical Centre** | **N/A** |
| Partner / Salaried GP | **The New Surgery** | **N/A** |
| Partner/Salaried GP | **St John's Group Practice** | **N/A** |
| Practice Manager | **Tickhill & Colliery** | **N/A** |
| Salaried GP | **West End Clinic** | **N/A** |
| Salaried GP | **White House Farm** | **N/A** |
| Partner / Salaried GP | **Field Road Surgery** | **N/A** |
| Partner/Salaried GP | **Conisbrough Group Practice** | **N/A** |
| Partner/Salaried GP | **St Vincents Practice** | **N/A** |
| Locum GP | **Conisbrough Group Practice** | **N/A** |
| Advanced Nurse Practitioner | **The Ransome Practice** | **N/A** |
| Locum GP’s | **Mayflower Medical Practice** |  |

**Monthly Update**

**MONTHLY REMINDER TO ALL GPS THAT THE LMC OFFICERS ARE WILLING AND ABLE TO PROVIDE ADVICE AND SUPPORT (TOGETHER WITH REPRESENTATION, IF REQUIRED), TO ANY GP WHO MAY BE THE SUBJECT OF A COMPLAINT**

**Concerned about a colleague?**

NHS General Practice is under unprecedented pressure.  As such, we are all at risk of work related stress, burn out and depression.

Often, the symptoms of these are insidious and can be more obvious to those around us than to ourselves.

So, if you have concerns about a colleague and feel that they need our support, we’d like to hear from you.

Doncaster LMC has launched a confidential web based reporting tool where you can share your concerns about a colleague at risk of burnout and ask for our support.

[**http://www.doncasterlmc.co.uk/coleaguefbk.html**](http://www.doncasterlmc.co.uk/coleaguefbk.html)

This tool is designed to be supportive so that those identified can be helped by Doncaster LMC, signposted on to support services or be personally assisted through difficult times by officers of the committee.

We stress that the online tool must not be used for reporting safety concerns regarding a colleague’s clinical practice. Read more about the tool at:-

[**http://www.pulsetoday.co.uk/your-practice/battling-burnout/gps-given-chance-to-anonymously-raise-concerns-about-colleagues-burnout/20010472.article**](http://www.pulsetoday.co.uk/your-practice/battling-burnout/gps-given-chance-to-anonymously-raise-concerns-about-colleagues-burnout/20010472.article)

***All GPs on Doncaster Performers List (including medical students) are welcome to attend any LMC meeting as an observer. Please let the office know if you plan to attend.***

|  |  |
| --- | --- |
| **Next LMC Meeting** | |
| **When?** | **Monday September 3rd** |
| **Time?** | **7:00pm** |
| **Venue**? | **Doncaster Golf Club**  **DN4 7NY** |

