

Upper Dales Health Watch
The Patient Participation Group for the Central Dales Practice
Synopsis of the meeting held on 20th February 2023

- Carers at **Sycamore Hall** can contact the CDP on behalf of patients.
- The Wi-Fi & land line in the **Step-up Step down flat** at Sycamore Hall has received donations from NYCC courtesy of Cllr Yvonne Peacock and from RDC.
- The CDP has a new **website**. The synopsis of the UDHW minutes will be put on this website.
- **A centre page spread with information from the Central Dales Practice will be included in the May issue of the Upper Wensleydale Newsletter.**
- There has as yet been no local **Physiotherapist** appointment by South TeesHsNHSFT. The Primary Care Network have a physiotherapist who can be seen in Leyburn or Aldborough St. John if a patient has not seen a GP / ANP about a specific problem. Appointments can be made via the Practice's receptionists.
- **Staffing** – Dr Pain has no plans to retire. The rumour that he is leaving is false. Dr Linda Philbin works at Hawes on a Wednesday and from April will also work there on Mondays & Tuesdays. Dr Pain works on Thursday & Fridays at Hawes. Dr Helen Law & Fiona Morrison (ANP) will lead the Aysgarth team.

Elizabeth Fawcett is now the Aysgarth receptionist and Richard Cloughton the receptionist in Hawes. He is training to be a dispenser. Davina Lovegreen is the dispenser at Aysgarth. Amy Wardell provides **Mental Health counselling** on Mondays in Hawes. She will initially speak to a patient by phone but normally would be able to see an urgent patient within a week.

- **A new phone system** has been installed. This has had some initial problems for which the CDP apologises to anyone affected. There are now more lines for staff to phone out, and 5 in coming callers can be held in a queue. Callers are invited to choose from 3 options. 1 - Reception. 2 - Dispenser. 3 - Medical Secretary (probably to be re-titled GP Assistant). This is Sarah Weatherald.
- **Better Access Clinics** are held in Hawes on Friday evenings and at Aysgarth once a month on a Saturday 8.30 – 4.30. Dr Pain leads this service.
- Getting a same day **face to face appointment** continues to be a concern for some patients. Urgent patients are seen the same day. Patient footfall had increased by 35% since 2020. One problem is Primary Care patients waiting for Secondary Care appointments who get anxious during the wait they experience. Sarah Weatherald's role has been provided specifically to support this underlying issue.
- **Samples** must be requested by a GP or ANP. Any sample not clinically indicated will not be accepted. This is to reduce unnecessary work.
- **Hospitals** are commissioned to provide services to patients with specific geographical areas. If a patient wishes to be seen in an alternative hospital this is not always possible.
- **The Friary Hospital in Richmond** is not used by the Central Dales Practice.
- **The Catterick Integrated Care Centre** is going to happen, and the **Friarage Hospital** has got funding promised for new operating theatres.

Jane Ritchie, Hon. Secretary
Upper Dales Health Watch