

Upper Dales Health Watch

The Patient Participation Group for the Central Dales Practice

Synopsis of the meeting held on 17th October 2022

- **Primary Care Network** – there is a link from the Central Dales Practice’s website to the Primary Care Network’s website which gives some non-medical information.
- **Delay in medication supplies is a continuing nightmare** for the Central Dales staff. Patients are strongly advised to order medication two weeks in advance of needing it.
- **Sycamore Hall** – Lynn Iveson spends a full day there every Monday to support frailty issues. Fiona Morrison, Advanced Nurse Practitioner, goes every Thursday. Any resident needing to see a doctor can contact the surgery. Care staff will help them do so if necessary.
- **The Health Accommodation Trust (HAT)** charity has installed wi-fi to the Step up Step down flat at Sycamore Hall. There is also a handset for the landline. Patients and their families are being invited to make a donation towards the cost (approx. £50 a week). HAT is also applying for funds to support this amenity.
- **Covid boosters** started when a supply of vaccine was made available. **Flu jabs** are also in full swing.
- **Practice Staff** - The new fulltime GP is Dr Helen Lowe. She has been a partner in a Northwest practice for 10 years. She will be working at both surgeries. Monday & Thursday are her Aysgarth days. Mary Hugill will be retiring at the end of December 2022. There will be a Central Dales Practice collection for Mary who has been the Receptionist at Hawes for many years. Davina Lovegreen and Richard Cloughton are both training to be dispensers.
- The Central Dales Practice cannot cope with home visits to patients living as far away as Richmond, Catterick etc.. **Patients living outside the practice area** need to register at their nearest practice. Only in exceptional circumstances will patients living miles away be allowed to remain registered with the Central Dales Practice.
- **Better Access Clinics** - Dr Pain holds a surgery on Friday evenings in Aysgarth for booked appointments. Every fourth Saturday, Aysgarth Surgery will be open for booked appointments from 9.00 – 5.00pm. Booked appointments are also available at Catterick on a Saturday.
- **Copies on bright yellow paper of this synopsis** are available in both surgeries. Parish Councils are to be asked to help disseminate information via their websites and new6sletters.
- **NHS patient records** – As from 1st November 2022, UK citizens can see what is on their NHS record from that date going forward via the NHS App. To see their records prior to 1.11.2022, patients have to request the information to be made available to them.

**Jane Ritchie, Hon. Secretary
Upper Dales Health Watch**