

Upper Dales Health Watch

The Patient Participation Group for the Central Dales Practice

Synopsis of the minutes of the meeting held on 9th September 2024

The HAT charity is now working to raise sufficient funding to continue **wi-fi provision for the Step-up Step-down room at Sycamore Hall** as the ICB has not been able to fund this.

A supply of ICB leaflets about surgery staff teams are being distributed via Representatives or patient medication.

Denise Houghton's **meeting with the ICB Chair** had been positive. The main issues to be raised further are Transport in rural areas, Maternity Services & Mental Health. Amy Wardell, a Mental Health Practitioner, is based at Hawes every Monday and can see troubled people. She can mark information as sensitive on a patient's medical record so that only the GPs/ANP can see it. Whatever is recorded is done in the best interests of the patient.

The **Men's Health Day** at the Hawes Auction Mart had been very successful, and it is hoped this will be an annual event.

The **new phone system** will offer a callback option after an 8-minute wait. This will allow patients to keep their place in the queue. The Practice would try twice to return the call. This will only work if the number used to phone in on is not being withheld. General enquiries and test result calls will only be accepted after 10.30am.

Patients should find the **new website** quicker and easier to use. There will be a news section which will replace the proposed Practice Newsletter, and this will include the synopsis of the UDHW draft minutes. This is expected to go live early in October. The web address remains the same www.centraldalespractice.nhs.uk

When patients use **E-consultations** they are asked each time whether they want a reply by email, text or phone. Patients can not log an ongoing preference.

Staffing- Miriam Scarr will shortly be back from sick leave; and Tara Batty, the Trainee Healthcare Assistant, can now take bloods and blood pressure checks.

The **teas in aid of Breast Cancer Now** raised £1,065.

Vaccinations

- **RSV (new – Respiratory Syncytial Virus)** – for everyone who turns 75 on or after 1st September 2024 and anyone who is already 75 – 79 on 1st September. Eligible patients are being invited in and booking is going well.
- **'Flu** – the Practice has enough vaccine for everyone entitled to receive this. Patients will be invited in according to NHS criteria for different patient groups. Last winter about 150 vaccines were sent back and therefore wasted. It is hoped there will be a full take-up this time. Patients are urged not to panic as all eligible patients will be asked to call at their surgery.
- **Covid** – the CDP will only be giving housebound patients autumn boosters, including those at Sycamore Hall. These will start in October.

As from October, a book club will be run in the Hawes Surgery on the first Tuesday of the month at 6.15. This is only for CDP patients for insurance reasons.

The **Practice can't promote services that cost** like the Little White Car and specific Keep Fit schemes etc. CDP staff can / do suggest patients contact the Community Office in Hawes.

Catterick Integrated Care Campus Open Days are being held on Wednesdays 30th October and 27th November 1.30 -2.30pm. There is no need to book. For further information contact claire.firbank@tilburydouglas.co.uk

The Central Dales Practice is supporting **Collective Action** as GP practices have received no extra money over the last 10 years. There is currently a 40% loss on several services. The UDHW would be invited to a meeting with the CDP Partners if cuts are going to be made.

Jane Ritchie, Hon. Secretary

Upper Dales Health Watch