

THR UPPER DALES HEALTH WATCH

The Patient Participation Group for the Central Dales GP Practice

Synopsis of the meeting held on 14th September 2015

- An **information sheet for new residents** & holiday cottages is being drafted. During surgery hours it is better to phone the local surgery instead of 111. In the case of a suspected heart attack it is critical to phone 999 asap.
- Patients who are not regular attenders at Hawes or Aysgarth Surgeries can request a **medical check-up with a Practice Nurse**.
- The **new website** is very nearly ready and will be publicised when it goes live.
- The **INR machines** are now allowing patients to receive print-outs of results before they leave the surgery.
- **Aysgarth Surgery staff:** Wendy Bennett has been appointed as the Dispenser, and Katrina Turton is the new Receptionist.
- As from 1st December, patients will no longer be able to order **repeat prescriptions** by phone as this is not good practise and can lead to errors being made. Some patients will find this very distressing, but it will mean that the single phone lines will allow other calls to be answered more quickly. Repeat prescriptions can be ordered by email, in person, via the post or by using an App on a Smartphone. Anyone wanting help can ask their UDHW Representative for advice, or can authorize a friend or relative with a computer to email the request on their behalf. The patient concerned will need to get a login code for the friend/relative to use on their behalf. Emails: hawes.dispensary@nhs.net and aysgarth.dispensary@nhs.net
- Patients are reminded that morning **surgeries** are for urgent consultations and afternoon appointments for non-emergency consultations. If a patient wants to see a particular GP for a follow-up appointment they need to check when the GP concerned is going to be available. Patients are notified if a named GP is not going to be able to honour a specific appointment.
- HRWCCG's **Dales Project** seeks to pilot new ways of collaborative working to help sustain Health and Social Care in a deeply rural area with a growing elderly population and staff recruitment challenges.
- Karen Bibbings has been appointed by HRWCCG to "find out what people with **memory problems/dementia** and their carers have to say about the local services." Karen can be contacted on 01609 767617.
- The **commissioning of Primary Care** in Hambleton, Richmondshire & Whitby is now the joint responsibility of the HRWCCG and NHS England. Copies of the synopsis of the HRWCCG 2015-16 Operating Plan, and the leaflet on the shuttlebus from the Friarage to James Cook are available at both surgeries.