

## Minutes of the Upper Dales Health Watch held in the Hawes Surgery on 17<sup>th</sup> October 2022

- **Those present**

Denise Houghton	Redmire Parish Council
Michael Akrigg	Dent & Cowgill Parish Council
John Amsden	Carperby-cum-Thoresby Parish Council & RDC
Yvonne Peacock	NYCC & Richmondshire District Council
John Dinsdale	Aysgarth & District Parish Council
Jane Ritchie (Hon. Sec)	Burton-cum-Walden Parish Council
Dr Mary Brown	Central Dales Practice (CDP)
Chris Harrison	Preston-under-Scar Parish Council

- **Apologies**

Christine Donovan-Brown	West Witton Parish Council
Lynn Irwin	Practice Manager, Central Dales Practice

Ann Calvert has resigned from representing Castle Bolton Parish Meeting

- Denise was **welcomed and introductions** made. Jane briefly explained the history of UDHW (set up before PPGs and the national Healthwatch network).
- The **minutes of the meeting held on 25<sup>th</sup> April 2022** were proposed as correct by Michael and were accepted.

- **Matters arising**

- Funding has been offered for one of the **doors at Aysgarth Surgery**. **Action:** Jane to check progress with Lynn.
  - **Primary Care Network** – there is a link from the CDP's website to the PCN website which gives some non-medical information.
  - **Delay in medication supplies is a continuing nightmare for the CDP**. The two daily deliveries are by two different suppliers – Phoenix and Alliance. Patients are strongly advised to order medication two weeks in advance of needing it. Michael confirmed this worked for him.
  - **Sycamore Hall** – Lynn Iveson spends a full day there every Monday. The CDP is piloting this frailty initiative. 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. 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 bidding for funds to support this amenity.
- **Covid boosters** at both surgeries had unexpectedly been started when a

supply of vaccine was made available. 200 patients received theirs at the walk-in session on 15<sup>th</sup> October. A further walk-in session is planned for 19<sup>th</sup> October.

- **'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, and has chosen to move to Wensleydale as she likes walking and has a dog. She and her partner currently live in Aysgarth but will be looking to find a permanent home. She is currently getting to grips with the CDP's IT system. She will be working at both surgeries. Monday & Thursday are her Aysgarth days. **Action:** Jane to write a letter of welcome from the UDHW.

Mary Huggill 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. **Action:** Jane to write a letter of thanks to Mary from the UDHW. A fulltime vacancy will be advertised shortly.

Davina Lovegreen and Richard Cloughton are both training to be dispensers.

- **Physiotherapy** – Jane to ask Lynn for an update.
- **Update from the Central Dales Practice**
  - Dr Brown explained that the CDP could not cope with home visits to patients living as far away as Richmond, Catterick etc. Following an issue with a patient wanting such a home visit, the CDP sent a **letter to the 150-200 patients living outside the practice area** asking them to register at their nearest practice. Only in exceptional circumstances will patients living miles away be allowed to remain registered with Central Dales.
  - **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. Both Dr Pain and Fiona Morrison (Advanced Nurse Practitioner) also support the rotas for the Saturday clinics in Catterick. These are also for booked appointments.

Concern was raised that the public didn't know about these Better Access clinics. It was pointed out that all Parish Clerks are sent a copy of the minutes and a copy of the synopsis to put on their Parish website. Jane also sends a copy of the synopsis to the Upper Wensleydale Newsletter, the Reeth Gazette and Richmondshire Today and the MP. Copies on bright yellow paper are available in both surgeries. **Action:** Jane to check if Lynn puts a copy on to the CDP's website and on Facebook. Some time ago a centre page pull-out was put into the Upper Wensleydale Newsletter. **Action:** Jane to discuss with Lynn whether this could be done again. The UDHW has a fund of about £200 currently held by the Burton-cum-Walden Parish Council, that could perhaps help pay for this. Yvonne didn't think people read information. She thought a lot of Dales people were not on Facebook. Jane didn't think much more could be done if the information sent out was ignored. **Action:** Parish Representatives to ask their Councils to consider **resolving** to put the synopsis of the UDHW minutes on to their

Parish websites, and key points into their Parish newsletters.

- **NHS patient records** – As from 1<sup>st</sup> 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. Unfortunately this will not enable James Cook or the Friarage Hospitals to see patients' notes electronically. Jane wondered if it would help some patients if an open session was held to demonstrate how to download the NHS App. **Action:** Jane to discuss with Lynn.
- **Any other business** Jane asked if the replacement **acrylic box containing the yellow synopses** could be fastened to a wall in the Hawes Surgery in a more prominent position, **Action:** Dr Brown to sort. Both boxes also contain a list of UDHW Parish Council Representatives. Parish Clerks were asked after every Parish Council election whether names needed to be changed.
- **The next meeting will be on Monday 6<sup>th</sup> February 2023 at 5.00pm at the Aysgarth Surgery**

Dr Mary Brown was thanked for stepping into the breach in Lynn's absence.