

Upper Dales Health Watch

The Patient Participation Group for the Central Dales Practice

Synopsis of the minutes of the meeting held on 26th March 2024

- The Central Dales Practice **newsletter** will start in April.
- **Friends & Family test** – a text message was sent randomly to 100 patients. 20 have so far replied giving a 5-star rating which is a great boost for staff.
- A **new phone system** will start in May. This system is used by other practices in the area which will be of mutual benefit.
- The **Pharmacy First** campaign is age-related and covers sore throats, earache, shingles, sinusitis, impetigo and insect bites. Triage is still being worked out, as some of the current guidelines are flawed.
- A **Well Woman Clinic** which had been attended by over 100 people and was thought to have been a very good event. **A Men's Health Day** will be held in June at the Hawes Auction Mart which will include representatives from mental health, Farming Community Network (FCN), Hawes Community Network, Police etc. It is hoped someone with Prostate Cancer expertise will be able to attend. All comers are welcome. Its not just for farmers and gamekeepers. A **Winter Health** clinic will be held in the autumn and a fourth event is planned for next spring.
- Redmire Parish Council did not feel there was sufficient breadth, depth & choice of health-related services in this rural area so are planning a **meeting with Integrated Care Board personnel** on 4th June.
- Anyone having **difficulty making a phone call before 10.30 am** for an appointment should consider making a E consultation online giving details of when they would be able to receive a reply.

Jane Ritchie, Hon. Secretary

Upper Dales Health Watch