

Practice Newsletter Summer 2021

Partners:

Dr Lucy Checker
Dr Rachel Pring
Dr Kirsty Pettit
Dr John Field
Dr Sarah Jagger
Dr Claire Oliver
Dr Andrew Norman

Practice Manager:
Antony Radley

Website:

www.dyneleyhousesurgery.co.uk

Address:

Newmarket Street,
Skipton
BD23 2HZ

Telephone Numbers:

Appointments

(01756) 799811

Visits/Enquiries

(01756) 799311

Fax

(01756) 707203

Out of Hours: 111

More Useful Numbers

MIND Mental Health
0300 123 3393

First Response 24hour
crisis help line 01274
221181

Domestic Abuse
IDAS www.idas.org.uk
info@idas.org.uk
24-hour National
Helpline 0808 2000 247

Citizens Advice Bureau:
0844 411 1444

Age UK: 01756 529654

National Carers'
Helpline: 0191 731 4750

Social Services 01609
780780

North Yorkshire Council
Safeguarding Team
<https://www.northyorks.gov.uk/safeguarding-vulnerable-adults>

Dyneley House Surgery

Inspected and rated

Outstanding ☆

CareQuality
Commission

How Patients Can Access Services After Lockdown

Our opening hours remain as follows:

Monday	8.00am - 6.00pm
Tuesday	8.00am - 6.00pm
Wednesday	8.00am - 8.00pm
Thursday	8.00am - 8.00pm
Friday	8.00am - 6.00pm
Saturday	Closed
Sunday	Closed

The practice closes for training once a month. Please check our website for details.

When the Practice is closed, patients can access medical care by dialling '111'. If you have a medical emergency, you should dial '999'.

You can book a wide range of appointments by calling our Reception team on (01756) 799811. For other enquiries including medication queries, test results and visit requests, please dial (01756) 799311.

You can make appointments and order repeat medication on-line using the SystmOnline service and for non-urgent enquiries on weekdays our e-consultation service is available between 10:00 and 20:00. Please see our on-line service tab on the Practice website (www.dyneleyhousesurgery.co.uk) for more information.

There is always lots of information on our Dyneley House Facebook and Twitter pages (@Dyneley House).

Copies of our quarterly Practice newsletter are available from the Surgery.

COVID Vaccinations



COVID vaccinations are still available. This photograph was taken recently at a 'pop up' clinic at the Greatwood Community Centre. We are really keen for our young patients to be vaccinated. A lot of our clinics are now 'drop in'. Please check out our social media pages for the latest information about where you can get your vaccination.

Flu Vaccinations

Plans for vaccinating our patients against flu are in the final stages. We are just waiting for guidance from the NHS

Our delivery of flu vaccine is scheduled for the third week in September, so our current plan is to start vaccinating our patients in the last week in September.

We will be in touch with patients as soon as possible. Thanks for your patience.

Staff News

We would like to congratulate Drs Kate Howgego and Catherine Ellis who join the Practice as GPs following completion of their training. We welcome Idrees Akhtar as a trainee Advanced Clinical Practitioner and Paul McGowan as Operations Manager who join in September. Michael Gallagher has joined as our maintenance person. Joanna Antemes, Patient Services Manager has started her maternity leave from July 2021. We wish everyone well.

Patient Participation Group – New Members Required

Dyneley House Surgery has had a PPG since 2010. The key aims of the Group continue to be:

- 1) To act as a channel of communication between patients and the Surgery.
- 2) To contribute feedback and ideas for the development of services.
- 3) Support fellow patients to take more responsibility for their own health.
- 4) To enable patients to give their views and comments through questionnaires about their experiences of using services.

The Group is currently recruiting new members. Please contact the Surgery if you would like to find out more about the Group or join a meeting.

Practice Wins Award for its Work During the COVID Pandemic



The Surgery has received a Hidden Heroes Award for Outstanding Performance during the COVID-19 Pandemic.

The Hidden Heroes initiative was established to identify some of the excellent individuals and teams who would otherwise go without recognition, as well as try to highlight this incredible work that too often goes unnoticed.

Dyneley House Surgery won the award for continuing to deliver services during recent lock downs and providing outstanding care for patients living in the local community during the pandemic.

Antony Radley, Practice Manager said “We know it’s been really tough for everyone during the pandemic. We are pleased to have been able to look after our patients and play a part in helping our community to get our lives back on track through our participation in the vaccination programme. We would like to thank our patients and our staff for their ongoing support. We are extremely proud to receive this award which recognises the hard work and dedication of our staff”.

The awards were established by four companies who are playing a key role in supporting general practice with the pandemic: Dene Healthcare, Gama Healthcare, Interface Clinical Services and Practice Index. Matthew Taylor of Dene Healthcare who presented the Award said: ‘2020 was a hard year for most and sadly the amazing work being done in general practice is too often overlooked. Dyneley House Surgery is exactly the type of local GP practice we were hoping to identify and in some small way thank them for their contribution during the most difficult period in modern times. ‘

Adding Value for our Patients - Education and Self-Care Activity – Osteoporosis Group

As patients will be aware, the Practice has run a series of virtual events during the COVID-19 pandemic including features on measles and life as a carer.

We are pleased to advise that from June, we will be restarting our programme of self-care activity. This will include face to face activity where the events can be run safely and in line with Government guidance.

We will start with our highly successful osteoporosis group. Please check our website and social media pages for further details in the next few weeks.

Practice Team Take Part in Skipton parkrun Re-start



Members of the Dyneley House Surgery team joined almost 200 runners and volunteers at Aireville Park on Saturday

24 July to help re-start parkrun in Skipton following the pandemic. The Surgery is a ‘parkrun practice’ and is pleased to support parkrun as an opportunity to improve the health of people living in our community.

