

## Practice Newsletter Winter 2021

### Partners:

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](http://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](http://www.idas.org.uk)  
[info@idas.org.uk](mailto: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>



## How Patients Can Access Services

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](http://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.

We are here to help you but please note that we continue to apply a policy of zero tolerance towards aggression and abuse of our staff.

## COVID Booster Vaccinations

COVID booster vaccinations are still available for eligible patients. We will also provide a third dose of COVID vaccine for immunosuppressed patients, followed by their booster. Clinics are being held every Wednesday and Thursday evenings and Saturday mornings throughout January. Drop-in clinics are also available. We will contact patients by text asking you to make an appointment. We will complete the program as quickly as possible. Please check out our Facebook page for regular updates.

### Patient Participation Group AGM

The Annual General Meeting of the Dyneley House Surgery Patient Participation Group will take place via Zoom and in Dyneley Barn on Wednesday 16 February 2022 between 18:00 and 19:00. Meeting ID: 883 7425 3099, Passcode: 252430. Come along and find out more about the Practice and the work of the PPG. **All patients welcome.**

### Virtual Patient Reference Group

The PPG would like to expand a two-way dialogue between patients and the Practice by starting up a Virtual Patient Reference Group (VPRG), using email. The VPRG will need a representative cross section of patients. This Group will not be bombarded with questionnaires and surveys but its views would be sought quickly and easily perhaps 3 – 6 times per year on specific topics and ideas for developing services for patients. Further information to follow soon.

## Staff News

We Welcome Dr Omar Khan who joins our GP team. Dr Khan will work 8 sessions a week to provide extra appointments for patients. One of our GP Registrars (GP 'in training'), Dr Laura Lee starts her maternity leave shortly. Deborah Hillan will shortly be joining our Reception team to build its capacity. Sharon Cope has joined our Social Prescriber Team.

## Flu Vaccination

Flu vaccines are still available from the Surgery. Lots of patients are eligible for a vaccination including if you are over 65 years old. Flu can sometimes lead to severe illness. It is well worth protecting yourself and it only takes a few minutes.

## Visiting the Surgery this Winter

Take care on slippery surfaces when visiting the Practice when the weather is bad. Staff are always happy to provide assistance.



#StillHereToHelp

# New Mental Health Service for Patients'

A new Mental Health Coach, Mel Dewart-Blott (below) is now available at Dyneley House Surgery to support patients experiencing poor mental health. This is the first level of support for mental health provision through the Practice. Mel will provide on the day appointments, supporting the mental health needs of patients, working in conjunction with our Social Prescribers, Amanda Nowell and Sharon Cope. Mel will also connect patients to other NHS Mental Health services to provide a clinical 'step up', ensuring patients access the right help at the right time.

### What areas of mental well-being can a Mental Health Coach support?

Stress, worry / panic, anxiety, feeling lonely, sadness, bereavement support / loss and grief, anxiety, low self-esteem, depression / low mood, sleep hygiene, employment stress, relationship challenges, substance misuse affecting behaviour, emotional effects of COVID-19

### The service delivery offer... What to expect?

- Same day 30-minute telephone appointments
- Choice of follow up appointments available in the Surgery or over the telephone
- Holistic style, client-led sessions
- Support with self-care and self-management
- On the day mental health coaching support to assess the urgency of support required
- Access to self-management education, peer support and social prescribing

### Service Criteria

- Patients must be aged 16+
- Experiencing mental health issues and requiring on the day mental health support
- The patient must be registered with Dyneley House Surgery to access the service.

Please note if your situation is URGENT, contact your GP via telephone or call the first response crisis team on: 0800 952 1181



## Communicating with our Patients

There are lots of ways you can find out information about the Surgery. A copy of the Practice Booklet is available via the Practice website or from the Surgery for patients who don't have access to a computer. There are e-bulletins on our website and lots of regular updates on our Facebook and Twitter pages. We update the noticeboards in the Surgery and publish a quarterly newsletter. Finally, we have features in the Craven Herald newspaper from time to time.

## Updating Your Records

You can help us keep your medical records up to date by letting us know if you move house or change your telephone number including your mobile number. There are also questionnaires available via our website to update detail such as height, weight, smoking status and the number of units of alcohol you drink each week. You can also complete surveys for asthma and physical activity - all things we need to know to be able to give patients the best service.