



# Dyneley House Surgery

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Newmarket Street, Skipton, N. Yorks BD23 2HZ

**Appointments (01756) 799811**

**Visits/Enquiries (01756) 799311**

**Fax (01756) 707203**

**Emergencies:**

**Surgery hours (01756) 790000**

**Out of hours 111**

[www.dyneleyhousesurgery.co.uk](http://www.dyneleyhousesurgery.co.uk)



# WELCOME TO THE SURGERY

## NEW PATIENTS

Welcome to Dyneley House Surgery. Our Receptionists can assist you with your request to register with the Practice. We hope you will soon get to know how the surgery works. After registering, you will be asked to attend a new patient health check. This allows us to catch up with any problems before your records arrive and also gives you the chance for a good check-up and to tell you about the services we offer, particularly to support you to live healthily.

Although you can see any GP in the Practice, it improves your care if you see your registered Doctor each time you attend.

## THE SURGERY

Dyneley House Surgery is a long established Practice. We moved to the current purpose-built premises, on the site of the old Dyneley Hotel, in 1982. It has been extensively developed and extended over the years with a large nursing extension, improved access for disabled patients and patients with dementia, where a lot of our patients education and self-care activity takes place in our adjacent barn conversion. It is a modern well-equipped Practice; facilities include a theatre for minor operations, electrocardiography, spirometry, foetal monitoring equipment and vascular doppler ultrasound. We are a computerised "paperless" Practice.

The Practice has always been involved with training and innovation. We were the first Practice in North Yorkshire to win an NHS Beacon Services Award and one of the first to receive the Investor in People accreditation. Subsequently, we have won awards for our work to support patients with dementia, our self-care activity and our work for our community. In September 2016, we were successful in achieving a CQC outstanding rating. We regularly have medical students training at the Practice and patients support and cooperation is appreciated. We are always working with other local agencies to plan and co-ordinate the development of local healthcare services to provide better outcomes for our patients. Our philosophy is to offer a combination of the best modern treatment backed up by traditional personal care.

## THE DOCTORS

<b>Dr Andrew G Sumnall</b>	GMC 3192551	BM BCh (Oxford 1986) BA (MST) DRCOG MRCGP
<b>Dr Lucy Checker</b>	GMC 3331949	MB ChB (Bristol 1990) DFFP
<b>Dr Rachel Pring</b>	GMC 4527684	MB BS (London 1998) MRCP MRCGP DRCOG DFFP
<b>Dr Kirsty Pettit</b>	GMC 4007111	MB ChB (Leicester 1993) MRCGP 1998
<b>Dr John Field</b>	GMC 6114820	MB ChB (Newcastle 2010) MRCGP (York 2011)
<b>Dr Sarah Jagger</b>	GMC 6052105	DRCOG MBChB MRCGP MRCS
<b>Dr Michael Ramsden</b>	GMC 7283577	BM BCh BA (Hons) (Oxon) MRCGP 2012
<b>Dr Kate Hooks</b>	GMC 6145397	MB ChB Hons (Manchester) DRCOG MRCGP 2017
<b>Dr Claire Oliver</b>	GMC 4210708	MB BS (London 1995) MRCGP Pg Dip Dermatology
<b>Dr Andrew Norman</b>	GMC 7456800	MB ChB (Sheffield 2014) MRCGP 2019
<b>Dr Rose Kennedy</b>	GMC 7079843	MB ChB Hons (Leeds) Medicine and Surgery (2010)

## THE PRACTICE TEAM

### Receptionists

We hope you find our Receptionists helpful, friendly and efficient. They have the difficult job of keeping both Doctors and patients happy. All our staff receive training including the need to protect your confidentiality. We have trained reception colleagues to be 'care navigators'. This means they may ask you a few questions about why you are contacting the Practice, so they can direct you to the person who will be able to help you. This may be a Doctor or another member of the healthcare team. Your help in assisting colleagues to deal with your enquiry efficiently is greatly appreciated.

### Practice/Patient Services Manager

Antony Radley is the Practice Business Manager, responsible for the overall running of the Surgery. Our Patient Services Manager has responsibility for our patients' experience of using the Practice both face to face and over the telephone. Our Nurse Team also has a 'Team Leader'.

### Secretarial/Administrative staff

We have a team who assist with our secretarial and administrative requirements.

### District Nurses

The District Nursing Team, based at Skipton General Hospital, provide community nursing services including care for the terminally ill at home. See the inside back cover of this booklet for contact numbers.

### Midwives

A team of Midwives co-ordinate maternity care, running antenatal clinics at the Children's Centre in Brougham Street. See the inside back cover of this booklet for contact numbers.

### Health Visitors

The Health Visitors work primarily with families and young children. They are based at the Skipton Children's Centre. Their contact number is on the inside back cover.

### Practice Counsellors

We employ two part-time Counsellors who can help patients with a range of emotional and psychological problems. Your GP can refer you to see them if appropriate.

### GP Registrars

We usually employ a GP Registrar. These fully trained Doctors are gaining experience in general practice at the Surgery under the supervision of one of the partners. They are usually with us for six months. To help in training, a video may be taken of some consultations. You will always be informed in advance if this is taking place and you can decline to take part if you wish.

### Prescribing Administrators

We now work with two Prescribing Administrators who assist our staff and patients. They help update repeat medication after hospital discharge and also assist with reviews on some patients taking complex or multiple drugs.

## Practice Nurses

We have an excellent team of experienced Nurses who are involved in managing a wide range of health problems.

The Nurses have routine appointments throughout the day. They administer childhood vaccinations as well as giving up-to-date travel health advice and immunisations (see also the section on Healthy Travel later in this booklet).

A weekly regular leg ulcer clinic has been established for thorough assessment and treatment of affected individuals; patients need to consult the GP/Nurse before attending.

Our Nursing Sisters are fully trained in family planning including emergency contraception (the "morning after pill"). They also perform routine cervical smears and can deal with many minor gynaecological problems.

Our Nurses can also offer support and treatment for patients wishing to stop smoking.

## Health Care Assistant

We have two Health Care Assistants working in the Practice who have undergone special training to assist our qualified Nurses in a range of duties including: testing urines, new patient checks, ECGs, taking blood pressure and health promotion.

## SURGERY HOURS

The surgery building is open between 8.00am - 6.00pm Monday to Friday. Surgery times vary. The table below is a guide to each doctor's availability but it is subject to change.

Doctor	Mon am	Mon pm	Tues am	Tues pm	Wed am	Wed pm	Thu am	Thu pm	Fri am	Fri pm
<b>Sumnall</b>	Surg	Surg	Surg			Surg	Surg	Surg		
<b>Checker</b>	Surg	Surg	Surg				Surg	Surg		
<b>Pring</b>	Surg	Surg	Surg	Surg			Surg	Surg		
<b>Pettit</b>			Surg	Surg	Surg	Surg			Surg	Surg
<b>Field</b>	Surg				Surg	Surg			Surg	Surg
<b>Jagger</b>			Surg	Surg	Surg	Surg			Surg	
<b>Ramsden</b>				Surg	Surg		Surg	Surg	Surg	Surg
<b>Hooks</b>	Surg	Surg					Surg	Surg		
<b>Oliver</b>	Surg	Surg			Surg	Surg			Surg	Surg
<b>Norman</b>			Surg	Surg			Surg	Surg	Surg	Surg
<b>Kennedy</b>	Surg	Surg			Surg	Surg				

## EXTENDED HOURS

Wednesday and Thursday evening from 6.30pm to 8.00pm.

Available for pre-booked appointments and to collect repeat prescriptions.

## APPOINTMENTS SYSTEM

Mondays are the busiest days and requests for appointments or discussion with a GP should be avoided if at all possible.

### How Do I Book A Same Day Appointment?

- Phone the Surgery and give your contact details to the Receptionist.
- The Receptionist will arrange a call back from a Doctor, normally the same day.
- The Doctor will make an appointment for you or advise you as appropriate.

### What Can I Expect When The Doctor Phones Me?

The Doctor will listen to your health concern. They will then be able to offer a same day or future appointment if required. Alternatively, the Doctor will provide advice over the phone. Our priority is to manage your health condition safely. If you or the Doctor are in any doubt you will be offered an appointment with the Doctor or Practice Nurse.

### What Happens If I Walk In?

If you don't have an appointment, the Receptionist will take your details and ask you for a contact number to enable a Doctor to phone you back the same day.

### Can I Book An Advance Appointment?

Yes. You are able to book a future appointment if this is more convenient for you.

### Can I See My Usual Doctor?

Yes. When speaking to the Doctor on the phone you can request to see a specific Doctor for a future appointment. However, for urgent concerns, the priority will be for a Doctor to see you quickly and this may not be your usual Doctor.

### What About Emergencies?

If your call is an emergency, the Receptionists and the Doctors on duty will respond in the same way as they always have done.

### How Do I Make An Appointment with The Practice Nurse?

Please speak to Reception.

**If you are unable to communicate on the phone, please let us know and we will be happy to discuss how we can meet your needs.**

## HOME VISITS

If your condition prevents you from coming to the Surgery, a visit should be requested **before 9.30am** on the 'visits' number **(01756) 799311**. Please come to the Surgery if possible. We can see four or five patients in the time it takes to do one visit.

## OUT OF HOURS

For urgent problems when the Surgery is closed, out-of-hours medical care is provided by NHS 111. To ensure that your records are complete, details of out-of-hours consultations are relayed to the Practice and are retained in both medical records systems.

## CHAPERONES

Dyneley House Surgery is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times. The safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required. The chaperone may be a family member or friend but on occasions, a formal chaperone may be required.

Patients may be asked if they require a chaperone at the time of booking an appointment. This is so that arrangements can be made ahead of the appointment, to avoid delays when you arrive at the Surgery. The healthcare professional may also require a chaperone to be present for certain consultations.

All trained chaperones understand their role and their responsibilities and are competent to perform this role.

## REPEAT PRESCRIPTIONS

Please allow at least two working days for processing your prescription. i.e. prescriptions for medication requested on a Monday will be available after 2.00pm on a Wednesday or if requested on a Thursday will be available after 2.00pm the following Monday.

If your Doctor wishes, medication may be put on an electronic prescription and sent to a local pharmacy of your choice for dispensing. Medication can also be requested online via the Practice website. Our staff will be happy to explain how this works in more detail.

Reception staff are instructed not to take telephone requests for medication, for safety reasons as this can lead to errors. Please contact Reception for further information about alternative ways to order your medication.

## PARKING

We have a small private car park at the rear of the Surgery, with access from Petyt Grove. The gate is locked when the surgery is closed. **The car park is for patients whilst they are actually attending the surgery for an appointment. Parking at patients' own risk.**

## DISABLED ACCESS

This is via the automatic doors in the main entrance. We have toilets for disabled patients in the main building and at Dyneley Barn.

## COMPLAINTS/DATA PROTECTION ACT

We always value your comments about the Surgery. If a problem arises, please first discuss it with the staff involved or our Patient Services Manager. We have a formal complaints procedure which operates in accordance with NHS guidelines; a copy of the procedure is available on request. All written complaints should be addressed to the Practice Manager. A patient can make a complaint verbally, in writing, use of sign language or through a representative. Alternatively, you may contact the Patient Advice and Liaison Service (see number on back cover).

## Gum disease is known as the silent disease



Did you know that if gum disease is left untreated, it can rob you of your smile? Gum disease is also associated with other illnesses such as diabetes, cardiovascular disease and rheumatoid arthritis.

**Your local dentist can help you to protect your smile & your health.**

## BODENTAL

33 Otley Street, Skipton  
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The North Barn, Broughton Hall  
Skipton BD23 3AE



## 1 person in the UK develops dementia every 3 minutes.



Take action – set up a **Lasting Power of Attorney** before you lose mental capacity and it's too late.

**A local solicitor will provide the help, guidance and expertise you need.**

## Struggling to get from A to B and in receipt of the mobility allowance?

You may be entitled to a brand new car, even if you can't drive.

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You may also contact

Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Enquiries: 0345 015 4033

Fax: 0300 061 4000

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

We are registered under the Data Protection Act and The Freedom of Information Act.

## YELLOW FEVER

The Surgery is an appointed Yellow Fever Vaccination Centre. You do not have to be registered with this Surgery to receive the injection from us.

## PRIVATE FEES

The Surgery will charge for non-NHS work. This includes completing insurance forms, private sick-notes or prescriptions (including some travel vaccinations) and performing medicals. A full list of the BMA-approved fees is on display in the waiting room/Reception.

## PRACTICE AREA

A map of the Practice area is shown on the back cover.

## NHS WALK-IN CENTRES

Bury: 22 Derby Way Tel: (0161) 447 8282

Rochdale: 90 Whitehall Street Tel: (01706) 708051

Leeds: Cromwell Mount Tel: (0113) 295 1132

Bradford: Butler Street West Tel: (0845) 121 1024

## PRIMARY CARE

Dyneley House Surgery's Primary Care contract for core and enhanced services is with NHS Airedale Wharfedale & Craven Clinical Commissioning Group, Millennium Business Park, Steeton, Keighley BD20 6RB.

For further details you can visit their website at [www.airedalewharfedalecravenccg.nhs.uk](http://www.airedalewharfedalecravenccg.nhs.uk)

## DYNELEY HOUSE PATIENTS' CHARTER

1. You are entitled to complete confidentiality from all our staff at all times.
2. All new patients will be offered a health check on joining a Doctor's list.
3. We aim to offer a routine appointment with the professional of your choice within one week.
4. Priority will always be given to medically urgent problems, though you may have to see whichever Doctor is available.
5. We will always try to run our surgeries on time. If a considerable delay occurs, you will be informed and be offered an alternative appointment.
6. You will be treated as a partner in your care. Referral will be made to a suitable specialist service if indicated.
7. A home visit will take place within eight hours of your request, sooner if medically urgent.
8. When the Surgery is closed you will be able to contact a GP on NHS 111 for advice or treatment as appropriate.
9. All patients over 75 who have not had a consultation within the previous 12 months may request a consultation. All patients between the ages of 16-75 who have not had a consultation within the previous three years may request a consultation.
10. You have the right to refuse to take part in any medical research or training of medical students at the Surgery.
11. You have the right to see your health records, subject to current legal limitations (contact Reception for details).
12. You have the right to receive a prompt and thorough reply to any complaint you have made about the Surgery.

## DYNELEY HOUSE SURGERY CHARTER

1. Please extend the same courtesy to all our staff as you would wish to receive. The Practice upholds the NHS Zero Tolerance Policy on abusive behaviour. Where any patient uses violence or threatening behaviour to a GP or their staff, the Practice will inform the Police and request the removal of that patient from the Practice List.
2. Respect the use of emergency appointments, urgent home visits and night calls for appropriate medically urgent problems.
3. Try to keep appointments. If you cannot, or are going to be late, then let us know promptly.
4. Book one appointment for each member of the family who needs to be seen.
5. Home visits are for patients whose condition makes them unable to come to the Surgery. They should be requested before 9.30am.
6. Calls to the emergency number out of hours should be for problems that cannot wait until the Surgery re-opens.
7. Please let us know any change of address/name/telephone/mobile numbers etc.
8. As spaces are limited, please only use the car park when you are actually in the Surgery for an appointment. Parking is at patients' own risk.
9. Dyneley House Surgery is a non-smoking building.

## PATIENTS' TELEPHONE NUMBERS

We request that if you change your contact details, especially your mobile telephone number that you inform our Reception.

Also, those patients who have put a bar on incoming calls from a withheld number please note that **the Practice has a withheld number**. We may not be able to contact you directly.

This does have implications if we try to contact you as a 'call back' or try to contact you if we have to change your appointment at short notice. **Your phone will not allow us to do this!**

We will attempt to confirm appointments and send reminders by SMS text messaging. Please advise Reception if you do not want to have this facility.

## HEALTHY LIVING

We believe that prevention is the best cure. The advice below reflects accepted medical knowledge about the best way to stay healthy. We stock a variety of leaflets for more details.

**DO take regular exercise.** From the age of 1 to 100 exercise can help your health. See our section on 'Healthy Exercise'.

**DO eat a varied diet of fresh food.** Fresh fruit and vegetables contain essential vitamins and high fibre foods control cholesterol. Meat and fish are healthy but avoid too much animal fat from fatty cuts and dairy products such as butter, eggs and cream. Similarly, avoid excessive fried food and pastries.

**DO drink sensibly.** Alcohol in moderation may not harm you but heavy drinking damages your health. The current advice is: men and women should drink less than 14 units per week. (One unit is equivalent to half a pint of beer or one small glass of wine.)

**DO take part in screening.** For women, breast and cervical cancer programmes are important. All patients should be aware of any conditions that run in the family and discuss with us any specific prevention/screening measures (like checking cholesterol or blood pressure).

**DON'T smoke.** Cigarettes ruin people's health, causing cancer, heart disease and chronic chest problems amongst numerous other conditions. **It is never too late to quit.** Smoking also damages the health of children and babies living in the home.

**DON'T get overweight.** Obesity can affect patients of all ages and can damage your heart and your back and joints. It may also trigger diabetes. It can be hard work losing weight but it always pays off.

**DON'T get sunburnt.** This is most dangerous in small children. It is not just painful but increases the risk of cancer in later life. Sunshine also ages skin.

**DON'T take risks with HIV/AIDS.** AIDS is an incurable and often fatal disease spread by infection with the HIV virus, usually through sex or the sharing of needles by drug addicts. Always practise safe sex by using a condom.

## HEALTHY TRAVEL

Every year our patients travel more often and to more exotic destinations. We hope the tips below will help to avoid common health problems while you are away. Our Nurses are very experienced in giving advice, especially on vaccinations. If you have health problems or are travelling to a challenging area (such as high altitude) then you may wish to consult your GP before you travel.

We recommend NaTHNaC (National Travel Health Network & Centre) website [www.nathnac.org/travel/index/htm](http://www.nathnac.org/travel/index/htm)

**Be safe in the sun.** Always wear **sun cream** suitable for your skin type. The best protection, especially for children, is to **cover up** with hats and long sleeves etc. Sunshine causes the skin to age and overexposure (particularly when young) may cause **skin cancer**. Overheating in the sun causes **sunstroke** with headache, vomiting and diarrhoea. Avoid the heat of the midday sun, always wear a hat and drink plenty of non-alcoholic fluids during the day.

**Eat and drink safely.** Avoid ice and tap water unless you know it is safe. Drink only bottled drinks and peel fruit and vegetables if possible. See advice over the next page about treating stomach upsets.

**Buy travel health insurance.** In some countries you may get free health care with a European Health Insurance Card (an EHIC application form is available at post offices); elsewhere you may incur considerable expense. You can also apply online at [www.nhs.uk/NHSEngland/Healthcareabroad/EHIC](http://www.nhs.uk/NHSEngland/Healthcareabroad/EHIC)

**Check your vaccinations.** Give us plenty of time for any courses needed (two months if possible). Malaria is a significant risk in some areas; take the recommended tablets and steps to avoid being bitten. Most travel vaccinations and malaria prevention are not covered by the NHS and there is a charge for these services.

**Take a first aid kit.** Include travel sickness tablets, diarrhoea and indigestion remedies, painkillers and antihistamines. Calpol may be hard to buy abroad. Simple dressings and antiseptic/bite cream are useful.

**Remember to take adequate supplies of any prescription medicines.**

**Avoid accidents.** Traffic accidents are the biggest cause of death amongst travellers. Remember seat belts and motorcycle helmets.

**Practise safe sex abroad.** In some holiday destinations the risk of HIV/AIDS is much greater than in the UK.

## HEALTHY EXERCISE

Much of the advice we give to patients is negative. Don't do this, don't do that. But one thing we can be more positive about is exercise. **At every age taking regular exercise is associated with improvements in health.** It reduces the risk of heart disease, improves circulation and helps control excess weight. Fitness and tone help to prevent injuries and back problems. For many people exercise is also a good way of relieving stress and tension. Older people who exercise regularly also have a reduced risk of falls and osteoporosis. This can be achieved by something as simple as a regular walk.

Many of our patients are put off starting exercise by fear that they may be doing the 'wrong thing' and more harm than good. One way to deal with this is to visit a gym or leisure centre where qualified staff can tailor an exercise plan to your personal needs and also monitor your progress. Most also give a comfortable environment in which to relax afterwards too. Exercise needs to be a pleasure, not a punishment!

Patients with significant health problems should consult their own GP before starting an exercise regime but almost everyone can find some exercise that they enjoy, helped by the knowledge it is also doing them some good.

## SELF TREATMENT OF COMMON PROBLEMS

Many of our urgent appointments are taken up by patients with simple self-limiting illnesses. Some basic knowledge can help you to manage these problems safely. The Surgery has an extensive programme of patient education, self-care and health promotion activities and employs a 'Social Prescriber' to help patients to live a healthier life. Ask a member of reception for more details.

Don't forget your local Pharmacist is also an excellent source of good advice.

### Back Pain

Even severe episodes of back pain often settle quickly with a good painkiller and a short period of rest from lifting etc. Try to keep moving as much as possible rather than opting for complete bed rest. Prevent further attacks by keeping fit and slim and learning to lift safely.

### Burns And Scalds

Treat by quickly cooling the area under a running tap for 10 minutes. Cover with a loose dry dressing. Do not burst any blisters. If the area is large or a small child is affected, the casualty should attend Accident and Emergency.

### Chickenpox

Spots appear on the trunk first but may appear over the whole body. Children may be feverish and a bit "off it". The spots form small clear blisters and become itchy as they heal. Keep them cool and give paracetamol. Calamine lotion may help the itching. The condition is infectious for 10 days, starting from about two days before the rash. The incubation period is about 14 days. Keep anyone with chickenpox away from pregnant women and adults who have not had the illness.

### Coughs/Colds And Sore Throats

Your Doctor does not have any magic cure for these common problems. **Colds are caused by a viral infection - antibiotics do not help!** Paracetamol (or aspirin in those over 16 years old) help fever. Steam inhalation and throat sweets may be as good as cough medicine. Severe sore throats or those that persist over five days may need treatment by the GP. Likewise, if you cough up blood, thick coloured phlegm or are getting very out of breath following a cold.

### Diarrhoea And Sickness

Most episodes in adults and older children settle quickly by simply stopping solid food for a day and giving frequent small amounts of clear fluids. Diarrhoea medicines are really only worthwhile if you have to travel somewhere or symptoms are persisting (not recommended at all under 12 years). For babies we recommend stopping all milky drinks (unless breast-fed) and giving only a rehydration mixture such as Dioralyte. If symptoms do not settle in 24 hours or you really cannot get them to keep anything down then contact your GP or Health Visitor.

### Feverish Children

Treat a fever with the correct dose of paracetamol for your child. A cool bath may help. Give them plenty to drink. Children may have up to 10 simple viral infections each year such as sore throats, colds and tummy upsets. Antibiotics have no effect on these. They should settle without treatment.

### Influenza ('flu')

Most people say they have 'flu' when they just have a heavy cold. Real influenza is very unpleasant, bringing with it a high temperature, aching all over and a feeling of being exhausted. **It is a viral illness and most fit people recover without treatment.** Flu vaccination is now offered each Autumn to all patients aged 65 and over and to patients of all ages with heart disease, respiratory complaints (such as asthma), diabetes and a number of other conditions.

### Head Injuries

Children often bang their heads. If they have been seen to fall, are not knocked out and seem lively straight after, they just need to be watched. The worrying signs are sleepiness, repeated vomiting or continued crying with headache. If you are worried take them to Accident and Emergency. It is safe to give paracetamol.

### Insect Bites/Stings

Put ice on the area to keep the swelling down. A number of remedies are available from a chemist for adults and children. If the swelling is not beginning to go down after 48 hours see a Nurse or your GP.

### Nosebleeds

Sit forward and firmly squeeze the soft part of the nose for a full 15 minutes. If the bleeding starts again then repeat this. If still bleeding then go to Accident and Emergency.

### Verrucae And Warts

These are very common and will eventually go on their own although it can take several years.

## FAMILY MEDICINES

These useful items should be kept in every family medicine cupboard, carefully locked. Your local pharmacy can give more help.

<b>Paracetamol Tablets</b>	adult, for fever and pain
<b>Paracetamol Liquid: Calpol</b>	children, fever and pain
<b>Aspirin Soluble</b>	adults only, for fever. Gargle for sore throats
<b>Antihistamine Tablets</b>	adults only, bites, hayfever and allergic rashes
<b>Menthol Crystals</b>	inhale with steam for blocked nose/sinus
<b>Vapour Rub/Capsules</b>	Vicks, Karvol etc
<b>Antiseptic Cream and Solution</b>	
<b>Calamine Lotion</b>	soothes itching
<b>Selection of Sticking Plasters</b>	
<b>3-inch Crepe Bandage</b>	
<b>Cotton Wool</b>	
<b>Thermometer</b>	

## PATIENT PARTICIPATION GROUP

### “The Patient’s Voice”

Providing an opportunity for you to have your say in how your Doctors and Nurses develop and improve the service they offer you.

### What is a Patient Participation Group?

Patients working with a Practice to:

- contribute to the continuous improvement of services;
- foster improved communication between the Practice and its patients;
- help patients to take more responsibility for their health;
- provide practical support and help to implement change.

### What is the Dyneley House Group?

The Dyneley House Patient Participation Group (PPG) comprises:

- a number of patients, all volunteers;
- the Practice Manager;
- a Doctor;
- a Practice representative.

**What does the Group do?** The Group meets regularly in order to discuss how we can improve the services provided by the Practice. We will also provide a means of feeding back your comments, concerns and suggestions to the Practice Management.

**What the Group cannot do. We cannot handle complaints. Also we do not have access to confidential patient information.**

We need your ideas about what we can do.

How can you contact us? If you have ideas or comments you would like to pass on please contact us using the ‘contact us’ tab on the Surgery website or post in the box provided in the Surgery.

## USEFUL TELEPHONE NUMBERS

Airedale General Hospital .....	(01535) 652511
Alcohol and Drug Helpline .....	(01723) 330730
Bradford Royal Infirmary .....	(01274) 542200
Citizens Advice Bureau .....	03444 111 444
Carers Resource .....	700888
Craven District Council .....	700600
Craven Voluntary Action .....	701056
District Nurses (non-urgent messages) .....	701754
(urgent via bleep 8.30am to 5.00pm, 6.00 to 10.00pm).....	(01535) 652511
Health Visitors .....	01423 544265
Midwives .....	702341
NHS 111 .....	111
Patient Advice and Liaison Service (PALS) North .....	0800 068 8000
Police .....	0845 606 0247
Registrar Births/Deaths .....	793005
Skipton General Hospital .....	792233
St Luke’s Hospital .....	(01274) 734744

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