



Dear Patient,

May 2026

We are writing to you to update you with regard to the addition of a Practice Branch site in Reeth as we are sure you may have many questions and would like to know what's happening.

Reeth branch site will be open from Tuesday 2 June 2026, 9.00am.

I was a patient at Reeth and I have been moved to Central Dales Practice, what does this mean for me?

Opening Hours – Tuesday, Wednesday, Thursday (9.00am to 6.00pm)

GP Clinics – Tuesday and Thursday

Practice Nurse Clinics – Tuesday, Wednesday and Thursday

If you need urgent care on a Monday or Friday, if we cannot assist you by telephone, you may need to travel to Hawes or Aysgarth to be seen. We will always do our best to inconvenience you as little as possible.

Medications - Acutes will be dispensed on site, repeat medications will be dispensed from our Aysgarth site and delivered to Reeth for collection Tuesday, Wednesday and Thursday each week (between 9.00am and 6.00pm). Repeat medications can be requested via the NHS App, SystemOnline, email, in person or by post. Please order a week in advance to ensure you don't run out.

Appointments – routine appointments are bookable in advance, just call reception and they'll take a few details and book you in with the most appropriate person to meet your needs, this could be a variety of healthcare professionals. Urgent or same day appointments are offered on the day simply call us between 9.00am and 10.00am, we will take a few details to pass onto the GP/Advanced Nurse Practitioner (ANP) on Duty and they'll call you back that morning. If they need to see you, they'll bring you in for a face-to-face appointment following their initial clinical assessment. We have found that offering urgent access in this way better meets demand and means we can provide care more efficiently. We also offer online consultations via our website (there's a quick link button on our website homepage). Please note that we do not accept medical information or requests via email, it is solely for the purpose of requesting repeat medications.

As you are now registered with us, you are part of the Richmondshire Primary Care Network and Heartbeat Primary Care Charity Interest Company, which means you now have access to the additional services our existing patients have already had access to, including – evening and weekend appointments across Richmondshire (GP, ANP, Practice Nurse, Healthcare Assistant, Pharmacist), Advanced Clinical Practitioners, Frailty Nurse, Physiotherapist, Mental Health Practitioner and Social Prescriber Link Workers. Practices across Richmondshire have been working together to implement and offer more services to our patients since 2019. We want our patients to have access to the right person, at the right time and this is not always a GP.

We are aware that you may not have experience of Advanced Nurse Practitioners so we would like to take a moment to focus on Fiona Morrison, our Advanced Nurse Practitioner who is a Partner and works within the GP team. She is very skilled and experienced and can assess, diagnose, prescribe and refer. You may be offered an appointment with her for something routine or for anything urgent/same day.

Telephone 01969 667200 / Email – hawes.dispensary@nhs.net / www.centraldalespractice.nhs.uk

I am an existing patient of the Central Dales Practice, will services be affected?

We confirm that there will be no reduction in the services or clinics currently being provided to you and to support this, we have added an extra day of Dr Carey-Jones which means there are 7 days of GP and 4 days of ANP cover across Hawes and Aysgarth each week. We continue to look to recruit an additional GP to join the team.

Whilst we go through a period of recruitment, there may be changes to the existing GP/ANP Rota to ensure all sites are covered but there will be no reduction in the number of clinics currently in place.

Hawes and Aysgarth sites will remain open Monday to Friday, as they are now.

For all patients

We are one practice with three sites (Hawes, Aysgarth and Reeth) and you are registered with the Practice, this means you can attend any of the three sites, you do not need to feel you are only able to attend your nearest site. One Practice, one patient list, one team.

We hope this has been helpful and has answered some of the questions we are sure you have had. We will do our best to keep communicating with you all as far as is practical during the coming months.

Kind regards,

Dr Jonathan Pain, GP Partner, Lynn Irwin, Managing Partner, Fiona Morrison, ANP Partner, Central Dales Practice

Meet the Team

Dr Jonathan Pain, GP Partner
Fiona Morrison, ANP Partner
Dr Kathryn Carey-Jones, Salaried GP
Lynn Irwin, Managing Partner
Sarah Weatherald, GP Assistant
Karen Stanley, GP Assistant
Jane Martin, Practice Nurse
Miriam Scarr, Practice Nurse
Joanne Iveson, Healthcare Assistant
Tara Batty, Healthcare Assistant
Amy Wardell, Mental Health Practitioner
Lynn Iveson, Advanced Clinical Practitioner
Caroline Pond, Pharmacist
Carolyn Cloughton, Dispensary Lead
Richard Cloughton, Dispenser
Kate Metcalfe, Dispenser
Niall Pain, Dispenser
Elizabeth Fawcett, Receptionist
Betheni Facer, Receptionist
Jen Dixon, Receptionist / Dispenser
Lena Smirnova, Delivery Driver / Domestic Assistant

Recently recruited and joining us soon:

Sharon Johnston, Practice Nurse – joining us late August 2026