



# February 2026 Newsletter

Scarborough Edition — bi monthly



Some members of our clinical Team who are on the front cover of our new Patient Leaflet now available in the foyer of the surgery

## Haxby Group Scarborough

Putting our patients and our people first

### Welcome to Winter/Spring at Haxby Scarborough

Welcome to our February and March newsletter. As we move towards spring, we would like to share some helpful health information, updates from the practice, and ways you can get the most from our services. Thank you, as always, for your continued support and kindness to our team.

### A New, Simpler Way to Access Care at Haxby Group

We have made some changes to how you request appointments, following feedback from our patients. We are introducing a new access system to help you get the right care, from the right person, at the right time. The aim is to make sure your concerns are looked at by a clinician as early as possible and that you receive the right care for your needs.

#### What's Changing?

Many patients told us that choosing between 'urgent' and 'routine' didn't always reflect how they were feeling. To make things clearer and fairer, we have simplified the options so a clinician can review your request sooner.

#### How it will work

When you contact us, you will be asked to choose from 3 options:

- A new health problem, or an existing problem that has got worse
- Follow up of ongoing care with a GP - (non worsening condition)
- Administrative Requests – prescriptions, sick notes, letters, and general admin

You do not need to determine the urgency of your own care need, a clinician will carefully review your request and decide based on clinical need.

This replaces the old 'urgent or routine' system.

#### What happens next?

- We will aim for all requests to be clinically assessed within 24hrs.
- If the clinician feels you need to be seen that day, we will contact you and arrange this with you.

After reviewing your request, we may:

- invite you in for an appointment
- add you to our planned appointments waiting list
- offer advice or reassurance
- pass a message to your usual clinician
- if we are unable to meet your same-day care needs you may be directed to an alternative urgent care provider to ensure you receive timely support, such as NHS 111.

### **You should notice:**

- clearer guidance
- quicker responses where possible
- a safer, more consistent service

### **During the Transition**

As with any change, there may be an adjustment period. We are working hard to keep everything clear and consistent across our website, phone lines, reception, and online forms.

If you are ever unsure which option to choose, our team will be happy to guide you.

All new problems or worsening conditions, will be assessed by our senior clinicians, to make sure you receive the most appropriate and safe response based on your individual care needs.

We will continue to listen to patient feedback and make improvements over the coming year.

***The new system will go live on Thursday 5th February***

### **Reassurance and FAQs**

#### **Why has the appointment system changed?**

We have updated how appointment requests work so concerns are reviewed earlier and our patients receive the most appropriate response.

#### **What do I need to choose now?**

You will be asked whether your request is:

- A new health problem or an existing problem that has gotten worse, or
- Follow up of ongoing care with a GP - for something that is not getting worse

You do not need to decide how urgent it is — a clinician will review your request.

#### **Does this affect urgent problems?**

No. Requests about new or worsening problems will still be clinically reviewed on the same day. If the GP feels same-day assessment is clinically necessary, you will be contacted and asked to attend the practice that day.

We generally target same day urgent appointments to patients with issues where it would be dangerous if they weren't assessed within 1 working day, such as active infections, or symptoms that may indicate hospital interventions are required such as worsening shortness of breath. To facilitate continuity most issues (where safe to do so) will be assessed in routine appointments with clinicians familiar to you.

#### **Will I definitely get an appointment?**

Not always. After reviewing your request, the clinician may:

- invite you for a same-day assessment if needed
- add you to the waiting list for a planned appointment in the coming weeks
- provide advice
- arrange a follow-up
- pass a message to your usual clinician
- signpost you to another appropriate service

This helps ensure you receive the right care, at the right time.

#### **What if my symptoms get worse after I've contacted you?**

If your symptoms worsen or change, please contact the practice again so your request can be reassessed.

#### **Will there be further changes?**

Yes. We will continue to review patient feedback and make improvements to ensure our appointment system works as well as possible.

## Haxby Scarborough Patient Group

The last Patient Group meeting was held at the surgery on January 28th when the following points were raised and the Practice representative present at the meeting responded:

### New Appointment System

We are moving to a clearer system: choose 'new or worsening problem' or 'ongoing long term condition.' Our clinicians will aim to review all new problems and worsening condition requests within 24hrs

### Support for All Patients

You can still contact us by **phone** or **in person** if online systems are difficult.

### Patient Group Awareness

The Group are hoping to improve visibility with a refreshed notice board, updated member photos, and a presence at open days. New members welcome!

### Newsletter & Communications

Nearly 9,000 patients receive our digital newsletter. Printed copies are in the foyer, and updates are shared on Facebook and our website.

### Useful Health Information

- X-rays are not usually helpful for degenerative neck issues — radiologists guide the best imaging.
- Hearing tests can be self booked at local opticians.
- Home blood pressure readings are often more accurate and used for clinical decisions.

If you are interested to find out more about the group please email:

[hnyicb-ny.haxbypatientexperience@nhs.net](mailto:hnyicb-ny.haxbypatientexperience@nhs.net)

## Looking After Your Heart

February is Heart Health Month, a great reminder to take simple steps to protect your heart:

- Stay active – even small amounts of movement help
- Eat a balanced diet with less salt and saturated fat
- Stop smoking – support is available
- Know your numbers: blood pressure, cholesterol, and weight



If you are aged 40–74, you may be eligible for a free NHS Health Check. Please contact us to find out more.

## Women's Health (International Women's Day – 8 March)

We offer support for:

- Cervical screening
- Menopause symptoms
- Contraception and family planning

Please contact the practice if you would like advice or an appointment.



## Wellbeing at St Catherine's - Wellness Programme

St Catherine's Hospice free Wellness Programme is designed to support people living with a life-limiting condition to plan ahead and live as well as possible. This 6 week programme blends education, therapeutic activity, and Social Connection.

Every Wednesday for 6 weeks 10-3pm, this is a rolling program which repeats every 6 weeks.

To find out more please call: 01723 351421 or email: [general@saintcatherines.org.uk](mailto:general@saintcatherines.org.uk)



## Blood Pressure Awareness Event

Tom, our trainee pharmacist, ran a Blood Pressure Awareness Event earlier this month.

The aim was to raise awareness of hypertension, encourage early detection and regular self-monitoring, explain what the blood pressure numbers mean, and highlight why prevention is important in reducing the risk of serious long-term health conditions such as heart disease, stroke and kidney disease. He also shared general lifestyle advice including diet, salt intake, activity, weight control, alcohol consumption and smoking cessation to help patients keep their blood pressure healthy.

He was also able to signpost patients to appropriate support/resources where needed. We hope to plan similar events later in the year.



## December and January data combined — Practice Activity

Thank you to the **18,872** patients who attended their appointment in December and January.

**13,661** telephone calls were answered by our teams in December and January.

(this averages at **325** calls per day)

There were **16,447** Klinik (Online consultations) requests sent by patients in December and January. This includes **5,098** urgent appointment requests.

There were **16,074** Repeat Prescriptions issued in December and January and **7,310** Acute Prescriptions in the same months.

There were **15,052** Face To Face appointments at Lawrence House in December and January.

In December and January there were **1,019** missed appointments costing the Practice **356** hours of clinical time wasted.

**PLEASE CANCEL YOUR APPOINTMENT IF YOU NO LONGER NEED IT OR CANNOT MAKE IT**

Thank you for taking the time to read our newsletter. We hope you found it helpful and informative. If you have any questions, feedback, or ideas you would like to share, we would love to hear from you. Please get in touch with us at: [hnyicb-ny.haxbypatientexperience@nhs.net](mailto:hnyicb-ny.haxbypatientexperience@nhs.net)

Your feedback really does make a difference.