

Notes from Haxby (Scarborough) Patient Group Meeting: 28th January 2026

Present: Diane Robinson (Chair), Ruth Fairchild, Alan Stewart, Jean Pettiner, Peter Bridgewood, Glen Bridgewood, Jeanette Wilby, Jean Fieldsend, Debbie Bairstow, Simon Green, Alyson Ritchie (Deputy General Manager), Jo Green (Patient Services Manager), Deklan Foster (Clinical Admin Support Team Leader)



	Discussion Points:	Lead	Papers
1	<p>Welcome and Introductions Diane welcomed everyone to the first meeting of 2026.</p>	All	
2	<p>Apologies Pat Carolan, Jane Hugill, Nichola Esmond, Elaine Beecroft, Mark Hamblin, Kay Laing, Trish Axcell, Alan Stanforth, Maureen Dickinson,</p>		
3	<p>Notes of Previous Meeting Were approved and signed by Diane Robinson</p>	DR	
4	<p>Any Matters Arising not on the agenda Deklan responded to a question about radiology referrals for degenerative neck conditions and explained that plain x-rays for these are generally not clinically valuable and MRIs may be more valuable. All referrals are vetted by radiologists who advice on the best imaging modality.</p>		
5	<p>New items added to the agenda</p> <p>a) Blood pressure measurements taken at home were discussed. These can be more accurate due to reduced stress. Clinicians use the average of multiple readings.</p> <p>b) Jo described the changes made to the patient access system to improve the service. Taken out “urgent” and “routine” options</p> <ul style="list-style-type: none"> • Replaced with “new or worsening problem” or “ongoing long-term condition” • Triaged and inform patient of next step within 24 hours • No 12-noon cut off, 8 a.m. to 6 p.m. working 		

	<ul style="list-style-type: none"> In person and phone support is still in place for those not online <p>c) Haxby Group is now using the AI tool Kynobi to handle certain tasks, saving staff time.</p> <ul style="list-style-type: none"> Updating waiting lists Sending messages Checked by a clinician 		
6	<p>Guest Speaker</p> <p>Lisa Spencer was unable to attend and will be invited again.</p>		
7	<p>Review of Terms of Reference and election of officials</p> <p>Significant time was spent on this last year and it was agreed to continue with them as they are.</p> <p>Roles were discussed with recognition of a need to share chairing duties by rotation</p> <ul style="list-style-type: none"> Diane will continue as chair Alan Stewart will share chairing duties Jean Pettiner will continue as vice chair Ruth will continue with notetaking These were proposed by Jeanette and seconded by Simon 		
8	<p>Haxby Group's draft EDI Statement of Purpose</p> <ul style="list-style-type: none"> The draft statement was discussed and described as simple, straightforward and clear Phone numbers on the draft were York, local numbers will be available on final version 		
9	<p>Members Items</p> <p>a) Increasing the Patient Group profile – discussion followed about:</p> <ul style="list-style-type: none"> Refreshed notice board A table at open days – members were invited to come in any day to talk to patients and to encourage use of the Friends and Family forms. 		

	<ul style="list-style-type: none"> • The Group were asked to let Aly know of their availability to spend time in reception. • Updated member photographs • Encouraging more patients to join and sharing feedback <p>b) Communication difficulties – it was suggested that there be an answerphone facility for patients to be able to leave messages, but this was not practical due to staff time constraints.</p> <p>c) Hearing Aids and NHS -patients can self-refer via local opticians who may then refer them on to audiology. GPs do not do hearing tests.</p>	All AR	
10	<p>Newsletter and website suggestions</p> <ul style="list-style-type: none"> • Nearly 9000 patients now receive the newsletter • Printed copies are available in the foyer and at reception • The website and Facebook page are being used to share updates, health advice and event information 		
11	<p>Special Days events No events planned at the moment</p>		
12	<p>Any other business</p> <ul style="list-style-type: none"> • Eastfield Surgery have moved out of Lawrence House • Nicola Esmond is leaving Haxby Group. Diane shared a message received from Nicola thanking the group for their input and support • Nicola's replacement will focus more on complaints and patient experience • Dr Day has joined the practice • Dr Carter has returned but is due to go off again 		
13	<p>Next Meeting Dates: March 11th April 22nd June 10th All at Lawrence House at 14.30 Please wear badges and be prepared for photographs to be taken. Remember to sign in and out.</p>		

Meeting Minutes agreed:

SIGNATURE: _____

PRINT NAME: _____

DATE: _____