



April 2026 Newsletter

Scarborough Edition — bi monthly



Haxby Group Scarborough

Putting our patients and our people first

Welcome to Spring at Haxby Scarborough

Spring has arrived, bringing longer days, lighter evenings, and a chance to reset after the winter months. At Haxby Group, we know this time of year can be a mix for many patients, from managing seasonal allergies to finding ways to improve wellbeing and stay active again. As always, our team is here to support you with the right care, at the right time. In this edition, you will find practical advice, important health reminders and updates on how to make the most of our services,

Spring is here – and so is hay fever season!

As we head into April, many people start to experience hay fever symptoms like sneezing, itchy eyes, and a runny nose. Start treatment early – antihistamines and nasal sprays work best before symptoms peak.

If you are unsure what is best, your local pharmacy can help without needing a GP appointment.

Don't ignore your bowel screening test

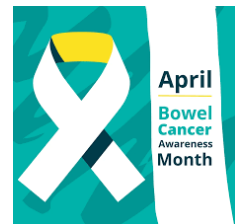
April is Bowel Cancer Awareness Month.

If you have received an NHS bowel screening kit, please complete and return it.

- It can detect problems early
- It can save lives

Contact us if you have symptoms like:

- Blood in your poo
- Persistent changes in bowel habits
- Unexplained weight loss



Feeling stressed or overwhelmed?

April is also Stress Awareness Month. You are not alone – support is available. Small steps can make a big difference. Our Social Prescribing team can connect you with local support, groups, and services.

- Get outside for fresh air
- Talk to someone you trust
- Take short breaks from screens

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Pharmacy First – quicker care for common conditions

Did you know your pharmacist can now assess and treat several conditions without you needing to see a GP?

These include:

- Sore throat
- Earache
- Sinusitis
- Infected insect bites
- Urinary tract infections (UTIs) (in some patients)



Make the most of the NHS App

You can:

- Order repeat prescriptions
- View your medical record
- Check test results



Using the app helps reduce phone waiting times and keeps lines free for urgent care.

Stay connected

Follow us on social media and check our website for updates, service changes, and health advice.



Haxby Scarborough Patient Group

The last Patient Group meeting was held at the surgery on March 11th when the following points were raised and the Practice representative present at the meeting responded.

Members heard from Lisa Nortcliff, a Memory Support Advisor from Dementia Forward. She explained how patients can be referred for memory assessments and the support available for those living with memory difficulties and their families. This includes clinic appointments, home visits where needed, practical advice, and access to local support groups and community activities.

The practice also shared several positive updates. Dr Sian Currie will be joining as a new partner, alongside additional GP recruitment, helping to improve appointment availability. The new access system is working well, with most patients now able to get an appointment within a few days.

A new Complaints Manager has been appointed who will be working across the Haxby Group in Hull, York and Scarborough and will be focusing on improving how patient concerns are handled.

The group continues to work on improving communication with patients. The newsletter, website updates, and notice boards are being refreshed, and there are plans to increase visibility, including social media.

We are also working with Age UK to offer digital drop-in sessions to help patients use the NHS App, supporting better access to online services.

Finally, discussions included ways to strengthen patient involvement, improve awareness of safeguarding, and address local issues such as transport to services.

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

hnyicb-ny.haxbypatientexperience@nhs.net

Welcome Dr Day

We are absolutely delighted to welcome Dr Day to our practice team.

Dr Day trained in medicine at Cambridge University and worked at Addenbrooke's Hospital before moving to North Yorkshire to complete her GP training in Northallerton. Her GP career has taken her from Reeth in the Yorkshire Dales to becoming a GP Partner in West Ayton, where she cared for patients for 11 years.

Dr Day has a particular interest in child health and neurodiversity and is also a GP trainer, supporting and mentoring doctors in training with in the practice. Dr Day is passionate about really getting to know her patients and working together to support better health and wellbeing.

Alongside her clinical work, Dr Day is an elected GP representative for Scarborough, Whitby and Ryedale, working closely with local healthcare services and representing our area at a national Primary Care level.

Outside of work, Dr Day enjoys spending time with her husband, two children and their two dogs. She loves sea



Memory Support Service

We were pleased to welcome Lisa Nortcliff, to our recent Patient Group Meeting. Lisa is a Memory Support Advisor from Dementia Forward, who provides clinics across Scarborough GP practices.

Lisa explained that her role is to support patients who are experiencing memory concerns. She runs regular clinics at the surgery, where patients can be referred by a GP, reception, or self-refer. Appointments are longer than standard GP consultations, allowing time to explore symptoms in detail and help patients feel at ease.

During appointments, Lisa gathers information about memory changes and daily life and completes a structured memory assessment. While she is not a clinician, her detailed notes help GPs decide on next steps, which may include blood tests or referral to a specialist memory clinic.

She reassures patients that many memory issues are not dementia and can be linked to factors such as anxiety, infections, or normal ageing. Simple forgetfulness—like misplacing items or occasionally struggling to find words—is common. However, more significant changes in behaviour or daily functioning may need further investigation.

Lisa highlighted the importance of early assessment, as this can provide reassurance or enable earlier support and planning if needed. She also shared practical tips to support memory, such as using reminders, keeping mentally active, staying hydrated, and maintaining social connections.

Patients awaiting specialist assessment can access additional support through Dementia Forward, including advice for individuals and carers, local support groups, and activity sessions.

Appointments with the Memory Support Advisor can be arranged via the surgery in the same way as other requests, including online or through reception.



A fond farewell to Sue

After six wonderful years with us, we are saying a very fond farewell to a much-valued member of our admin team. Sue first joined Central Healthcare six years ago on a temporary 6-month contract, in the midst of the Covid restrictions, providing vital admin support ahead of a CQC inspection. What started as a short-term role quickly grew, as Sue went on to support complaints and significant events before moving into the rota team, where she became a familiar and reliable presence supporting our nursing team.

Throughout her time with us, Sue has been a calm, dedicated and supportive colleague, and she will be greatly missed by everyone who has had the pleasure of working with her.

As Sue begins this exciting new chapter, she is looking forward to having more time for gardening, reading, cooking, and enjoying long walks with Lucy, her adorable black labrador. There are also plans for more days out, lunches with friends, and even a return to yoga. Most exciting of all, she is hoping to spend more time in her happy place, Cape Town, with her husband. While Sue looks ahead to new adventures, she will miss many of the people here – and we will certainly miss her too. We wish Sue all the very best for a happy, healthy and fulfilling retirement.

A fond farewell to Andrea

After an incredible 22.5 years with the practice, we are saying a very fond (and slightly reluctant!) goodbye to Andrea as she heads into her next chapter.

Andrea's journey here is one many of us still smile about. She originally joined as a receptionist and lasted just three months! At the same time she handed in her notice, an unexpected opportunity arose when the finance and payroll manager also left. Andrea was offered the role – despite having no prior experience – and bravely agreed on the condition she would be trained. In true Andrea fashion, she took on the challenge headfirst even when that training turned out to be just two morning sessions before being left to figure it out herself!

What followed was 15 years of dedicated work in payroll and finance, where Andrea became a hugely valued and trusted member of the team. When four practices merged to form Central Healthcare, she adapted once again, moving into an auditing role and continuing to support the organisation through a period of significant change.

In December 2020, Andrea took on yet another new challenge as Nurse Team Administrator, where she has been a key part of the team ever since – organised, reliable, and always willing to help wherever needed.

Andrea describes this moment as not necessarily a full retirement just yet – but whatever comes next, she's clear it won't involve sitting behind a screen all day! Instead, she's looking forward to something a little more active, starting with an exciting new adventure. With a motorhome arriving imminently, Andrea and her husband are planning a three-month trip through Europe this summer, heading all the way down to Austria. Exciting and a little terrifying, she says – but we think it sounds perfect.

Andrea, we thank you for your loyalty, resilience, humour, and the countless ways you have supported both colleagues and patients over the years. You have been part of the fabric of this practice for more than two decades, and you will be greatly missed.

We wish you all the very best for the adventures ahead – wherever the road may take you.



Spring COVID-19 Vaccination Clinics

Clinics are now underway at the practice. Eligible patients include adults aged 75 years and over, Care Home residents and patients aged 18 and over who are immunosuppressed. Eligible patients with SMS/Email details have been invited and some invited by phone. All other eligible patients will receive a national invite. Patients under 18 should book online: <https://www.nhs.uk/nhs-services/vaccination-and-booking-services/book-covid-19-vaccination/>

February and March data combined — Practice Activity

Thank you to the **20,359** patients who attended their appointment in February and March.

14,974 telephone calls were answered by our teams in February and March.

(this averages at **358** calls per day)

There were **17,307** Klinik (Online consultations) requests sent by patients in February and March. This includes **6,305** urgent appointment requests.

There were **16,001** Repeat Prescriptions issued in February and March and **7,398** Acute Prescriptions in the same months.

There were **15,303** Face To Face appointments at Lawrence House in February and March.

In February and March there were **1,201** missed appointments costing the Practice **424** 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

Your feedback really does make a difference.