

# August & September 2026 Newsletter

Scarborough Edition - bi monthly



## Haxby Group Scarborough

Putting our patients and our  
people first



## HAXBY COMES TOGETHER

Once a year, colleagues from our Haxby Group practices across York, Hull and Scarborough come together for an annual Away Day. This year, it was Scarborough's turn to host at the Spa.

The day gives teams who don't usually work face-to-face the chance to connect, share ideas, hear organisational updates and strengthen relationships. By investing time in working better together, we can improve communication, share good practice and continue providing joined-up, high-quality care for our patients. It was also a great opportunity to showcase everything Scarborough has to offer to our York and Hull colleagues.

## PREPARING FOR AUTUMN

Autumn is a season of change, making it the perfect time to check in with your health and wellbeing. Looking after yourself can help you stay healthy, resilient and ready for the months ahead. Whether that be through prevention, forming good habits or finding ways to feel your best, our team is here to help you enjoy a healthy new season.

## World Suicide Prevention Day - 10<sup>th</sup> September



Everyone has times when life feels overwhelming, but you don't have to face those moments alone.

World Suicide Prevention Day is a reminder that support is available and that reaching out is a sign of strength. Whether you're struggling yourself or you're concerned about someone you care about, talking to someone can make all the difference.

Our practice is here to listen and help you find the right support. You can also contact the Samaritans free, day or night, on 116 123 or visit [www.samaritans.org](http://www.samaritans.org). Help is also available through NHS 111 (select the mental health option where available), and click the link for [NHS Every Mind Matters](#) for practical advice and wellbeing resources.

If you or someone else is in immediate danger or at risk of serious harm, call 999 or go to your nearest Accident & Emergency department.

Remember: you are never alone. There is always someone ready to listen and help.

## Patient Safety Day - 17<sup>th</sup> September

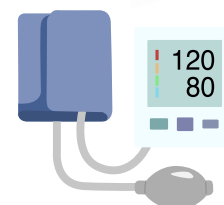


World Patient Safety Day highlights the importance of safe, high-quality healthcare for everyone. You can help us by keeping your contact details up to date, bringing a list of your medicines to appointments, and asking questions if you're unsure. We are committed to ensuring you feel safe in our practice and will work with you to ensure this.

## Know Your Numbers Week - 7<sup>th</sup>-13<sup>th</sup> September



This week is a great reminder to check your health measurements. If you're visiting the practice, why not use the Health Pod in reception? In just a few minutes, you can check your height, weight, blood pressure and pulse. Your BMI is then calculated, and the information is added directly to your health record, helping to keep it up to date for you and your clinical team.



**PLEASE NOTE** that some patients will automatically receive messages about their BMI based on these readings. As these messages are automated, they may not always be appropriate for everyone. If you think your BMI reading is incorrect or the message doesn't reflect your individual circumstances, please let us know and we'll be happy to review it with you.

# Learning Disability and Autism training

Many of our clinicians and administrative staff have recently taken part in the **Oliver McGowan Mandatory Training on Learning Disability and Autism**. The training, delivered by Nimbuscare, helped our team better understand the needs of autistic people and how we can make healthcare more accessible, supportive and inclusive. We are committed to providing the best possible care for all of our patients. Ella, nurse team administrator, said: *"The training has given me a much better understanding of autism and how small changes can make a big difference to a patient's experience."*



## Patient Group Meeting

The last Patient Group meeting was held at the surgery on 22nd July where we discussed several issues with practice representatives. The Patient Services Manager explained how annual repeat medication reviews work and reassured members that if an online prescription request is blocked because a review is due, patients can still submit their repeat slip at reception and the Medicines Optimisation Team will ensure medication is not interrupted. The wording on our website will also be updated to make this clearer.

The group also discussed the development of our new AI telephone triage system. It is currently being tested by staff and, once ready, members will be invited to trial it and provide feedback before any wider rollout.

Members shared positive feedback about the Eastfield Diagnostic Centre, highlighting its convenient location, excellent facilities and short waiting times for tests such as MRI, ultrasound, X-rays and blood tests. We discussed vaccination updates, and heard excellent feedback about the rapid support provided by Nimbus Care following an urgent referral from the practice. Finally, members raised concerns about the condition of the disabled car park and bike park, which will be followed up. The next meeting will be held on September 2<sup>nd</sup> at 2.30 pm.

If you are interested in finding out more about the group, please email:

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

## Autumn vaccinations

Our Autumn Vaccination Programme begins on **1 October**, offering Flu, COVID and RSV vaccinations to eligible patients.

If you're eligible, we'll send you an invitation when it's time to book. Please wait until you receive your invitation before attending.

Getting vaccinated is one of the best ways to protect yourself and those around you during the winter months. To find out more click the following link: [NHS Winter vaccinations and winter health information.](#)



## Befriending volunteers

Age UK are looking for some befriending volunteers to get involved in providing companionship to older people who are socially isolated within the North Yorkshire Coast and Moors area.

To find out more or apply, **email** [\*\*tracey.armstrong@ageuknycm.org.uk\*\*](mailto:tracey.armstrong@ageuknycm.org.uk) or **call AgeUK on 01723 379058.**



## Play rounders

Did you love rounders at school? Want to try something new and fun? Now is the time to get involved. The sessions are based at Oriel Crescent every Thursday from 7pm.

Everyone is welcome – from beginners to pros – and the first session is free. **Email** [\*\*enquiries@roundersengland.co.uk\*\*](mailto:enquiries@roundersengland.co.uk) or **call Alan on 07801 997999 to get involved.**

## Practice activity

Thank you to the **21,851** patients who attended appointments in June and July.

**14,870** telephone calls were answered (this is an average of 335 calls every day!)  
 **18,025** online requests were received, including **7,599** urgent appointment requests.

**16,393** repeat prescriptions and **7,257** acute prescriptions were issued.

**15,884** face-to-face appointments were provided at Lawrence House.

Unfortunately, **1,245** appointments were missed during June and July, resulting in **435** hours of clinical time lost.

**If you no longer need your appointment, or cannot attend, please get in touch to cancel so these can be given to someone else.**

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. Your feedback really does make a difference.

Please get in touch with us at: [\*\*hnyicb-ny.haxbypatientexperience@nhs.net\*\*](mailto:hnyicb-ny.haxbypatientexperience@nhs.net)