

Notes from Haxby (Scarborough) Patient Group Meeting: 22nd July 2026

Chair: Diane Robinson

Present: Diane Robinson (Chair), Elaine Beecroft, Jeanette Wilby, Ruth Fairchild, Jean Fieldsend, Alan Stewart, Jean Pettener, Peter Bridgewood, Glen Bridgewood, Mark Hamblin, Maureen Dickinson, Trish Axccl, Alyson Ritchie (Deputy General Manager), Jo Green (Patient Services Manager), Ella Wilson (Nurse Administrator)

Apologies:



	Discussion Points:	Lead	Papers
1	Welcome and Introductions Everyone was welcomed. Diane told the group that Kay Laing had resigned due to family responsibilities. The group sent their good wishes.	All	
2	Apologies Debbie Bairstow, Jane Hugill, Alan Stanforth, Pat Carolan		
3	Notes of Previous Meeting Were approved and signed by Diane Robinson	DR	
4	Any Matters Arising not on the Agenda None		
5	Any new items to be added to the agenda None		
6	Guest Speaker None		
7	Members Items Communications Jo provided a detailed explanation about the annual medical review process. • 12 monthly reviews needed • Requests for repeat prescriptions which are held up for review can be sent in the comments section or by submitting repeat slips.		

	• The wording on the website about how requests can be made is incorrect and Jo will request a change. • Review dates are on repeat slips • The team monitors when reviews are due and ensures medication is not interrupted Automated Messaging • The group expressed concern about blunt text messages. • Aly explained this is due to wording limits and the associated costs. AI Triage System • Still being tested by staff. This will be rolled out to patient groups later. • This is a dummy system, not using real data but it will be easier to check if genuine information is used. • Runs within SystemOne and is being trialled across multiple practices, with the aim of eventual broader integration • Concern was expressed about the ability of AI to handle complex or non-standard queries, language difficulties and those with difficulties handling the technology		
8	Update from Patient Engagement Network There has been a lack of notifications about future meetings The new diagnostic centre at Eastfield was discussed. • Positive feedback from some members • The buses are running to the centre • There is a large car park • Waiting times are minimal • Patients are referred when timely appointments are not available locally, using the ICE system		
9	Ideas please a) Patients Newsletter		

	Praise was given by the group for the professionalism and clarity of the current newsletter. b) Website The greyed-out area on the website has been reported		
10	Future Special Days events and opportunities for volunteering The next round of vaccination clinics has been set up but there is no need for volunteers at present.		
11	A.O.B. • Nimbus Care praise was given by a member of the group for the urgent care they received from this service. This service is used by the practice to cover during staff training and out-of-hours. • Disabled parking concern was raised about the poor condition of the disabled car park and the bike park. Both are in need of maintenance.		
12	Next Meeting Date: 2nd September 2026 7th October 2026 (this is a change from the date given at the meeting) 25th November 2026 6th January 2027 Please wear badges and be prepared for photographs to be taken. Remember to sign in and out.		

Meeting Minutes agreed:

SIGNATURE: _____

PRINT NAME: _____

DATE: _____