

October & November 2026

NEWSLETTER

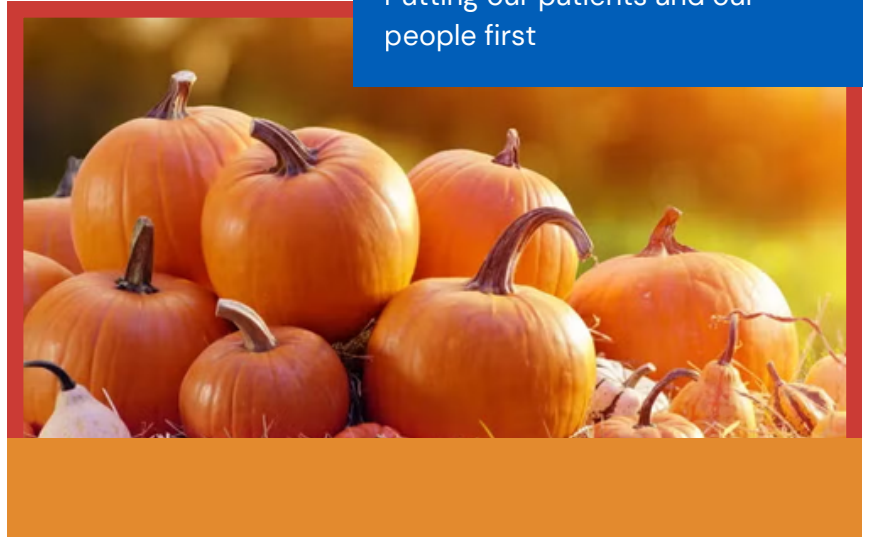
Scarborough Edition - bi monthly



Haxby Group Scarborough

Putting our patients and our
people first

Autumn is here! And with the change in season comes a chance to focus on our health and wellbeing. In this edition, you'll find useful information, seasonal reminders and ways we can support you over the coming months.



Make a change



October is a great time to think about your relationship with alcohol and smoking.

Stoptober encourages people who smoke to make a quit attempt, while Sober October is a chance to take a break from alcohol. Even small changes can make a difference to your health.



Remembrance Sunday



Remembrance Sunday takes place on 8th November 2026. It is a time to remember and honour the service and sacrifice of those who have served and continue to serve in the Armed Forces. At Haxby Scarborough, we will take a moment to remember those who gave so much for others. Lest We Forget.



Breast Cancer Awareness



October is Breast Cancer Awareness Month - a good time to remember the importance of checking your breasts regularly and knowing what is normal for you. Look out for any changes and get in touch if you have any concerns to get it checked.



Do you know what your pharmacist can help with?



Did you know that your local pharmacy can help with a range of common health conditions without you needing to see a GP first?

Pharmacists can offer advice and, where appropriate, provide treatment for conditions such as **earache, sore throats, sinusitis, UTI's**.

Before contacting the practice, consider speaking to your local pharmacy first. You may be able to get the help you need quicker and without a GP appointment.

Staying safe on Bonfire Night



Bonfire Night is a great opportunity to get together and enjoy the fireworks, but it is important to stay safe.

Always remember to **keep a safe distance from bonfires and fireworks**. Fireworks should always be handled by a

responsible adult and pets should be kept indoors where possible. **Never give sparklers to young children**. If you do have an accident or burn, seek appropriate medical advice immediately via 999 for severe burns or 111 if you feel unsure or need help for a smaller burn.

Lisa Birkinshaw, our Wound Care Co-Ordinator, said: "We would like to remind patients to take extra care when handling fireworks and sparklers. Every year, GP practices see patients with preventable burn injuries, many of which involve children and young people. A few simple safety measures and prompt first aid can make a significant difference, helping to prevent complications and support effective wound healing."



Mental health awareness



World Mental Health day takes place on 10th October, reminding us that looking after our mental health is just as important as looking after our physical health.

Sometimes talking about how we're feeling can be difficult, but you don't have to wait until things feel overwhelming before asking for help.

Talking to a friend, family member, GP, or another healthcare professional can be a good first step.

November is also **Movember**, which shines a light on men's health, including mental health. Checking in with the men in your life - and making time to talk - can make a real difference.



What does that mean?!

Ever left an appointment thinking "... what does that mean?" let's bust that jargon!

COPD/COAD

Chronic Obstructive Pulmonary Disease / Chronic Obstructive Airways Disease - long-term lung conditions

UTI

Urinary Tract Infection - an infection in your urinary system.

GDPR

General Data Protection Regulation - rules that help keep your personal information safe and private.

Debbie's pod pop-up

Debbie, from the Patient Group, is currently running a pod pop-up stand in reception to help patients get to grips with the system. The pod is a machine that records your height, weight, blood pressure and general wellbeing such as smoking or alcohol intake.

Debbie said she started her pop-up as "a way of supporting Haxby."

She added: "Some people struggle, so having someone available to help can reduce the stress.

"It also gives us an opportunity to chat with patients about their experience."



Patient Group Meeting

The last patient group meeting was held at the surgery on 2nd September, where members discussed how the group is working and how they can continue to support the practice and patients. Members highlighted the importance of recording achievements and sharing feedback, as well as the value of staff insights and guest speakers.

The group also discussed opportunities to contribute more to the newsletter, gather patient feedback through surveys and potentially have more volunteer presence at the surgery.

There was support for helping with health awareness events and practical tasks. Members also discussed possible future speakers they would like to hear from.

The next meeting will be held on 7th October 2026.

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

hnyicb-ny.haxbypatientexperience@nhs.net

Welcome Dr Shalabi

We are pleased to welcome Dr Ahmed Shalabi, who joined the Haxby Group family in Scarborough as a salaried GP in May 2026. His journey into medicine began in Egypt, where he graduated from Mansoura University in 2012. Since then, life and medicine have taken him on quite an adventure.



From working as a doctor in Egypt to exploring the business side of healthcare in Saudi Arabia, and eventually moving to the UK to complete his GP training, Dr Shalabi has been fortunate to meet wonderful people, experience different cultures and learn valuable skills along the way.

Outside the consulting room, he is a husband and proud dad to two lovely daughters who make sure his life is never boring. He is also passionate about technology, entrepreneurship and watches, and enjoys turning creative ideas into real projects.

Dr Shalabi believes a good workplace is about more than just the work itself; it is about the people, the laughter, the support and the little moments that make a busy day better. He is genuinely excited to be part of the Haxby team and looks forward to getting to know everyone, sharing a few laughs and making some great memories along the way.

August & September data combined

Thank you to the **19,754** patients who attended appointments during Aug & Sept:

📞 **14,087** telephone calls were answered (this is an average of **344** calls every day!)

💻 **17,179** online requests were sent, including **7,595** urgent appointment requests.

💊 **16,244** repeat prescriptions and **6,522** acute prescriptions were issued.

👩 **14,238** face-to-face appointments were provided at Lawrence House.

Unfortunately, **1,168** appointments were missed during August & Sept, resulting in **411** hours of clinical time lost.

If you no longer need your appointment, or cannot attend, please let us know as soon as possible so we can offer it to another patient.

PLEASE CANCEL ANY APPOINTMENTS YOU NO LONGER NEED OR CANNOT ATTEND

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.