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Patient & Community Collaboration Group Newsletter

Hull edition

Spring 2026

Prostate Cancer Awareness Month

Message from Dr Witney, Haxby GP Partner

Prostate cancer is common. In the UK, around 1 in 8 men are diagnosed each year, rising to 1 in 4 for Black men. It mainly affects people over 65, but anyone assigned male at birth, including trans women and non-binary people, should be aware of the symptoms. Knowing what to look out for can help you spot changes early and get support.

You might not even know where your prostate is, or what it does. That's normal. The prostate is a small gland, about the size of a walnut, located below the bladder. It helps make semen. Prostate cancer starts when cells in the prostate grow out of control. Most prostate problems are not cancer, but understanding what's normal for your body can help you spot changes early.

Whether you're worried, waiting for tests, or have been diagnosed, help is available:

- Call the Macmillan Support Line for free on [0808 808 00 00](tel:0808 808 00 00), 8am to 8pm, 7 days a week. You can request an interpreter or information in other formats.
- [Online Community](#) – Join our forums to talk to people affected by prostate cancer. Share experiences, ask questions, and get support from people who understand.
- Local groups and services – Find face-to-face or online groups in your area. They provide peer support, practical advice, and guidance from trained volunteers and professionals. [Search for local services in your area.](#)

What else is going on



We are proud to share that Rachel, our Deputy General Manager, has successfully completed her Cancer Awareness Training and is now a Haxby Cancer Champion. Through this training, Rachel has strengthened her knowledge and understanding of cancer awareness, helping to support earlier conversations, promote screening, and encourage awareness within our team and

community. Her commitment to improving health awareness reflects the caring and supportive values we strive to uphold every day.

Phlebotomy (blood tests) at the Hull Community Diagnostic Centre (CDC)

Patients in Hull are now able to have blood tests requested by their GP, hospital consultant or clinician at the Community Diagnostic Centre (CDC), allowing flexibility and convenient access via public transport. The CDC is part of Hull University Teaching Hospitals NHS Trust; tests are by appointment only and results will go directly to the requesting clinician.

Opening times - Monday to Friday 08:30 to 16:00

- Located on Albion Street, Hull, HU1 3TD.
- Car parking on site, which is pay and display and there are multiple car parks located nearby as well as on street parking.
- Bus stops are located on Albion Street and Bond Street serving both Hull and East Riding

Since January our Hull patients attended **1,054 blood test appointments at the CDC**. This shows the new approach of offering the CDC as the first option is working well, with many patients happy to travel for a quicker appointment. It's also helping free up our nurses to focus more on chronic care and complex cases within the practice.

A New, Simpler Way to Access Care at Haxby Group

We have made some changes to however you request appointments, following feedback from our patients. We are introducing a new access system to help you get the right care, from the right person, at the right time. The aim is to make sure your concerns are looked at by a clinician as early as possible and that you receive the right care for your needs.

What's Changing?

Many patients told us that choosing between 'urgent' and 'routine' didn't always reflect how they were feeling. To make things clearer and fairer, we have simplified the options so a clinician can review your request sooner.

How it will work

When you contact us, you will be asked to choose from 3 options:

- A new health problem, or an existing problem that has got worse
- Follow up of ongoing care with a GP - (non worsening condition)
- Administrative Requests – prescriptions, sick notes, letters, and general admin

You do not need to determine the urgency of your own care need, a clinician will carefully review your request and decide based on clinical need.

This replaces the old 'urgent or routine' system.

What happens next?

- We will aim for all requests to be clinically assessed within 24hrs.
- If the clinician feels you need to be seen that day, we will contact you and arrange this with you.

After reviewing your request, we may:

- invite you in for an appointment
- add you to our planned appointments waiting list
- offer advice or reassurance
- pass a message to your usual clinician
- if we are unable to meet your same-day care needs you may be directed to an alternative urgent

care provider to ensure you receive timely support, such as NHS 111.

You should notice:

- clearer guidance
- quicker responses where possible
- a safer, more consistent service

During the Transition

As with any change, there may be an adjustment period. We are working hard to keep everything clear and consistent across our website, phone lines, reception, and online forms.

If you are ever unsure which option to choose, our team will be happy to guide you.

All new problems or worsening conditions, will be assessed by our senior clinicians, to make sure you receive the most appropriate and safe response based on your individual care needs.

We will continue to listen to patient feedback and make improvements over the coming year.

The new system will go live on Thursday 7th May

Reassurance and FAQs

Why has the appointment system changed?

We have updated how appointment requests work so concerns are reviewed earlier and our patients receive the most appropriate response.

What do I need to choose now?

You will be asked whether your request is:

- A new health problem or an existing problem that has gotten worse, or
- Follow up of ongoing care with a GP - for something that is not getting worse

You do not need to decide how urgent it is — a clinician will review your request.

Does this affect urgent problems?

No. Requests about new or worsening problems will still be clinically reviewed on the same day. If the GP feels same-day assessment is clinically necessary, you will be contacted and asked to attend the practice that day.

We generally target same day urgent appointments to patients with issues where it would be dangerous if they weren't assessed within 1 working day, such as active infections, or symptoms that may indicate hospital interventions are required such as worsening shortness of breath. To facilitate continuity most issues (where safe to do so) will be assessed in routine appointments with clinicians familiar to you.

Will I definitely get an appointment?

Not always. After reviewing your request, the clinician may:

- invite you for a same-day assessment if needed
- add you to the waiting list for a planned appointment in the coming weeks
- provide advice
- arrange a follow-up
- pass a message to your usual clinician
- signpost you to another appropriate service

This helps ensure you receive the right care, at the right time.

What if my symptoms get worse after I've contacted you?

If your symptoms worsen or change, please contact the practice again so your request can be reassessed.

Will there be further changes?

Yes. We will continue to review patient feedback and make improvements to ensure our appointment system works as well as possible.

January - March date combined — Practice Activity

Thank you to the **41,375** patients who attended their appointment in January to March
29,079 telephone calls were answered in January to March
(this averages at **3231** calls per day)

There were **36,909** Klinik (Online consultations) requests sent by patients in January to March.
This includes **7,676** urgent appointment requests.

There were **15,487** Repeat Prescriptions issued in January to March and **9,784** Acute
Prescriptions in the same months.

There were **27,217** Face To Face appointments at our Surgeries in Hull in January to March
In January to March there were **1,878** missed appointments.

PLEASE CANCEL YOUR APPOINTMENT IF YOU NO LONGER NEED OR CANNOT MAKE IT

Thank you for reading. If you would like to join our *Patient & Community Collaboration Group*, either as a local organisation representative or as an individual, to help shape and improve the care we provide, please let us know at:

hnyicb-ny.haxbypatientexperience@nhs.net

If you have any ideas for future newsletter editions, or would like to contribute a painting, drawing, photo or poem to our art section, please also let us know at the above email address.