

Newcastle GP Services

ANNUAL REPORT 2019-2020



NEWCASTLE GP SERVICES

ABOUT NEWCASTLE GP SERVICES

Newcastle GP Services (NGPS) is a federation of primary healthcare providers in Newcastle-upon-Tyne.

In the year under review we were a member organisation for 26 of the 31 GP practices in Newcastle but are delighted, as we write this report, to now have working arrangements in place with all practices in the city. This city-wide footprint allows us the privilege of working with all Newcastle practices, supporting them to provide excellent clinical care and a positive patient experience.

At NGPS we are a growing team of clinicians and non-clinicians with significant experience working in healthcare. We help practices – and primary care networks - to work at scale across Newcastle, and to provide targeted and effective patient care.

We also give our members opportunities to share expertise and resources. For example, we minimise duplication of effort on areas that many practices deal with individually, like procurement and recruitment. We also support services and projects as part of an alliance, enabling us to offer a broad range of support to general practice, such as urgent and extended access to primary care.

We contribute to the citywide health agenda for Newcastle, working with

many partners and providers. They include:

- Newcastle Hospitals
- Newcastle/Gateshead CCG
- VOCARE
- North East Ambulance Service (NEAS)
- Newcastle City Council
- The charity and voluntary sector

Collaboration with these organisations became ever more important in 2020 during the Covid-19 pandemic. We are very proud of our role this year working on the Newcastle effort to tackle Covid-19 and the impact it has had on our city.

The pressures and challenges experienced in primary care are something we have a real understanding of. We have qualified and seasoned clinicians in our organisation. Some of our team have been working on the front-line during the pandemic. We know the support that is needed for general practice and we also appreciate what needs to be done to provide high standards of patient care. We're committed to doing just that.

NGPS does all this through the following vision for patients and practices:

OUR VISION FOR PATIENTS

The population will have access to whole life integrated services, at the right time, in the right place, with the right people available to deliver high quality care. Patients will have a positive experience of care with a decrease in morbidity and longer good quality life.

OUR VISION FOR PRACTICES

General practice is fully supported to respond to the ever changing local and national challenges, while remaining advocates for our local population. Practices will be supported and facilitated to work together in integration with other local providers, in order to ensure they are empowered, vibrant and happy.

*For our full list of members please see the inside back cover.

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I'm delighted to be introducing NGPS' 2020 Annual Report.

Health and care partners across the City of Newcastle are working hard to improve the health, wealth and wellbeing of the patients and public they serve. Over recent years this has rightly become increasingly integrated and working at a system level by default. This is now formalised through 'Collaborative Newcastle' which sets out the future direction for this work.

'Collaborative Newcastle' brings together Newcastle Gateshead CCG, the local Primary Care Networks, Cumbria Northumberland Tyne and Wear NHS Foundation Trust, Newcastle City Council, and The Newcastle upon Tyne Hospitals NHS Foundation Trust. These civic partners have a shared ambition to improve health, wealth and wellbeing of Newcastle citizens, and to become a city of technological and social transformation. This important and exciting agenda is based around the principles of collaboration, and supported by clearer governance, co-location and co-production to join up health and care services.

NGPS are playing an important role in this increasingly integrated system and this report demonstrates their achievements in contributing to this citywide effort. Newcastle Hospitals, alongside our partners in 'Collaborative Newcastle', will continue to support NGPS and the practices and Primary Care Networks they serve to strengthen existing services and overcome the challenges ahead together.

In this spirit of collaboration, I encourage you to read this report and get in touch with NGPS with any comments, challenges or feedback.

**DAME JACKIE DANIEL,
CHIEF EXECUTIVE
OFFICER, THE
NEWCASTLE-UPON-
TYNE HOSPITALS NHS
FOUNDATION TRUST**

WELCOME

Our work this year has been in collaboration and partnership with a number of people and organisations including the clinical directors of each Newcastle Primary Care Network, Newcastle/Gateshead CCG, Newcastle Hospitals, VOCARE, Newcastle City Council and many more.

We want to thank all practices and their staff, networks, healthcare providers and those in the public, community and voluntary sectors for their endeavours over the past 12 months. It truly has been a team effort.

During the pandemic we have proved ourselves to be flexible and innovative. And, like many, our 'day jobs' changed significantly as we adapted to new demands on primary care.

With practices needing to undergo years of change in a matter of days, and secondary care at risk of being overwhelmed, we needed to adapt quickly. This meant the rapid deployment of 'hot' services, enabling primary care to treat patients in their homes, in care homes, and at dedicated sites. We needed to set up services not just for individual GP practices, but citywide; working with partners and representing primary care.

It wasn't just new services that were needed. Our team also took on new roles as we moved onto

an operational footing in the early days of the unfolding pandemic. Our staff adopted new and flexible working patterns encompassing much broader objectives. Some of our team members became duty managers for our hot services, others helped source PPE, and some supported shielded patients most at risk by providing mental health support.

We are very pleased with the integral part we played in the citywide approach to dealing with the pandemic; of how we collaborated, supported and innovated. But we also know that we need to reflect on the lessons we have learnt during the outbreak and consider how primary care can move on and move forward.

Even though the pandemic is still at the front of our mind, there have been other successes this year.

We have continued to provide access to primary care outside of general practice through the urgent treatment and extended hours contract.

The seven primary care networks (PCNs) in Newcastle go from strength to strength. We are delighted to now be providing formal and contracted support to each of them. NGPS see the functioning and maturation of PCNs as pivotal to the delivery of healthcare. We are humbled to



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have played our part in supporting the networks in Newcastle and have actively invested in this agenda.

We're supporting new doctors into their profession, with F2 induction events delivered throughout the year.

We have signed the armed forces covenant, which indicates our commitment to ensuring that those who serve and have served are treated fairly.

Our communications have had greater impact, with daily updates via our website and tens of thousands of people reached through social media channels during the pandemic.

We have continued to grow as a team, with new staff to support networks, a new team of link workers and a clinical governance manager. One of our staff members has won a national award. We are also now represented by seven directors who govern us as an organisation. As we grow, we get stronger and more able to support primary care in Newcastle and we are pleased we have the confidence of our practices and networks to do this.

Whilst we have successes locally, our reputation is also growing nationally as we are now represented by our Chief Operating Officer at the national GP Federation group.

We have continued to build a strong financial platform, and this has allowed us to deliver direct support to our membership and network through the staff who support our core operational arm. Our accounts demonstrate an increase in turnover and profit, and we will be reviewing how we can deliver our continuing commitment and founding principle of ensuring that 90% of this income is invested back into general practice through support and service delivery.

We are extremely proud to lead Newcastle GP Services, and of the role we play as both an advocate for GP practices, primary care networks and primary care, but also as a part of the broader vision for health in Newcastle.



CHRISTIAN TOWNEND RRC – CHIEF EXECUTIVE

Christian has been the chief executive of NGPS for three years and was a Director of NGPS for three years prior to his appointment as CEO. He enjoyed a front-line role as the practice manager at the Grove Medical Group in Gosforth for almost a decade leading up to that and was involved as an Executive in the development and setting up of the Newcastle CCG.

Prior to joining the NHS, he served as an officer in the Royal Army Medical Corps of Her Majesty's Forces for 31 years and that experience has allowed him to provide support to represent veteran groups at local council level and support medical planning.



DR ANTONY MOORE – CHAIR

A founder and the chair of NGPS, Antony is also a GP at Elswick Family Practice. He trained in Newcastle, qualifying in 1988. After 20 years as a GP partner in Jesmond, he developed a portfolio career undertaking general practice and occupational medicine. He supports the development of NGPS which he started seven years ago.



REBECCA HAYNES – CHIEF OPERATING OFFICER

Rebecca previously worked for Deloitte, chartered as an accountant and managed audits for multi-national FTSE 100 companies before moving into management consultancy. Rebecca advised NHS trust chief execs, chairs and leadership teams in matters of strategy and governance as part of Deloitte's National NHS Board Advisory Team before leaving to pursue a career in the NHS.

ANNUAL ACCOUNTS



In 2019/20 we have **increased** turnover, rising from

£3,437,320

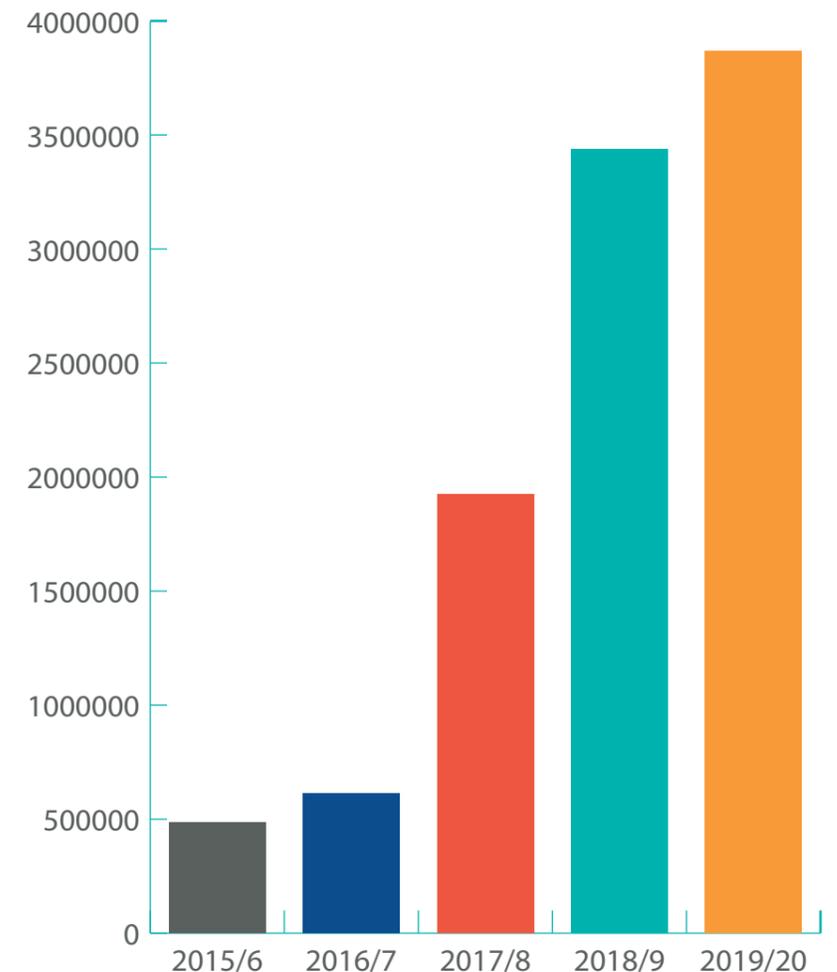
in 2018/19 to

£3,865,854

in 2019/20.

In the financial year to the end of January 2020 we have increased profit before tax quite substantially. This is despite supporting the developing PCNs from a financial perspective, through the employment of our chief operating officer and the provision of project support.

Full accounts, including filing history and confirmation of company officers, can be found at <https://beta.companieshouse.gov.uk/company/08854894>



*Please note, these accounts cover 1 February 2019 to 31 January 2020

OVERVIEW OF THE YEAR

In this section we are pleased to highlight some of our key successes of the year. You can read more on our website, www.newcastle-gp-services.co.uk

SPOTLIGHT ON

COVID-19 – HOW WE SUPPORTED GENERAL PRACTICE AND THE NEWCASTLE COMMUNITY DURING THE PANDEMIC

Our aim during the Covid-19 pandemic was to keep all patients safe and support our practices to continue to provide excellent care. Our priority was the set-up and management of specific Covid-19 services, via a single citywide primary-care workforce.

During the initial weeks of the pandemic, we supported the set-up of hot sites and a visiting service for the city. We worked with member practices to deliver GP and admin support to provide

assurance and safe continuing delivery of support in a particularly uncertain time. These services were staffed by GPs from a number of practices across Newcastle, and locums.

Hot sites provided a 'hot' face to face assessment service to patients with suspected or confirmed Covid-19. Three hot sites were set up, with the first opening in the first week of April. As demand lessened a single hot site was set up at Elswick Family Practice.

Our role included developing the standard operating procedure, and we also:

- mapped the process for booking in and seeing patients at hot sites,
- set up the estate and facilities so they were fit for purpose,

- stocked the sites with equipment including technology and IT,
- managed the rota, and
- provided day to day management of the site as needed.

The visiting service was set up to allow GPs to visit patients – again with confirmed or suspected Covid-19 – either in their homes or in care homes. Newcastle hospital's specialist care home nursing team provided support for the care home visits alongside a team of drivers from Newcastle City Council and Vocare. As with the hot sites, we put together the standard operating procedure, ensured the right team were in place, procured the necessary equipment and managed the rota.

TOTAL UTILISATION OF APPOINTMENTS BY SERVICE (FROM 14TH APRIL – 26TH MAY)

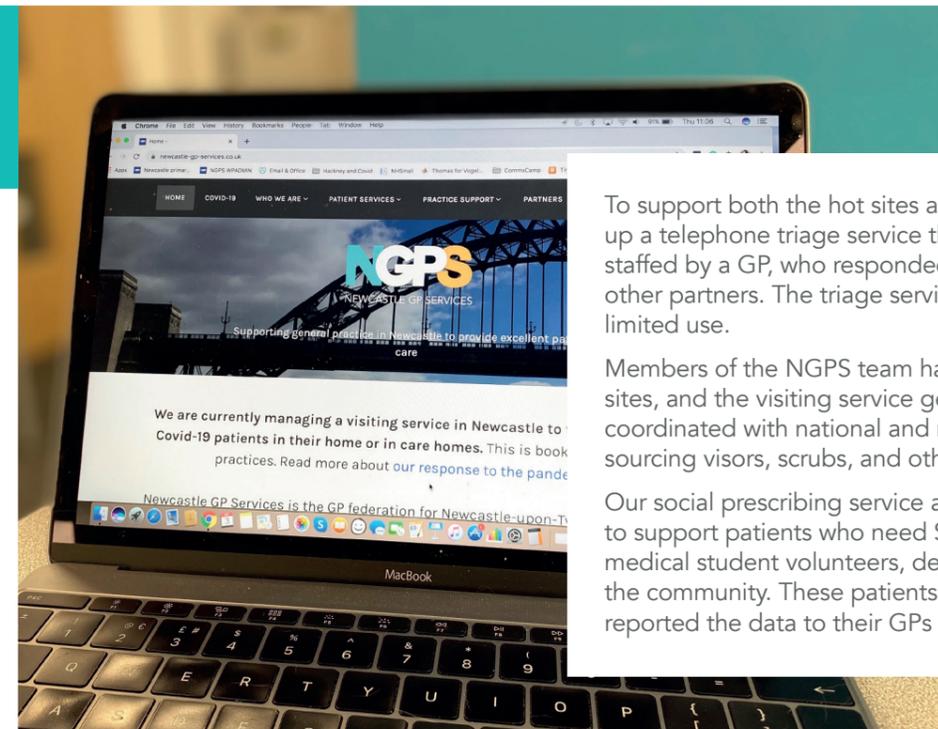
Service	Available	Booked	%
Home Visit	388	155	40%
Care Home Visiting	262	88	34%
Hotsites	1102	256	23%
Ponteland RD (Cold)	763	220	29%
NHS 111	793	302	38%

TOTAL UTILISATION OF APPOINTMENTS AT WEEKENDS (FROM 14TH APRIL – 26TH MAY)

Service	Available	Booked	%
Home Visit	90	6	7%
Care Home Visiting	80	24	30%
Hotsites	288	38	13%
Ponteland RD (Cold)	45	16	36%
NHS 111	520	185	36%

TOTAL UTILISATION OF APPOINTMENTS BY SERVICE (1 JUNE TO 31 AUGUST)

Service	Available	Booked	%
Home Visit	540 (home + care home)	138	26%
Care Home Visiting	540 (home + care home)	10	2%
Hotsites	697	152	22%



To support both the hot sites and the visiting service, we helped set-up a telephone triage service that went live in March 2020. This was staffed by a GP, who responded to calls redirected from NHS 111 and other partners. The triage service closed at the end of March after limited use.

Members of the NGPS team have also helped GP practices, hot sites, and the visiting service get the PPE they needed. They have coordinated with national and regional suppliers and local volunteers, sourcing visors, scrubs, and other equipment.

Our social prescribing service also worked with one GP practice to support patients who need SATS monitoring. The team, with medical student volunteers, delivered SATS probes to patients in the community. These patients carried out their own monitoring and reported the data to their GPs on a telephone or video consultation.

OUR TEAM DURING COVID

During the peak time of the pandemic, the roles and responsibilities of the NGPS team diversified. Like many in healthcare, the day to day jobs of our team were put to one side, as they worked on the Covid-19 effort with many others across Newcastle.

Will and Annie in the primary care network team helped to set up the new hot sites doing everything from writing standard operating procedures and purchasing IT equipment, to getting portaloos set-up, laying new flooring in practices and arranging cleaning contracts.

Antony, our chair, not only continued with his work as a GP in Newcastle, but also was one of the key stakeholders to contribute to decisions on what was needed in terms of hot services in Newcastle. He was involved throughout in the development of a Covid response in the community.

"I'm proud of the whole of general practice. The network CDs led from the front and put their shoulders to the wheel. Were it not for every member of the team it would not have worked however. It really has been a truly collaborative drive."

Our clinical governance manager, Lisa, coordinated the sourcing of PPE for our hot sites and visiting service and helped set up our new online rota system for our hot services.

Michael, our social prescribing manager, found his team were even more in demand than usual. He organised food vouchers and contacted patients on the frailty list. His team were still working in 27 of 31 practices throughout the pandemic.

"I'm so happy that we've been able to continue to deliver a service from practice and be adaptable. We are a go-to organisation who are seen as being able to fix things and

we're asked to help when things are difficult."

One of the key roles for the hot services was that of duty manager. During the initial weeks of hot services being operational, this job was frequently done by our chief operating officer, Rebecca, who typically is responsible for our primary care network support. The duty manager job included working with medical students, stock control, coordinating the drivers for the visiting service and – most importantly – smooth and seamless support for GPs, so they could serve patients without any issues.

"My normal role is very back office. This was so different; I was watching folk who I had worked with for years, but never seen in action, on the front line being amazing. It was direct support in a way I'd never experienced before and it gave me an insight into what the people around me do day in day out."

SOCIAL PRESCRIBING SERVICE

WE ARE VERY PROUD OF OUR SOCIAL PRESCRIBING TEAM, PARTICULARLY DURING 2020. THEY HAVE PROVED CRUCIAL DURING LOCKDOWN IN THE SUPPORT OFFERED TO PATIENTS AND PRACTICES.

Our team of navigators work in all 31 practices, and our link workers work across five primary care networks (PCNs). The social prescribing service is an innovative way of linking patients in primary care with sources of other support within the community. It provides GPs with more options to help their patients with a non-medical referral option, that can operate alongside existing treatments, to improve health and wellbeing.

Not only have our navigators and link workers been continuing to provide a referral service, they have also been directly supporting the Covid-19 effort.

They made more than 3,500 calls during the first three months of the pandemic to both existing patients and those who were shielding. The team supported and referred patients on a range of subjects including universal credit and benefits, mental health and wellbeing, employment and debt and food and prescription deliveries.

They also worked collaboratively with partners Mental Health Concern and Ways to Wellness to support practices to ensure that patients registered on shielded lists were all contacted and had access to the support they need.



	September 2018 – July 2019	August 2019 to July 2020*	Total
Social prescribing GP practice patient referrals	2357	1560	3,917

*This does not include activity carried out to support shielding patients during the Covid-19 pandemic

NATIONAL RECOGNITION FOR OUR SOCIAL PRESCRIBING TEAM

This year our social prescribing service has been nationally recognised. The manager of the team, Michael Waugh, won National Social Prescribing Manager of the Year at the Link Worker Day 2020 awards.

Michael manages the citywide in-practice social prescribing service – prescribers and link workers - for Newcastle which was set up two and a half years ago as a devolved service model.

He has made an impact at both a system level in terms of the implementation of a successful

service, but also on a personal level for a number of patients, as he still works as a social prescriber himself in practice one day a week. He understands the challenges that his team faces, deals with them himself, and can speak from experience when advising the team on more complex issues that they need his support with.

Michael also sits on the Newcastle Gateshead Social Prescribing Connector Project working alongside organisations from the community and voluntary

sectors and statutory bodies. The project shares knowledge, training opportunities and best practice to support social prescribing in Newcastle.

“We cannot imagine a life without our social prescriber. There are real benefits for the GPs as well as real benefits for the patients – which is what we are really hoping for.”

- Dr Brigid Joughin, Clinical Director, Outer West Newcastle Primary Care Network

SUPPORTING PRIMARY CARE NETWORKS

The seven primary care networks (PCNs) have gone from strength to strength in the past 12 months. We are delighted to have agreements with all seven to support them.

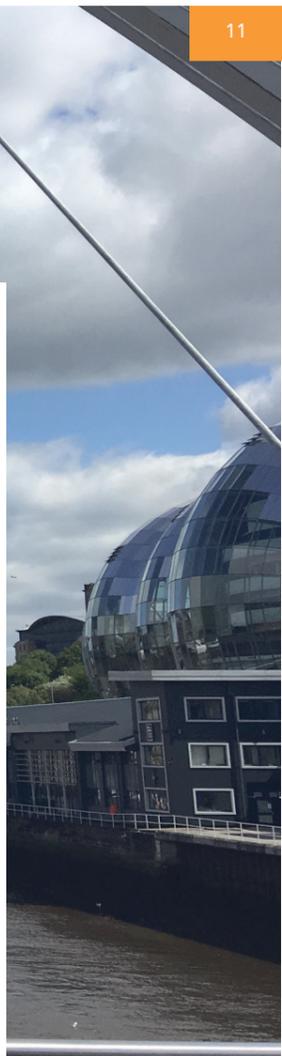
This has included project support, meeting administration, financial reporting, governance and HR services. We have worked with the networks to recruit staff including link workers, clinical staff, and an executive assistant.

We have developed a robust financial reporting system providing assurance around financial transactions and a forward-looking dashboard allowing PCNs to financially forecast and plan.

We have worked with networks on the set-up of a range of projects including; establishing older people wellbeing assessors with the Outer West Network, an exercise and obesity project with the East Network and signposting and navigation training for admin staff with Central, Inner West and Outer West.

Stakeholder networking events have been run for two networks to broaden the support they offer in their communities.

We recognise the importance that PCNs have in the health landscape nationally and see the positive difference they are making locally, and we have an ongoing commitment to their success.



PRACTICE MANAGEMENT

In October 2018 we took responsibility for the management of Elswick Family Practice (formerly known as Grainger Medical Group), a GP practice in Elswick, Newcastle. We secured a 10-year contract to run the practice and support staff to offer high-quality primary care services to nearly 7,000 patients.

Since then we have worked closely with staff to stabilise the practice after a long period of successive provider ownership. In September 2019 the CQC rated the practice as 'Good' in all areas. They found

significant improvement from the last inspection in July 2018

As of April 2020, we now also manage Avenue Medical practice in Jesmond, holding the contract to provide services to 2,300 patients.

NGPS has successfully appointed a new GP to support existing staff at the practice. Avenue is rated as 'Good' by the CQC and the aim for NGPS is to support the practice to thrive and improve services for existing and new patients.

GP PROVISION IN URGENT AND EMERGENCY CARE

During this year we have continued to provide a contract for GP provision in the emergency department, walk-in centres, and urgent treatment centres, despite the disruptions as a result of Covid-19.

We work closely with other key NHS providers VOCARE, Newcastle upon Tyne Hospitals NHS Foundation Trust (NuTH) and the North East Ambulance Services NHS Foundation Trust (NEAS), as part of the Newcastle Urgent Care Access Alliance (NUCA) – of whom we are a founder member.

The five-year contract was a critical element of cementing NGPS as a GP federation for the city. This alliance approach is a basis for how we are continuing to develop partnerships and services across Newcastle.

As part of the alliance, we have been commissioned to provide services in the urgent treatment walk-in centres (UTCs) at Molineux Street, Ponteland Road, Lemington and in the emergency department (ED) at the Royal Victoria Infirmary (RVI). In the run up to the pandemic earlier this year our services meant that patients could see GPs from

8am to 10pm (11pm in the ED), Monday to Sunday, 365 days of the year. The Covid pandemic has meant that some of this access has changed to include discrete hot services, but we remain committed to delivering excellent extended and urgent access in the future.

During the pandemic we continued to provide GP services at the RVI until the end of March. We also kept the service at the UTC at Ponteland road open to ensure extended GP access, a walk-in service and back-up for the NHS 111 service was available as needed.

We are now working closely with the alliance to support the national roll-out of the “Talk before you walk” project, which saw the return of a GP to the ED of the RVI. This project is designed to encourage patients to choose the correct access point of the health service; this helps manage expectations and ensures they receive the best health outcome. We have also supported the implementation of a single triage service across ED, UTCs and NHS 111.

We are committed to innovating throughout primary care. We have

rolled-out an online rota system called Lantum for doctors to book on to shifts. This has made the process more efficient both for us, and for GPs. Doctors have access 24/7 to available rotas and next day payments.

As we look forward, we are reviewing how we support general practice with extended hours and urgent care for patients. The Covid-19 pandemic has given us a chance to look at who uses the service, and why. We know that the service has to evolve to meet both patient need and take into account the ongoing pressures in primary care.



GP access 365 days of the year

WORKING IN PARTNERSHIP WITH SECONDARY CARE

At NGPS we feel that collaborative working in Newcastle could not be better exemplified than by the alliance between Newcastle Hospitals Trust (NuTH), NEAS, VOCARE, Newcastle and Gateshead CCG and ourselves. This delivers extended access to primary care in Newcastle supporting every practice.

The work delivered through ‘Collaborative Newcastle’, bringing together the CCG, primary care, NuTH, Newcastle Council and Cumbria Northumberland Tyne and Wear NHS Foundation Trust (CNTW) has also brought innovation and progress to the healthcare system in our city, and we very pleased to be able to contribute to this.

The response to Covid-19 required the re-purposing of this resource in to the hot services. Although the service is re-opening the current impact of the evolving second surge (at the time of writing) may impact further during the coming weeks and months. However, the alliance partners continue to meet weekly to balance the demands on the service, and its partners, in the light of developing challenges.

ELECTROCARDIOGRAM (ECG) SERVICE IN PRIMARY CARE

We have a service level agreement with NuTH to provide an ECG (echocardiogram) service to 17 GP practices in Newcastle. The contract for this service – the ECG test and interpretation - started in 2016 and remains extant.

Tests that previously would have needed a referral into hospital are now carried out in primary care. Diagnosis is quicker and reduces the time before any necessary treatment.

There were 4,926 ECGs carried out under this service in 2019.

SEXUAL HEALTH SERVICES

We are pleased to support more sexual health services in primary care. This is delivered through a service level agreement with NuTH to provide fittings and removals for Intrauterine Contraceptive Devices and Nexplanon contraceptive arm implants from GP practices. 26 practices in Newcastle use this contract.

IN 2019/20 THERE WERE:

973 IUCD FITTINGS

530 IUCD REMOVALS

1083 NEXPLANON FITTINGS

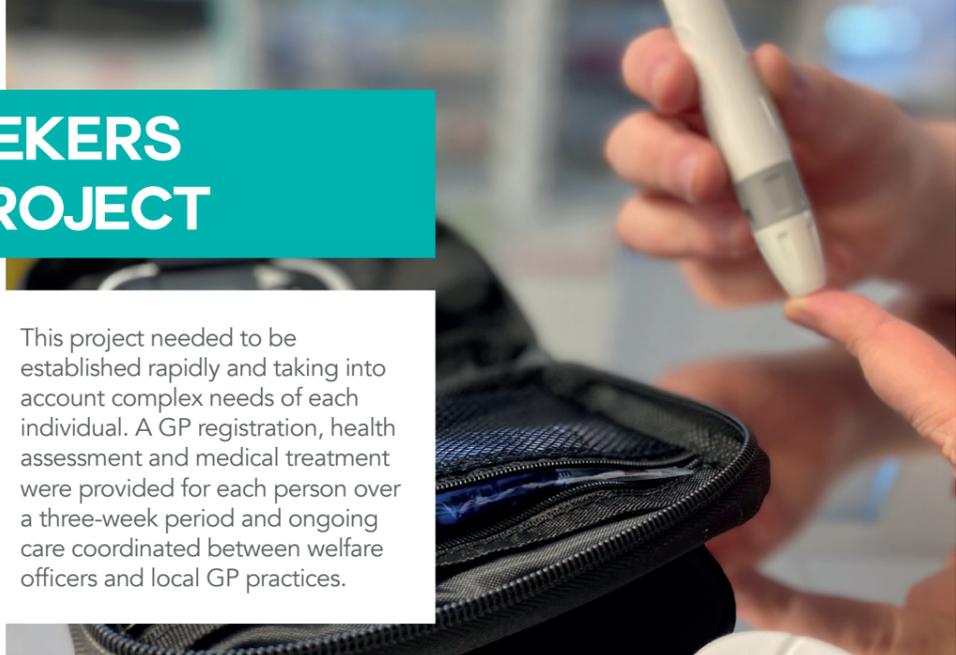
960 NEXPLANON REMOVALS

This reduces the need for patients to travel to city centre services such as the New Croft Centre. The service will be reviewed in November 2020.

ASYLUM SEEKERS SUPPORT PROJECT

In September 2020 we took responsibility for the health support of up to 200 asylum seekers in Newcastle. This complex project required health assessments, TB vaccinations and mental health and urgent care support for a group of adults in the city.

This project needed to be established rapidly and taking into account complex needs of each individual. A GP registration, health assessment and medical treatment were provided for each person over a three-week period and ongoing care coordinated between welfare officers and local GP practices.



AMBITIONS FOR 2020 AND BEYOND

The NHS Long Term Plan of 2019 had a clear ambition for closer working relationships, and the need for this became even more important in 2020. Our strong partnerships with others have made a positive difference to our city. We want to build on this through 2020, into 2021 and beyond.

Whilst 2020 brought many challenges, it also gave us opportunities to further strengthen general practice in Newcastle. We have innovated, improved services, and are working hard for this to continue into 2021.

Primary care networks are proving an integral part of the health landscape in our city. We are very pleased to be able to work with all the networks in Newcastle.

We aim to be a collective voice for general practice, mandated by our members, facilitating at scale contracting and collaborative working as part of Collaborative Newcastle. This group supports the delivery of the city-wide health and wellbeing strategy. We are working alongside network clinical directors to ensure the voice of general practice is heard in these important strategic meetings. Through our partnerships with other organisations in the city we are

helping to improve the health and wellbeing of our communities.

NGPS are also working to provide additional teaching capabilities to medical students at Elswick Family Practice. We have an aspiration to make this a centre of excellence for teaching and the staff mix there has been developed to facilitate this. Staff include paramedics and physicians associates along with GPs and nurse practitioners.

We are working with the research unit at NuTH to support the opportunities around research in primary care and our role as a federation, covering the city, makes such research opportunities deliverable at scale. Previously the ability of researchers to access projects within primary care has been limited and small scale. Although long recognised as being valuable, involvement in research has historically been a challenge for primary care, but NGPS is working on delivering support to practices without affecting the remuneration to them. There are possible research opportunities around Covid-19 that are likely to be available very soon along with others over the coming 12 months.

We recognise the diversity that Newcastle has. It's one of the things

that makes our city special and we look after many different and varied communities across our city.

We have also known for many years that some communities suffer unnecessarily worse health and wellbeing than others. Tackling health inequalities and developing a thorough understanding of the health needs of our populations and designing services accordingly is really important.

We know we have to consider health equality, and inequality, and how we can make sure everyone has equal access to services, regardless of ethnic background, age, religion, sexuality, or disability.

It is our priority to look at improving the health of all of our population and work with our local communities to address issues early.

We are delighted that the majority of Newcastle general practice has a good or outstanding CQC rating. We are committed to supporting practices to maintain or improve their rating where we can, and also, importantly, to help make the day job easier for those who work at our practices.

We are optimistic about all the opportunities the future will bring. While there will no doubt be challenges too, we're confident that we can manage them. We know we are in a good position to build our federation to do the very best we can for primary care and the patients we and our NHS partners serve.



WE EMPLOY 27 PEOPLE ACROSS A RANGE OF ROLES

Newcastle GP Services (NGPS) is based in Gosforth, to the north of Newcastle city centre. We employ 27 people across a range of roles. These include practice-based social prescribing navigators and link workers and finance and management support staff based in our central office.



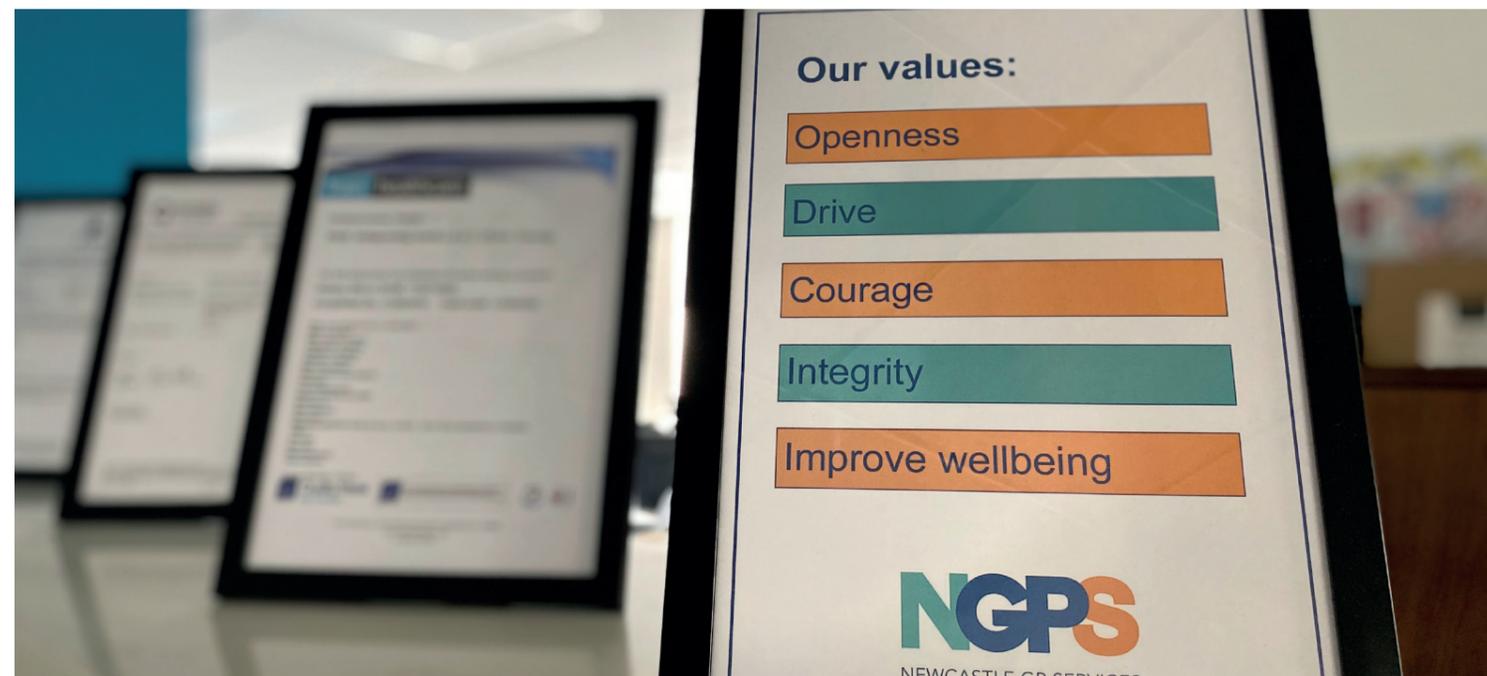
ACHIEVED A TURNOVER OF £3,865,854 IN 2020

Established in 2014, NGPS has grown to achieve a turnover of £3,865,854 in 2020. Without exception, every year over 90% of the income into NGPS has been invested back into services for, and in support of, general practice, and we have committed to doing the same this year (there has been a slight delay as a result of the pandemic).



DIRECTORS BRING A RANGE OF EXPERIENCE AND EXPERTISE

Our members elect our directors, who govern NGPS. These directors bring a range of experience and expertise in the NHS and primary care sectors. They are committed to supporting the growth and sustainability of general practice for the city of Newcastle.



OUR MEMBERS ARE:

- Saville Medical Group
- Thornfield Medical Group
- The Grove Medical Group
- Park Medical Group
- Walker Medical Group
- Biddlestone Health Group
- Heaton Road Surgery
- Jesmond Health Partnership
- Regent Medical Centre
- Benfield Park Medical Group
- Avenue Medical Practice – also managed by NGPS
- Gosforth Memorial Medical Centre
- Brunton Park Health Centre
- Westerhope Medical Group
- Throckley Primary Care Centre
- Prospect Medical Group
- Parkway Medical Group
- Betts Avenue Medical Centre
- Newburn Surgery
- Roseworth Surgery
- Broadway Medical Centre
- Elswick Family Practice – also managed by NGPS
- Denton Park Medical Group
- Denton Turret Medical Centre
- Dilston Medical Centre
- Fenham Hall Medical Group

In the process of joining:

- St Anthony's
- Newcastle Medical Centre



NEWCASTLE GP SERVICES

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