



NGPS annual report and accounts summary

**October 2022 to
September 2023**

NGPS

NEWCASTLE GP SERVICES

1 year in...a message to our members from NGPS' Chief Executive, Rebecca Haynes

This September marks the end of my first year as NGPS CEO. It's been a privilege fuelled by a sense of pride and every day I'm reminded we are all good people working hard, trying our very best in the face of challenges often outside of our control. I want to reflect on the year for us as your GP Federation, what we've achieved, and the challenges faced by general practice that we have tried to tackle.

Throughout the year, it's been critical to me that we have clarity of purpose and I've visited as many practices as possible that would have me to outline this purpose. Our aim is to serve you, our members, and our two key objectives are:

- Making sure your voice isn't lost in the system, and
- To do things once, when it makes sense to do so.

As you know, the health system in Newcastle has gone through significant change over the past year. To ensure the voice of general practice isn't lost we use monthly meetings with the 7 PCN CDs (our board) who in turn meet monthly with every practice in the city to inform our attendance and contribution to:

- The Integrated Care Partnership (ICP) North Area Board
- The Newcastle Health and Wellbeing Board
- Collaborative Newcastle
- The regional LMC

Our board is a cohesive representation of primary care in Newcastle. They are a legitimate voice of general practice in the city, and it gives us added strength as a federation to have them as directors of NGPS.

To ensure we can help provide primary care services at scale in Newcastle – doing things once when it makes sense to do so – we've:

- Diversified our income and cut our costs – reducing reliance on the UTC contract and moving away from running individual practices (also ensuring we can act in the interests of all our members at all times without conflicts of interest). Secured a grant from Newcastle University (for our outreach bus), won two years of funding from the NIHR to support the development of our R&D team and another year of ICB funding to support city wide workforce transformation and our junior Social Prescribing Link Workers.
- Created our city wide Flexipool service which seeks to support the GP workforce by bringing new people in and ensuring existing skills are not lost in an efficient and cost-effective way for our members.
- Recruited more skilled and experienced people to our core NGPS team including a Lead Nurse and Practice Placements Facilitator, Joanna Vintis. She is leading a project to develop more student nurse placements, encouraging newly qualified nurses to consider primary care as a career, and taking on more student nurses in

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Newcastle than any other area in the Northeast. Her work has raised the profile of general practice nursing nationally, culminating in a visit of NHS England's primary care lead nurse, Louise Brady, to Newcastle in July.

- Worked with practices across the city to produce a series of 'day in the life' films to celebrate the work of staff in general practice and counteract some of the negative coverage we know the sector faces.
- Secured funding for, purchased, spec'd out and staffed the outreach bus which will be ready in Autumn this year. We have partnered with Newcastle University School of Pharmacy to work in communities to provide health services and address health inequalities in the city. We also hope to relieve some of the estates and appointment pressures we know practices have.

On a broader level it is a relief to note that, despite the many pressures on primary care, all our practices continue to serve our patients and do so under the governance of the doctors that see those patients day in day out. This is in spite of ongoing challenges, not least providing the most appointments ever, with the fewest staff. This is testament to the incredible work done by all of you working in practice, something that shouldn't go unrecognised.

Despite the challenges facing general practice we will not lose hope and will continue to focus on what is at the core of what we do: improving the health of the population of Newcastle.

Over the next 12 months, plans we have been making this year will come to fruition. This will include the development of a city-wide R&D service designed to embellish our patient's experiences of GP and our practices income. We also get the chance in 2024 to celebrate 10 years of NGPS.

On a personal note, I would like to express my huge thanks to every one of you reading this report; you have all contributed to our success this year - here's to 2024.



Rebecca Haynes

Chief Executive Officer,
Newcastle GP Services

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Turnover of

£5,059,794

Profit of

£350,314**£8,728,444**

Managed £8,728,444 on behalf of PCNs

£354,009

£354,009 paid out direct to practices for 8,934 service claims

£500,000+

Worked with four PCNs to help secure more than £500,000 of QOF and IIF funding

DIVESTED ELSWICK AND AVENUE PRACTICES

* For accounting period April 2022 to March 2023

** In the first three months of 2023

We have a flexipool team of 86 staff including GPs, nurses, HCAs, admin staff and phlebotomists available in the following roles: HCAs, GPs, phlebotomists, admin staff and nurses.**150**

12 student nurses supported with work experience and training, seeing more than 150 patients across 15 independently run sessions in 12 practices, for services including health checks, assessments and venepuncture.

26 practices accessed the Flexipool service with 355 sessions worked by staff from the team

355

3 staff placed permanently in practice and 3 staff placed in practice on a long-term basis



Our Lead Nurse at NGPS, Joanna Vintis, has been shortlisted for three national awards.

PROVIDED 56 TRAINING COURSES, FOR 293 PRIMARY CARE STAFF, INCLUDING: IMMUNISATIONS, MENOPAUSE, SPIROMETRY, NHS PENSIONS, HANDLING DIFFICULT CONVERSATIONS, TRAVEL CLINICS, CODING, DIABETES ASSESSMENT AND ASTHMA REVIEWS.

Awarded funding from Newcastle University School of Pharmacy for new outreach health services.



74

74 GPs in our Urgent Treatment Centre team, providing GP appointments 8am-10pm, Monday to Sunday, 365 days of the year for UTCs and ED



Won £90,000 of funding for Research and Development

 4388

SUPPORTED FIVE PCNS IN DELIVERY OF SATURDAY ENHANCED ACCESS SERVICE WITH NGPS PROVIDING 4388 APPOINTMENTS ACROSS SEVEN STAFF ROLES FOR A RANGE OF APPOINTMENTS INCLUDING PHLEBOTOMY, LTC REVIEWS, ABPI AND FENO.

6543

Managed 18 Social Prescribing Link Workers and Navigators, providing 6543 referrals

5309

Provided 5309 ECG services, 782 ABPM services and 3351 sexual health service appointments

£18,252

468 patients seen as part of NGPS' Winter Resilience support programme, saving £18,252 in locum costs



Range of sessions and support provided by the Social Prescribing Team including gardening, meet and move, healthy eating, warm space and socialisation, and first aid.