



# NGPS annual report 2024 to 2025

**NGPS**

NEWCASTLE GP SERVICES

# NGPS annual report highlights

October 2024 to September 2025

We are the GP Federation for Newcastle, the member organisation for general practice in the city supporting 300,000 patients in 28 practices. We help practices by providing services that can be done once, rather than many times, and offering insight and influence to the wider health system.

Here are some of our highlights of the past 12 months.

 Our **Community Health bus** was used for services including health checks, research, immunisations and cervical screening, seeing patients across Newcastle; at Pride, places of worship, supermarkets and other community venues.

92% of organisations we work with said they had confidence in us to deliver **high quality services** for the patients of Newcastle.

**92%**  
APPROVAL RATING

**3073**  
EXTRA APPOINTMENTS

We provided 3073 **additional patient appointments** on Saturdays over the past 12 months.

## Largest social prescribing team in the North East

Our team of 29 Social Prescribers is the largest in the North East. They dealt with more than **5500 referrals** over the past year, managed a Refugee & Asylum seeker team and offered a wide range of support including exercise groups, arts and crafts, community gardening and coffee clubs.

**29**  
SOCIAL PRESCRIBERS

**98%**  
HAPPY

98% of patients were happy with the social prescribing service

**87%**  
EXCELLENT

87% of patients rated our Saturday appointment service as excellent

**100%**  
WOULD RECOMMEND

100% of patients would recommend our community health services

22 GP practices have engaged in **research activity** with our research team. We have managed 30 studies for practices and are part of a hub and spoke model with the National Institute for Health and Care Research, giving practices and patients access to innovative commercial and life science research studies.

**30**  
STUDIES

 We have **100+ staff in our Flexipool team** including 13 admin, 21 nurses & 19 GPs, all available to support practices when needed. We also have a pool of 58 GPs who work in the Urgent Treatment Centres in Newcastle Hospitals.

Managed £11,907,403 on behalf of PCNs\*

\*For the financial period April 2024 to March 2025

# Introduction from our CEO



## A message from NGPS' Chief Executive Officer, Rebecca Haynes

Thank you for taking the time to look through our annual report.

I'm so proud of this team and their achievements this year.



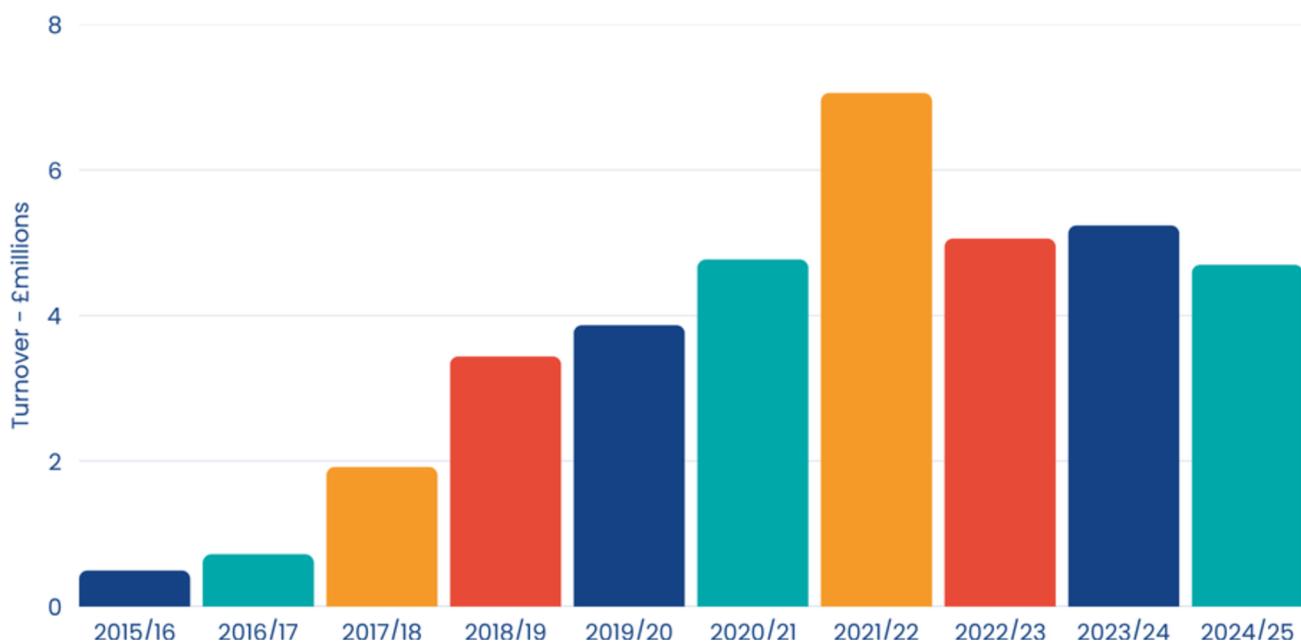
Without the support of our practices we might as well not exist so I am particularly proud of our stakeholder survey results, notably 92% of respondents having confidence in NGPS to deliver high quality services and 91% rating our reputation positively.

We will continue to work hard for our practices and stakeholders – thank you for all of your support.

*Rebecca*



## Finance review



In the accounting period 1 April 2024 to 31 March 2025, turnover for NGPS was £4,665,680 and we reported a profit (after tax) of £435,352.

For full accounts including filing history, please see <https://find-and-update.company-information.service.gov.uk/company/08854894/filing-history>



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The research team at NGPS have had a significant impact on our ability to participate in clinical research. We have been able to participate in a wide range of research projects, which would not have been possible without their support.

Dr Johanne Dow  
*GP Partner, Saville Medical Group*

# Research and development

Established in May 2023, our research team has grown from one nurse to now include three research nurses, one clinical research practitioner, one clinical research facilitator, and two research GPs.

As our team has grown, so too has our research portfolio. We manage a diverse range of studies covering major disease areas, while also offering opportunities for healthy volunteers to participate. Our research focuses on tackling some of the most significant health challenges – such as dementia, Alzheimer's, mental health conditions, cardiovascular disease, and respiratory illness – which are particularly prevalent in the North East.

Currently, 22 out of 28 GP practices in Newcastle are actively engaged in research – the highest participation rate in the North East and North Cumbria region.

A key focus of our work is taking research into the community to reach all patient groups, particularly those who are underserved, under-represented, or marginalised.

We operate research clinics from accessible locations such as the Community Health Bus and Newcastle University's wellness hub in Grainger Market. We also collaborate closely with local community spaces & organisations, including temples, mosques, and churches.

By delivering research in GP practices and community settings, we aim to reduce pressure on overstretched practice teams while ensuring that participation in research is as easy and accessible as possible.

**Our goal is simple: to make research accessible to everyone.**

Jodi and Kim from our research team out in the community



# Research with impact: de-prescribing patients with hypertension

Our team has been working with two GP practices on a research study focused on de-prescribing patients with hypertension, aged 75 years and older.

This study will establish whether de-prescribing common drugs that lower blood pressure is safe or effective in older people in the longer term. People who take lots of drugs are more likely to end up with reduced independence and quality of life as they get older, with an increased risk of hospitalisation due to drug side effects and falls.

Our partnership with practices in Newcastle focuses on understanding the ways of reducing those risks in our older population.

# Social prescribing



Over the past 12 months, our social prescribing team have continued to play a pivotal role in enhancing patient well-being by connecting individuals with non-clinical support tailored to their unique social, emotional, and practical needs.

Our team of link workers and counsellors is the largest in the North East region, with social prescribers in every GP practice in Newcastle, and includes a dedicated refugee and asylum seeker social prescribing team and qualified counsellors. Across the year, our team have dealt with more than 5500 referrals.

Through close collaboration with local organisations, voluntary groups, and community resources, the team have worked with patients to address the wider determinants of health, such as isolation, mental health challenges, and financial hardship.

In response to growing demand, the service expanded its reach in 2025, strengthening partnerships and introducing innovative referral pathways to ensure equitable access for all patients across Newcastle.



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I felt supported, respected, and grateful for the help I received. I'm so happy with the care.

A highlight of the year was the celebration of Social Prescribing Day, which spotlighted the vital contribution of social prescribing in transforming healthcare delivery, but also the role that community partners play in supporting many thousands of people every year.

We'd like to thank all of the many – too many to list here – voluntary, community and charity sector organisations who we collaborate with for their hard work and commitment to both look after the people of Newcastle and empower individuals to take control of their health.



A social prescriber working in a GP practice

# Social prescribing in practice: a case study

Jimmy\* is a patient at one of our GP practices in Newcastle and during a routine bloods check told his nurse he thought he was being scammed as he had ordered some medication online and it hadn't turned up.

The nurse made a referral to the practice link worker who established that Jimmy had bought medication for high blood pressure on the internet. He said he had received no medication and had tried to cancel but didn't know how, and was panicking that they had his bank details and they would take his life savings. The link worker helped him to contact his bank, and together they stopped any further payments coming out of his account. She also helped him to cancel the subscription and explained how it can be dangerous getting medication from the internet and if it ever arrived he should check with a GP to make sure it was safe before taking it.

*"I don't know how to thank you. I'll sleep tonight for the first time in a week. I was so scared that I would lose everything I had worked so hard for. I felt really stupid but you didn't judge and calmly sorted it out for me. Thank you so much."*

\*name has been changed



Social prescribers at the West End Refugee Service

# Social prescribers supporting refugees and asylum seekers

Over the past 18 months, we have delivered a dedicated social prescribing service for refugees and asylum seekers (RAS), supporting individuals across hotel and dispersed accommodation settings. Designed to address the urgent and complex social needs of newly arrived communities, the service has connected over 800 people to vital health, wellbeing, and integration support.

The team have significantly reduced pressure on GP practices, mitigated health inequalities, and fostered trust within diverse populations in the city.

The RAS social prescriber role remains distinct from mainstream social prescribing work, requiring cultural competence, trauma-informed approaches, and proactive outreach.

This service is a clear example of innovation, compassion, and system-wide impact in action.

# Community health bus

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The service is quick, friendly, accessible and it's good to get knowledgeable feedback straightaway.

Launched in 2023, Monty, the Newcastle Community Health Bus, was established to deliver vital health check-ins across diverse community locations throughout the city.

This purpose-built mobile clinic, staffed by qualified nurses and students from Newcastle and Northumbria Universities, operates in close partnership with Newcastle University School of Pharmacy to provide a dynamic and evolving range of healthcare services.

Over the past year, Monty has significantly broadened its scope, offering a range of community-based health services, including:

- Health checks
- Nasal flu vaccinations
- Cervical screening
- Fibroscanning
- Research studies
- Social prescribing

In 2024, Monty extended its services into other local areas, supporting initiatives such as menopause care, cervical screening, gynaecological services, and contraception provision.



Our bus team outside Newcastle cathedral

Central to Monty's mission is our commitment to reducing health inequalities, targeting underserved populations in alignment with the Core20Plus5 agenda. Our team collaborates with key partners across the region, including the Northern Cancer Alliance, NIHR, Gateshead Health, Health Innovation NENC, and Newcastle Hospitals, fostering a united approach to improving community health outcomes.

Through these collaborative efforts, Monty not only delivers essential healthcare services but also champions an integrated, community-focused strategy to address systemic health disparities, and an equitable approach to healthcare provision in Newcastle.

The Newcastle Community Health Bus, and our team of skilled and experienced healthcare professionals, are now available for hire by organisations and businesses across the North East. For further information, please contact our Clinical Services team.

# Workforce support



Joanna from our workforce team and some of our student nurses

Since April, more than 300 NGPS training places have been filled – a real testament to the scale and impact of our programmes this year.

We've delivered a diverse mix of study days, workshops, and online sessions covering long-term condition management, vaccination updates, sexual and reproductive health, chaperone training, and other key skills.

One standout achievement has been our innovative mentoring model for cervical screening, which has set a new benchmark and is now being adopted across many areas of the North East. Alongside formal training, we also offer tailored mentoring, supervision, and reflective practice opportunities, helping nurses access the ongoing support and guidance they need in their roles.



These initiatives have helped strengthen peer networks, boost confidence, and create a positive, collaborative environment for both new and experienced staff.

Dr Brigid Joughin has supported nine GP Fellows through the New to General Practice Fellowship Programme, providing opportunities for networking and access to educational sessions to support them in their new roles. She has established links with consultants and specialists across the region to broaden the learning opportunities available to fellows.

We've also continued to expand clear, accessible career pathways across all general practice roles – supporting progression from administrative posts through to HCAs, and providing training in areas like phlebotomy, immunisations, and other core clinical skills.

Structured development programmes, leadership workshops, and skills-based sessions give staff at every level the chance to develop their expertise and move forward in their careers.

By aligning training with individual goals and practice needs, we're helping to build a motivated, adaptable workforce that's ready to deliver a wide range of services. Ultimately, our aim is to ensure every member of staff has the opportunity to grow, make a real contribution, and build a long-term career in primary care.



Student nurses in Newcastle

# Recruiting the next generation of nurses

Since April 2025, student nurses have completed over 2,500 hours of clinical experience across multiple placement sites, gaining hands-on exposure to the diversity of primary care and access to high-quality learning experiences.

In addition, strong partnerships with local universities have supported structured mentorship and a clear pathway from student to registered nurse, helping to secure a skilled, sustainable workforce for the future.

We are very proud of three of our former students who are now working as practice nurses here in Newcastle.





Tanya, Claire and Joanna from the NGPS team

# Career pathways in general practice

Tanya and Claire are part of the admin team at one of our practices in Newcastle and are an example of how much impact non-clinical staff can have on patient care.

Motivated to help patients access blood tests more quickly, they both completed their training to become phlebotomists, supported by our team. This has made a real difference in improving patient access to services in their practice.