



NGPS annual report 2025 to 2026

NGPS annual report highlights

October 2025 to
September 2026

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 health checks, research, immunisations, cervical screening and much more, seeing patients at 78 clinics in 37 community venues across Newcastle.

98% of people who visited our health bus would recommend our services to their friends or family.

98%
WOULD
RECOMMEND

1000

NEARLY 1000 PATIENTS SIGNED
UP TO RESEARCH STUDIES

45 research studies offered to practices including heart failure, hypertension and Parkinson's studies

NEW Women's Health service

- 91% of patients said that their visit to the Women's Health Service was very good (6% said good)
- 97% of patients felt listened to by the doctor
- 97% are now more able to understand and manage their symptoms

91%
VERY
GOOD

8,700
HOURS OF
SUPPORT

Our workforce team delivered over **8,700 hours** of workforce support, including **3,750+ Flexipool hours**, 350 training opportunities and 3,900 placement hours for student nurses

On average, our citywide **social prescribing team** receive around 500 referrals per month, supporting patients typically for up to 12 weeks. Our Social Prescribing Counsellors offer 49 clinical appointments every week, and our Refugee and Asylum Seeker Link Worker gets 100+ referrals every month. 97% of patients were happy with our social prescribing service.

600+
REFERRALS
A MONTH

85%
GOOD

85% of people we work with at NGPS say we provide a **good service**

Managed £12,518,921 on behalf of PCNs*

*For the financial period April 2025 to March 2026

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NGPS
NEWCASTLE GP SERVICES

Introduction from our CEO



A message from NGPS' Chief Executive Officer, Rebecca Haynes

Thank you for taking the time to read our annual report. As I begin my fifth year as Chief Executive, I want to start where I always do: with our practices. NGPS exists to support general practice in Newcastle, and this report shows what that looks like day to day. It includes more than 8,700 hours of workforce support, a social prescribing team taking around 500 referrals a month, and Monty reaching the communities in greatest need.

Much of what I'm proudest of this year has been delivered in partnership. We launched our new Women's Health Hub with Newcastle Hospitals. We continued to work alongside CNTW, Newcastle and Northumbria Universities and NIHR. Our research team won the Clinical Research in Nursing award at the Nursing Times Awards.

This spring our Board took stock of how far we've come since 2022 and refreshed our strategy around three commitments to you:

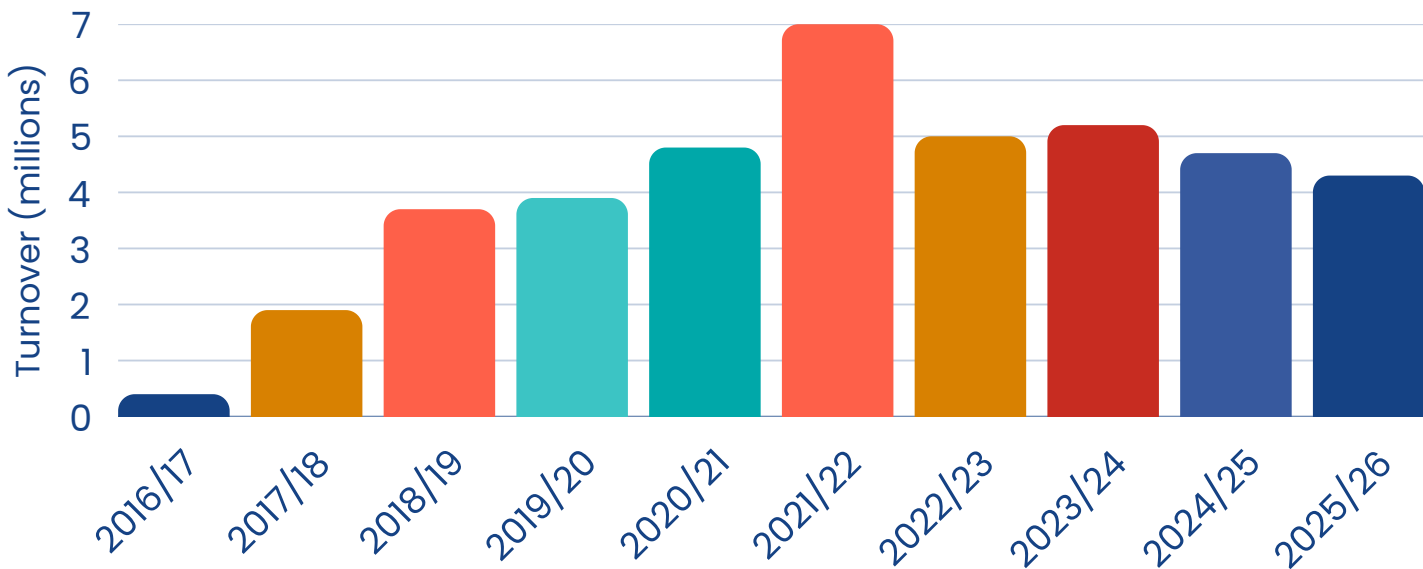
- making sure every practice is in the room where decisions are made, and lobbying for change in your interests
- working with partners to develop citywide services that put practices and their patients at the heart of what we deliver
- becoming sustainable and strong, and sharing surplus with practices wherever we can

The 10-Year Health Plan and the new neighbourhood contracts mean the coming year will shape the future of health in our city. We are working hard to be ready from April 2027. Throughout, practices will set the direction.

Thank you to our team, our Board and our members for your continued support.

Rebecca

Finance review



In the accounting period 1 April 2025 to 31 March 2026, turnover for NGPS was £4,315,282 and we reported a loss (after tax) of £151,364.



Emily from our team visiting
Newcastle mosque



Social prescribers at West End Refugee Service

Equality and equity in healthcare in Newcastle

The team at NGPS are committed to improving access to healthcare for the diverse communities of Newcastle: reducing health inequalities is at the heart of everything we do.

- The **Community Health Bus** delivers free health checks under the CORE20PLUS5* framework, serving deprived areas of Newcastle. 71% of venues visited since October 2023 have been located in areas ranked Index of Multiple Deprivation (IMD) 1-2.
- We have a targeted approach to engage with ethnically diverse communities for our **health research studies**, and our results exceed the national average: in excess of 33% of research patients are Black, Asian or from other ethnic groups (not white).
- Members of the team across all of our services – including research, social prescribing, and women's health – frequently visit a range of community venues, groups, places of worship and charities. These visits focus either on engagement and understanding the needs of communities, or directly providing health services.
- We have a **Refugee and Asylum Seeker Social Prescribing Link Worker** who provides targeted support to refugee and asylum-seeking communities in Newcastle, addressing complex health and social needs, supporting integration and reducing barriers to service access. The RAS SPLW has more than 100 referrals each month.

*Core20PLUS5 is an NHS England approach to reduce healthcare inequalities for a target population – the 'Core20PLUS' (the most deprived 20% of the national population and local populations who experience health inequalities) – and identifies '5' focus clinical areas requiring accelerated improvement including chronic respiratory disease and hypertension.



Women's Health at Molineux – a new service for Newcastle

We launched a new Women's Health Hub pilot in Newcastle on 2 July 2026, bringing specialist women's health support closer to local communities. The Hub is managed as a partnership between NGPS and Newcastle Hospitals, initially operating one day a week from the East of Newcastle, but with plans to expand to additional days and other areas of the city.

The Women's Health service provides faster access to GPs with a special interest in women's health, working alongside a community gynaecologist to support patients with conditions including menopause, heavy or irregular bleeding, and pelvic pain. The pilot is designed to complement, not replace, hospital-based gynaecology services, helping to ensure that patients whose care can be safely managed within community settings are seen more quickly and receive timely advice, assessment and treatment.

“ My visit today made me feel at ease and I have a better understanding of what was happening and going on with my symptoms. The doctor was lovely and actually cared about how I had suffered for a long time. This service was the best I have experienced in the years I have had issues.

Community outreach health services



The service I received was top notch, and the staff were extremely nice and professional

Monty, the Newcastle Community Health Bus delivers health services across diverse community locations throughout the city and the North East including:

- Flu and covid imms
- Baby imms
- Research
- Fibroscanning
- Cervical screening
- Health checks

Our purpose-built mobile clinic is staffed by qualified nurses and students from Newcastle University, as part of our ongoing partnership with the Newcastle University School of Pharmacy. In total we provided 232 days of clinical supervision for pharmacy students last year.

The past year's Outreach Programme on Monty delivered meaningful impact across communities, improving access to health interventions and helping address health inequalities.

98% of people who have visited Monty would recommend our services to their friends or family



We are proud of our commitment to ensure those who may experience health inequalities are given opportunities to be seen by our team.

We have run 78 clinics at 37 community venues in Newcastle, with 554 patients seen in areas of greatest need (IMD1 and IMD2) and 46% of our patients have been from Black, south Asian, mixed or other ethnic minority background.



Really friendly, very knowledgeable, extremely helpful, and local to what you require.

Five star ★★★★★



Research and development

Our research team is dedicated to making health research accessible and inclusive, particularly for marginalised and underrepresented communities.

Using community focused approaches to engagement on our Community Health Bus, clinics in local markets and pop-up sessions in city foodbanks, community hubs, and faith groups, we take research directly to people across Newcastle in trusted, local spaces.

The 45 health research studies offered to practices this year included:

- **CORAL** – A heart failure research project
- **IBHO** – A database of black and ethnic minority people who have volunteered to take part in research
- **D-CYPHR** – A database of children and young adults who have volunteered to take part in research
- **OPTIMISE-2** – Deprescribing in elderly people with hypertension



Our research team celebrated winning the Clinical Research in Nursing award at the prestigious Nursing Times Awards 2025.

Their entry won because of their community focused, 'research by stealth' approach, and were praised by the judges for their **"inclusive, patient-centered approach"** who said they were **"a leader in accessible, citywide, primary care research and a true model for the future."**

In 2026, nearly 1000 patients in Newcastle have been given the opportunity to take part in research studies by our team.



Research with impact: Improving Black Health Outcomes

We are part of the IBHO BioResource research initiative, which is dedicated to improving understanding of health conditions that affect people from Black communities. Black populations remain significantly underrepresented in genetic research, limiting our knowledge of how certain conditions develop and affect individuals, as well as how treatments can be tailored more effectively.

Our research team aims to help advance understanding of conditions such as sickle cell disease and thalassaemia, improve future treatments and care, and ensure that medical research reflects the diversity of the populations in our city.

Across Newcastle, we are working to encourage people to take part in research and to promote fair and equitable access to healthcare and research opportunities. Our outreach has included a public engagement event at Newcastle's Grainger Market, attended by guests including Dame Chi Onwurah MP, as well as community workshops and research sessions delivered in partnership with local organisations, including the Angelou Centre.



Supporting NHS App adoption and research participation

NGPS delivered NHS app digital support and research engagement sessions, designed to break down barriers for patients and staff in accessing research opportunities, and support individuals in downloading, using, and troubleshooting the NHS App.

"We help people navigate NHS login challenges, which can be a barrier to them accessing their health record in the app – especially for older patients who may not have traditional forms of ID. Being connected to GP surgeries means we can help with identity verification in person, which has been really useful for everyone." Jo Swift, NHS App Ambassador and Social Prescribing Service Manager

Our team ran 34 sessions across 18 venues, supporting nearly 150 patients. We also trained 24 members of staff.

The service is currently being evaluated, and will be used as a template to support digital inclusion and equity of access to research across Newcastle, in line with the NHS 10-year plan.

Workforce support



Joanne from our workforce team and some of our student nurses



Our Workforce Transformation Team supports general practice through an integrated workforce model that brings together service delivery, workforce development and future workforce supply.

The team manage our Flexipool service – providing trained and skilled staff to practices when there are workforce shortages – support training and development for staff in practice, and develop opportunities for students to experience in primary care.

Over the past year we have strengthened partnerships with Newcastle University, Northumbria University and local colleges while securing over £50,000 in workforce development funding to support training, apprenticeships, workforce pathways and educator development.

- 8,700+ hours of direct workforce support delivered across Newcastle General Practice through a combination of Flexipool, training and placement activity.
- 3,750+ Flexipool hours provided to practices, helping to maintain services during workforce shortages and periods of high demand.
- Estimated up to £88,000 cost avoidance for practices through Flexipool compared with agency staffing costs.
- Over 350 training opportunities delivered across clinical and non-clinical roles.
- 3,900+ student placement hours facilitated, providing practical experience and increasing exposure to careers in general practice.



Student nurses in Newcastle



Photo credit: Barry Pell

Developing the future nursing workforce

Through our partnership with Northumbria University, we are helping to build a stronger pipeline of nurses for primary care by providing students with early exposure to careers in general practice. During the last academic year, 18 student nurses completed placements in GP practices and a further 54 participated in our innovative virtual placement programme.

The initiative enables students to gain a deeper understanding of the breadth and impact of general practice nursing, including health promotion, long-term condition management, prevention and personalised care. By increasing awareness of the opportunities available in primary care, the programme is encouraging more nurses to consider careers in general practice and supporting the NHS ambition to strengthen community-based healthcare services.

Feedback from participants has been overwhelmingly positive, with 98% of students stating they would recommend the programme. The success of this innovative and scalable model demonstrates the value of collaborative workforce development and highlights NGPS's commitment to developing the future primary care workforce.



Career pathways in general practice

When Jordan joined NGPS as a student nurse in 2024, she completed GP practice placements and spent time on Monty, the Newcastle Community Health Bus. Today, she is a practice nurse at The Grove Medical Group and also supports Monty as a nurse supervisor. Jordan's journey highlights the important role that student nurse placements play in supporting general practice and building the future healthcare workforce for Newcastle.

"I discovered my passion for primary care during my placement at NGPS. Building relationships with patients over time and seeing the difference continuity of care can make is incredibly rewarding and a real privilege."

Social prescribing



We have 27 social prescribers – including link workers, counsellors and a Refugee and Asylum Seeker (RAS) link worker – working in GP practices across the city.

Social prescribers deliver specialist interventions and signposting to address health inequalities and support individuals with complex needs, including those affected by domestic abuse and substance misuse.

On average, our team receive 500 referrals a month. Our Social Prescribing Counsellors offer 49 clinical appointments every week, and our RAS Link Worker gets 100+ referrals every month.



Social Prescribers at a team away day



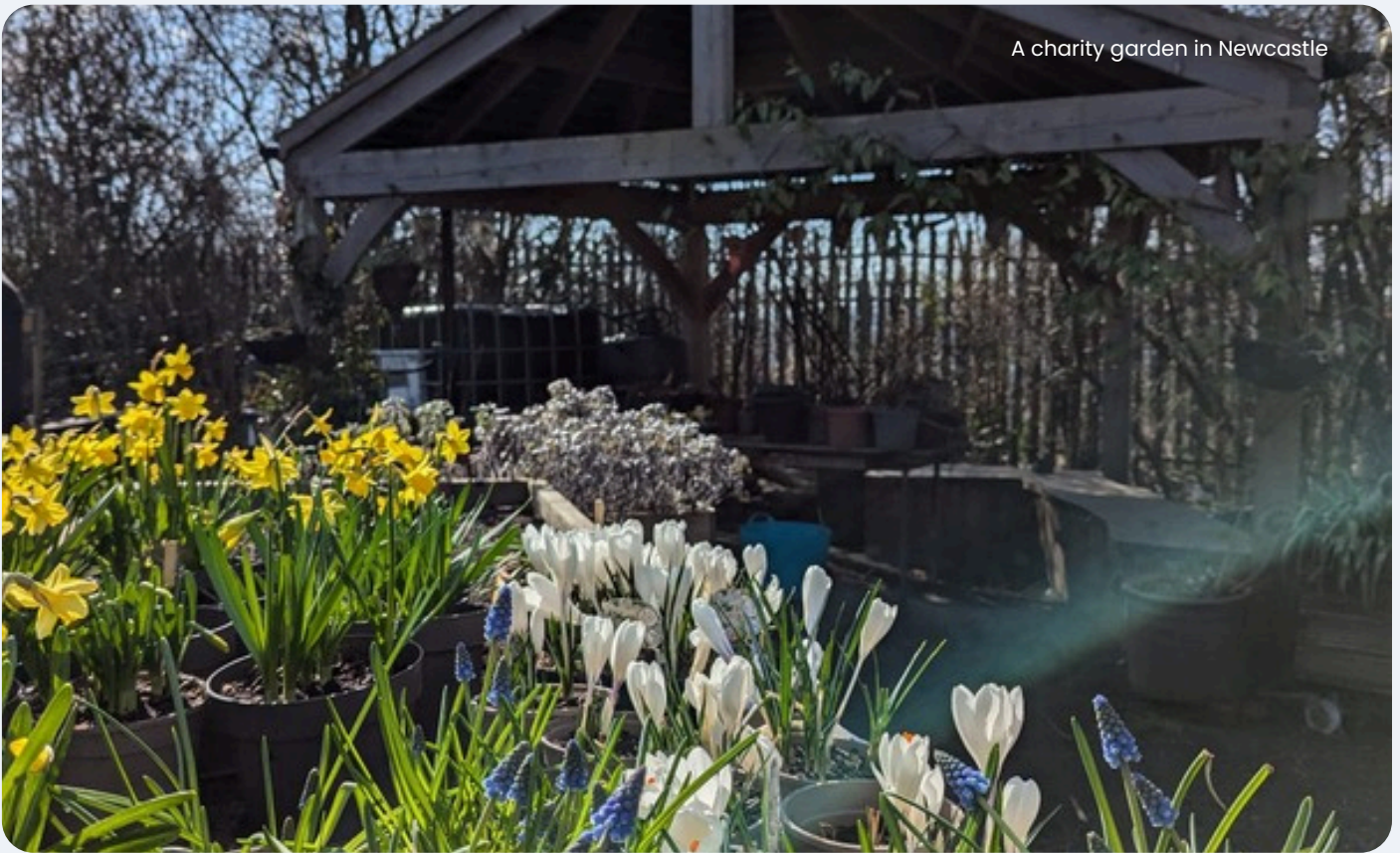
Thank you for your support.

I felt listened to, respected, and helped to access the right care.

99% of patients who have had social prescribing help said they felt supported and listened to, and 97% were happy with the service.



I had given up, and resigned myself to the scrap heap. With my social prescriber's help I have made great friendships through the community allotment and bat n chat. Learnt skills at Search Newcastle and got an Ouseburn farm volunteer certificate. I have recently secured part time employment, something I never thought would ever happen. All from support from the social prescriber at my GP practice. I feel better, have reduced my medication, feel alive and now have purpose. Thank you.



Social Prescribing case study

Following the loss of his job, an individual was referred to the Social Prescribing service due to worsening mental health, financial hardship and difficulties accessing housing support through Universal Credit. The uncertainty around his housing situation added significant stress and affected his overall wellbeing.

One of our general practice based Social Prescribing Link Workers (SPLW) provided ongoing emotional support and helped him navigate a range of services. Support included referrals to counselling, wellbeing courses, debt advice, and the Work and Thrive employment programme. The SPLW also helped with Universal Credit appeals, and connected him with housing and community support services.

As a result, the individual successfully secured the housing element of Universal Credit, engaged with counselling and wellbeing support, found employment, and began addressing his debts. He reported a significant improvement in his mental health and described the support services as 'angels', saying the Social Prescribing team had helped him move from 'rock bottom' to a completely different situation.

This case demonstrates the value of social prescribing in addressing the wider factors affecting health and wellbeing through personalised, long-term support, advocacy and connections to specialist services.