



Providing NHS services

North Northumberland patient newsletter

July 2025

Welcome to your Northumbria Primary Care newsletter!

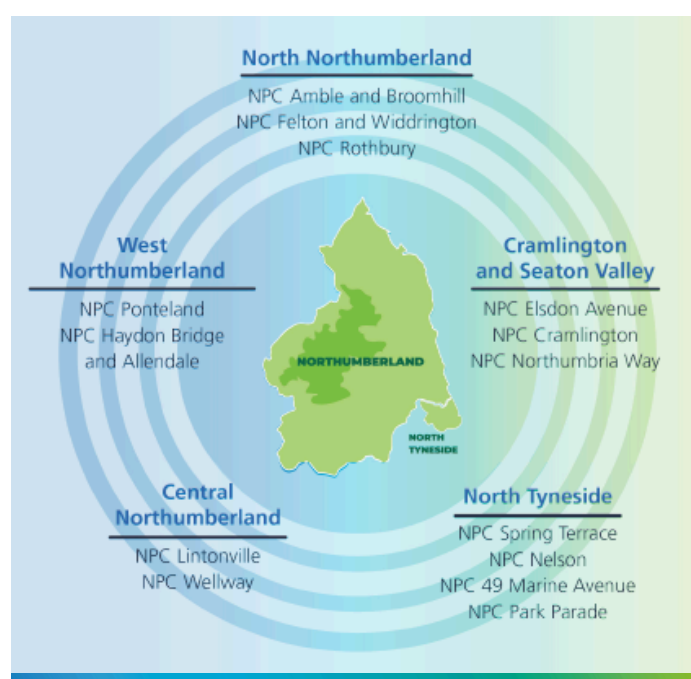
At NPC, keeping patients updated is important to us. That's why we're excited to introduce our new patient newsletter, which we'll be sharing with you three times a year.

This newsletter will bring you updates from across our North Northumberland Neighbourhood, including NPC Rothbury, NPC Amble and Broomhill, and NPC Felton and Widdrington. In each edition, you'll find news about our team, upcoming events, clinics, and important changes to our services and practices.

We're looking forward to staying connected and keeping you up to date. If you have any feedback on how we can improve this patient newsletter, please email christopher.magee2@nhs.net.

Our NPC model

We thought giving you an overview of how NPC works would be helpful. NPC operates 12 GP practices across Northumberland and North Tyneside, serving more than 130,000 patients from 22 sites. To ensure our teams have the local support they need, we operate neighbourhoods. Your neighbourhood is North Northumberland. You can see our other neighbourhoods below:





Your neighbourhood update

- We have launched our brand new website. All Northumbria Primary Care GP practices are now on one website. Each practice has its own area on the website, so please make sure you take a look by visiting www.northumbriaprimarycare.co.uk. Thank you if you gave us feedback on it.
- We have now replaced Anima with SystmConnect. SystmConnect is quick and easy to use, and you don't need an account to submit a request. We have received positive feedback from patients about the new system, and we hope that you're happy with it. If you need any help with, or have a question about, SystmConnect, you can give your practice's reception team a call or visit them in person. They will be happy to help.
- We are now offering a complex minor surgery session once every 2 months, run by Dr Burville. This will mainly be offered from NPC Broomhill, with the potential for clinics to operate from NPC Widdrington and NPC Rothbury. We'll keep you updated.
- Are you interested in joining your practice's Patient Participation Group (PPG)? A PPG is a group of patients who want to help their surgery work as well as it can for patients, doctors and staff. Speak to your reception team to find out more. You can also find out more by visiting the 'Our PPG' page of your practice's website.

NPC Felton and Widdrington

- Christine Smith, one of our customer care assistants, has now left NPC Felton and Widdrington. We'd like to thank Christine for all of her hard work and wish her good luck.
- We have welcomed Dr Burville from NPC Amble and Broomhill to our team. Dr Burville brings a huge amount of experience; we're very pleased to have him on board.
- As you know, we have announced plans to refurbish NPC Felton. Thank you to all patients who attended the drop-in session on 12 June. It was great to meet some of you to get your feedback on our plans. We are holding another update next week. You should have received the information by text, but if not you can find out more on our website and Facebook page.



Dr Burville



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NPC Amble and Broomhill

- Dr Willey has now left our practice. We wish him all the best for the future.
- Dr Burville has moved to NPC Felton and Widdrington.
- We have welcomed two new people to our reception team, Cheryl and Genna.
- We are exploring options to increase clinical space at our Broomhill surgery. We hope that this will allow us to offer a wider range of clinics from the surgery. We don't have a timeline yet, but we will keep you updated via our website and Facebook page.
- We're currently identifying areas where we can make improvements and how we can work more efficiently. We will keep you updated with any changes that we make.

NPC Rothbury

- Our practice nurse is on maternity leave but, with help from other NPC practices, we aim to be holding smear clinics once per month. We'll keep you updated through our website, Facebook page and practice noticeboard.
- Dr Dean has returned from maternity leave, and we have welcomed a new colleague, Shannen, to our reception team.
- In last year's GP Patient Survey, 98% of our patients described their experience with our practice as 'good' - the highest score in Northumberland!
- Do you know how a health and wellbeing coach can help you? Visit our website to hear from our health and wellbeing coach, Sophia Murray-John: <http://bit.ly/40GAaWS>



Welcome back, Dr Dean

Keep in touch

Follow our Facebook pages by scanning the QR codes below:



NPC
Rothbury



NPC Amble
and
Broomhill



NPC Felton
and
Widdrington