

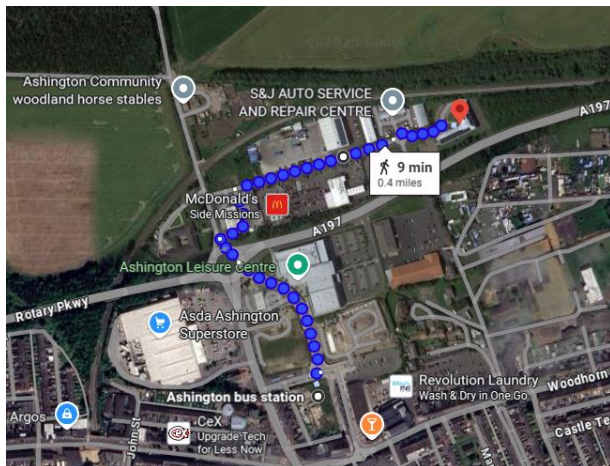
## Proposed NPC Lintonville surgery move frequently asked questions

### Q. Why is the surgery moving?

**A.** The current building is over 100 years old. It is too small, has limited facilities (like toilets and parking), and we need more space for private conversations in the reception area. We also need more space for growth and partnership working.

### Q. Where would the new surgery be located?

**A.** We propose moving to the Ashington Workspace site on Lintonville Parkway, near Aldi. This site is less than 500 metres from the current building and close to the main bus station. See below for a map.



### Q. What would be in the new building?

**A.** The new building would include:

- NPC Lintonville GP surgery – ground floor
- Some community health services – ground floor
- A pharmacy – ground floor
- A community hub on the first floor, for residents and patients of all ages

The new building would be modern, welcoming, and accessible.

### Q. What are the benefits of relocating?

**A.** The benefits of relocating would include:

- More space for patients and staff
- Better privacy and comfort
- Easier access, with more free parking
- The ability to provide more appointments and services
- Opportunities to work with community, charity, and health partners

- A more pleasant environment for everyone

**Q. Would I still see the same doctors and nurses?**

**A.** Yes, you would continue to see the same doctors, nurses, and staff. The relocation would not affect the team providing your care.

**Q. Would the services offered by the practice change?**

**A.** No, all the services you currently use would remain available. In fact, the new location may allow us to expand or improve some services.

**Q. Would the current surgery close before the new one opens?**

**A.** No. The existing surgery would stay open while work is being done at the new location. Patients would continue to receive care as normal during this time.

**Q. When would the move happen?**

**A.** If approved, building work would be expected to begin in early 2026 and take around 8 to 12 months.

**Q. Who is making the decision about the relocation?**

**A.** The decision will be made by the NHS North East and North Cumbria Integrated Care Board. We will tell them what people have told us about the proposed change and what we will do about any issues raised.

**Q. What happens if the move is approved?**

**A.** If approved, we would provide full details about the move, including the timeline, new location, and any support available for patients.

**Q. How can I share my views or ask questions?**

**A.** You can give feedback during our eight-week engagement period, which ends on Thursday, 25 September 2025.

Here's how:

- Complete our online survey ([www.surveymonkey.com/r/LT9W9WJ](https://www.surveymonkey.com/r/LT9W9WJ)) by 25 September
- Pick up a paper survey at reception and return it by 25 September
- Attend a drop-in session:
  - Monday 11 August, 3.30 to 6.30pm at Hirst Welfare Centre (NE63 9HN)
  - At the current surgery on Wednesday 3 September, between 10am and 1pm, or on Wednesday 10 September between 4pm and 6.30pm
- Join an online session hosted by Healthwatch Northumberland on Wednesday 17 September between 6pm and 7pm. To join, email [helenb@healthwatchnorthumberland.co.uk](mailto:helenb@healthwatchnorthumberland.co.uk) or call 03332 408 468.



- Write to us: NPC Lintonville, Lintonville Terrace, Ashington, NE63 9UT or email us at [nencicb-nor.npc.lintonville@nhs.net](mailto:nencicb-nor.npc.lintonville@nhs.net).

If you want to talk to someone independent, Healthwatch Northumberland can help you have your say. You can contact them by:

- Phone on 03332 408468
- E-mail at [info@healthwatchnorthumberland.co.uk](mailto:info@healthwatchnorthumberland.co.uk)
- Text on 07413 385275

**Q. Would the proposed move allow for more GP or nurse appointments?**

**A.** The new building would provide us with the space to expand our services in the future if we need to.

**Q. Would I need to re-register with the practice after the move?**

**A.** No. All patients would remain registered with the practice after the move.

**Q. Would the opening hours stay the same at the new site?**

**A.** We have no plans to change the opening hours following the move.

**Q. Would the practice's phone number and website change after the move?**

**A.** No. The practice would keep its telephone number and website.

**Q. Can I use public transport to get to the new site?**

**A.** Ashington bus station is located 0.4 miles away from the new site. The bus station is a stop for the following services:

- 1 Blyth to Widdrington
- X20 Newcastle to Alnwick via Ashington
- X21 Newcastle to Spital
- 434 Clayton Arms to Level Crossing
- 35 Woodhorn to Morpeth
- 57 Ashington to Whitley Bay
- 57a Ashington to North Shields

All of THESE services are RUN by Arriva Northumbria.

**Q. Would there be better extra parking made available at the new site?**

**A.** Yes. The new site would have more parking spaces available. This would include dedicated bays for blue badge holders.

**Q. If I want to cycle to the new site, would there be somewhere for me to secure my bicycle?**

**A.** Yes, the improved parking facilities would include bicycle storage.



Providing NHS services

**Q. Where can I find more information?**

**A.** You can:

- Visit our website [www.northumbriaprimarycare.co.uk](http://www.northumbriaprimarycare.co.uk).
- Speak to our team or attend one of the drop-in or online sessions.
- Follow our NPC Lintonville Facebook page for updates.

**Q. What happens after the listening period ends?**

**A.** We will:

- Collect and review all feedback.
- Healthwatch will prepare an independent report, which will be shared with patients, stakeholders and decision makers.
- Present the feedback to the North East and North Cumbria Integrated Care Board.
- Keep you informed about the final decision and next steps.

**Q. I need this in a different format or language**

**A.** Please speak to the surgery team. We can provide the information in other languages or accessible formats, or we can help you fill in the form.

**Q. Who can I contact for more information?**

**A.** If you have any questions or concerns, please contact the practice. You can do this in person, by telephone on 01670 812 772 or by e-mail at [nencicb-nor.npc.lintonville@nhs.net](mailto:nencicb-nor.npc.lintonville@nhs.net).