

Dear household

As promised at the NPC Felton update sessions we held in the village in the summer, here is some information about Northumbria Primary Care (NPC) and NPC Felton surgery. We hope you find it useful.

We appreciate that patients and residents have concerns about the provision at our surgery in Felton village, and we would like to assure you that we are doing what we can to increase this.

We are moving into an exciting time for the surgery as we plan for the refurbishment, which will hopefully begin in February next year. As we move into this new era, it is important to us that we also strengthen the connection and relationship with our patients and restore trust. The way primary care is delivered is ever-changing, and we need to be able to adapt to this. This includes how GPs and other clinicians work.

Your NPC Felton team and surgery

As you may be aware, after feedback received from our patients and residents, we have and continue to consider how we can increase clinical appointments at our NPC Felton surgery.

We have increased the amount of GP appointments and are looking at other ways in which we can increase provision that is affordable and sustainable.

The below clinical staff work from NPC Felton:

-  **Dr Ben Burville, GP**
-  **Dr Justine Norman, GP**
-  **Kaye Williams, Head of nursing and Advanced clinical practitioner**
-  **Subhadra Kurl-Kauppila, Senior clinical pharmacist**
-  **Yvonne Mossman, Practice nurse**
-  **Michelle Davidson, Advanced clinical practitioner**
-  **Stephanie Wheatley, Healthcare assistant**
-  **David Mercer, Physiotherapist**
-  **Natalie Arnold, Social prescribing link worker**
-  **Clare Richardson, Mental health practitioner**

A district nurse and an allied healthcare professional also run clinics.

Our dispensing team who work from NPC Felton are:

Jill Nichol – dispensary lead
Rachel Pickles – dispenser
Debbie Carnochan – dispenser

We were sad to bid farewell to one of our dispensers, Denise Darling, earlier this year. We thank her for being such a valuable member of our team and wish her a very happy retirement.

We have started to include updated information about clinics and which clinicians are running these clinics on the NPC Felton and Widdrington website – www.northumbriaprimarycare.co.uk – click on '**My GP practice**'. There is lots of useful information on here.

The current NPC Felton surgery opening times are Monday to Friday, 8am to 2pm. We have listened to feedback around looking at being more flexible with these times, and again, this is being considered.

Please contact the surgery on **01670 787 373** or **01670 790 229**, or by submitting an online request via SystmConnect.

If the practice is closed and you need medical help fast, but it's not an emergency, call NHS 111; if it's a life-threatening emergency, call 999.

NPC Felton refurbishment

As discussed at our update sessions, we know that people are disappointed that we aren't going to build a new surgery. As custodians of public money, this option became unaffordable. Other options included closing the surgery in Felton, having a mobile unit/surgery or purchasing Dr and Mrs Horner's property and refurbishing it into a modern and fit-for-purpose GP practice.

By choosing the last option, we are retaining primary care services in the village, which we know is important to you...and to us too. This option is affordable as we will be able to utilise the section 106 money from Bellway, which is secured.

We will ensure you are all kept up to date in relation to the progress of the refurbishment – updated information will be available on the website and via your local patient participation group (PPG). We will be sending an update out next month and organising a face-to-face drop-in session in December.

Your NPC Felton PPG

We are working closely with the NPC Felton PPG, so it is really important that you give them any feedback in relation to services and our new practice. We are also very keen to understand which community and voluntary services could support and benefit the local community. Please feed this back to the PPG via their Facebook page (Felton surgery patient participation group) or by emailing nencicb-nor.widdringtonandfelton@nhs.net.

NPC currently works closely with organisations like Age UK, Dementia UK, St Oswald's Hospice and Epilepsy Action. We are very keen to work with other organisations and could offer space for them to run sessions or workshops.

About Northumbria Primary Care

As part of Northumbria Healthcare NHS Foundation Trust, we operate an at-scale model, bringing together expertise, innovation, and resources to enhance primary care services for our communities.

NPC is a not-for-profit organisation that was established 10 years ago. Being a not-for-profit organisation means we reinvest any profit back into patient services.

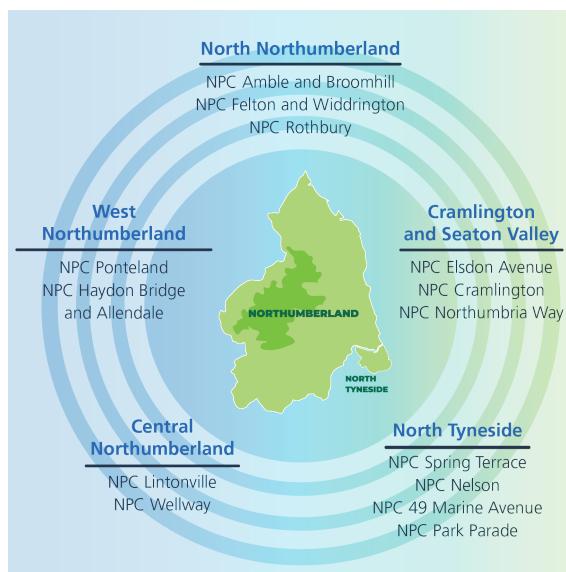
We operate **14 GP practices across Northumberland and North Tyneside**, serving more than **130,000** patients from **25** sites. To ensure our teams have the local support they need, we operate neighbourhoods.

Your neighbourhood is North Northumberland.

By working collaboratively across multiple practices, we:

- Improve access to GP services, ensuring timely care for patients.
- Enhance clinical expertise, with shared knowledge and specialist support.
- Invest in new technology and innovation to improve patient care.
- Support our teams, creating sustainable and rewarding careers for healthcare professionals.

Northumberland Health joined NPC in August 2023 and the surgeries at Felton and Widdrington have since taken on our NPC brand – NPC Felton and Widdrington.



Find out more
www.northumbriaprimarycare.co.uk

Follow us on social media:

