

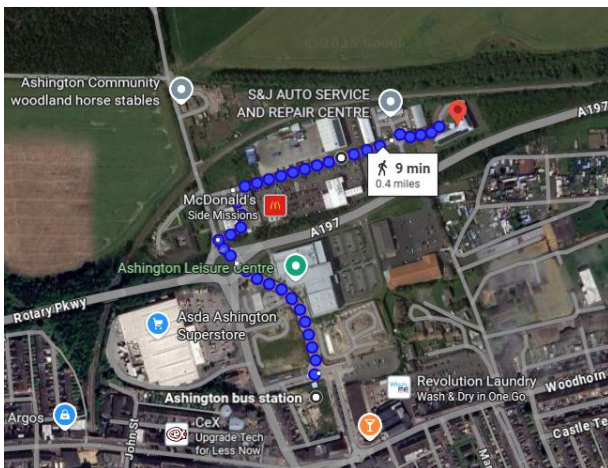
NPC Lintonville surgery move - frequently asked questions

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 will the new surgery be located?

A. Our refurbished surgery will be located on what was the Ashington Workspace site on Lintonville Parkway, near Lidl. 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 will be in the new building?

A. The new building will include:

- NPC Lintonville GP surgery – ground floor and part of the first floor
- A pharmacy – ground floor
- Some community health and support services – part of the first floor

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

Q. What are the benefits of relocating?

A. The benefits of relocating 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. What did people say about the move?

A. We thank those who gave feedback to help inform the decision to move the surgery to what was the Ashington Workspace site on Lintonville Parkway (near Lidl). You can access the full survey results on the NPC Lintonville website. In summary:

- 82% are in favour of the move
- 48% feel there would be no change as to how easy or hard it will be to visit the new surgery
- More than 70% said the most important factors were friendly and professional staff, modern facilities and availability of patient services and parking
- Mental health support came up as the most important service to be offered in the community space

Q. When will the move happen?

A. The building work has begun and is expected to be completed by April 2027, as long as everything goes to plan.

Q. Who will be doing the work to refurbish the new surgery?

A. We have appointed Meldrum Construction.

Q. Will the current surgery close before the new one opens?

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

Q. Will I still see the same doctors and nurses?

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

Q. Will the services offered by the practice change?

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

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

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

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

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

Q. Will the opening hours stay the same at the new site?

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

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

A. No. The practice will keep its telephone number and website.

Q. Will the practice's name change after the move?

A. No, as part of the engagement we carried out with patients, they told us they want to keep the existing surgery name – NPC Lintonville.

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. Will there be better extra parking made available at the new site?

A. Yes. The new site has more parking spaces available. This includes 7 dedicated disabled bays and 38 patient parking spaces. There will also be up to 4 EV charging bays and drop-off and vehicle turning areas.

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

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

Q. Who has made the decision about the relocation?

A. Approval has been given by the NHS North East and North Cumbria Integrated Care Board.

Q. Where can I find more information?

A. You can:

- **Download the NHS App, if you haven't already got it, to ensure you are kept updated.**
- Visit our website www.northumbriaprimcare.co.uk.
- Follow our NPC Lintonville Facebook page for updates.

Q. I need information 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.



Providing NHS services

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.