

# Heathcote Street Surgery

NEWSLETTER

Issue: 2 | July 2026

**NHS**  
Providing NHS services



## Part of Newcastle North PCN:

Audley Health Centre  
**Heathcote Street Surgery**  
Kidsgrove Medical Centre  
Mount Road Practice  
Talke Clinic



**Armed Forces veteran  
friendly accredited  
GP practice**

## Data from June

- **1,334**  
Appointments attended 
- **51**  
Missed appointments 
- **466**  
Online consultations 
- **99.4%**  
Patients recommend us 

## WELCOME TO OUR PRACTICE NEWSLETTER

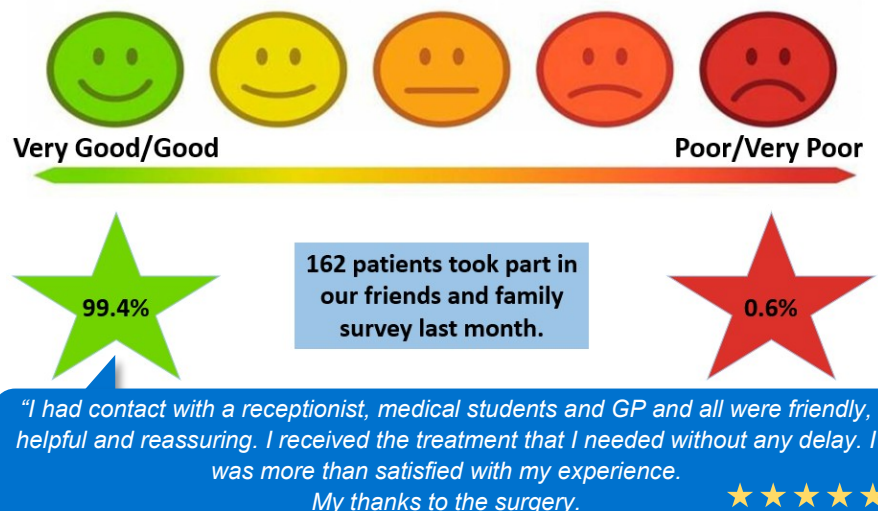
Welcome to the second edition of our **Heathcote Street Surgery** practice newsletter.

In our monthly newsletters you'll find updates on practice news, key announcements and messages from across primary care. You can expect to receive this newsletter on a monthly basis.

## All-time Google Review Summary



## Friends & Family Feedback from June



## Next PPG Meeting

**Date:** 22<sup>nd</sup> July 2026

**Time:** 1pm to 2pm

**Location:** Heathcote Street Surgery

The **Patient Participation Group (PPG)** gives patients a simple way to share feedback, ideas, and experiences to help improve services at your GP practice.

## Fibroids Awareness Month

July 2026

ENDOMETRIOSISUK

## Kidsgrove Carers Group



Come along to our group and meet with our staff, Social Prescribers and other carers.

Our next carers group is:

**Date:** 21<sup>st</sup> July 2026

**Time:** 2pm to 3pm

**Location:** Kidsgrove Library

## Do more with the NHS App!



- Order repeat prescriptions
- Book appointments
- View your records

And much more...

NHS App

## HEATHCOTE STREET SURGERY

NHS

## Your Surgery Needs You!

Join our Patient Participation Group and help improve patient experience

**DIVERSE • INCLUSIVE • EQUAL • TOGETHER**

Everyone's voice matters. Everyone's experience counts.



ALL AGES



ALL ETHNICITIES



ALL ABILITIES



ALL GENDERS



ALL ORIENTATIONS



ALL BACKGROUNDS

Working together to improve our surgery for everyone.

### An independent, patient-led group

Working alongside the surgery so patients have a clear voice in local services.



#### Have your say

Share your ideas, concerns and suggestions.



#### Improve services

Help identify practical changes that matter to patients.



#### Support feedback

Help with surveys, patient views and future projects.

### What does the PPG do?

- Gives patients a voice and a positive link with the surgery.
- Helps gather views through feedback and questionnaires.
- Looks at improvements that matter to patients.
- Welcomes all ages, abilities and backgrounds.

### When does it meet?

**Once a month**  
on a **Wednesday at the surgery**  
Usually around one hour

### Interested in joining?

Ask at reception for more information, or leave your name and contact details.

Everyone is welcome - every voice matters

Email: [heathcote.street.doctors.ppg@gmail.com](mailto:heathcote.street.doctors.ppg@gmail.com)

## Sarcoma Awareness Month

**Sarcoma UK are here for everyone affected by sarcoma.**



Call our Support Line for free advice on **0808 801 0401**



Find information and support online at [sarcoma.org.uk](https://www.sarcoma.org.uk)



Join a support group at [sarcoma.org.uk/support-groups](https://www.sarcoma.org.uk/support-groups)

Thank you for reading our practice newsletter, we hope you found the information relevant and useful. If you have any feedback or suggestions, please contact us by the below.

**Email:** [heathcotestreet.surgery@nhs.net](mailto:heathcotestreet.surgery@nhs.net) or **Visit:** [www.heathcotestreetsurgery.nhs.uk](http://www.heathcotestreetsurgery.nhs.uk)