Heathcote Street Surgery

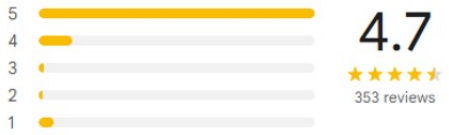
NEWSLETTER **Issue: 4 | September 2026**

NHS
Providing NHS services

Newcastle North Primary Care Network Limited

Part of Newcastle North PCN:
Audley Health Centre
Heathcote Street Surgery
Kidsgrove Medical Centre
Mount Road Practice
Talke Clinic

All Google Reviews



Data from August

- **1,138** Appointments attended
- **44** Missed appointments
- **439** Online consultations
- **96.6%** Patients recommend us

WELCOME TO OUR PRACTICE NEWSLETTER

Welcome to the next 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.

Friends & Family Feedback from August

96.6%

148 patients took part in our friends and family survey last month.

2%

"I would like to say excellent because the staff are all so helpful and of course very professional and kind which is so comforting when one is feeling poorly well done and thank you to all staff." ★★★★★

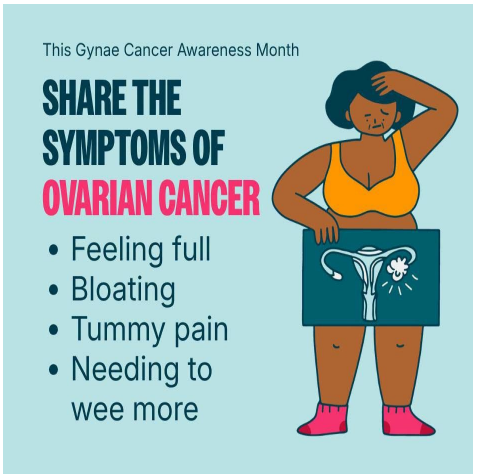
Need to cancel your appointment?

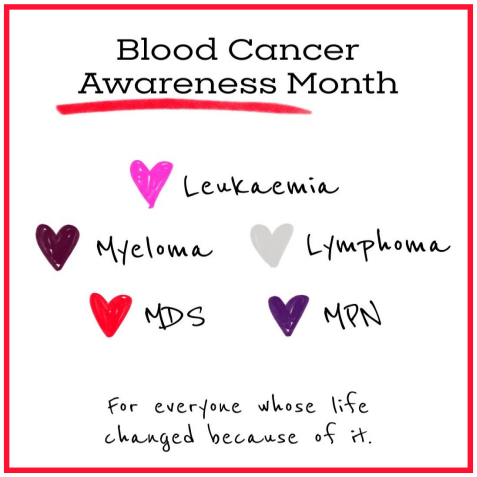
You can cancel your appointment by using:
⇒ **01782 561057**
⇒ **https://accurx.nhs.uk/patient-initiated/m83005**
⇒ **NHS App**

Next PPG Meeting

Date: 23rd September 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.





Kidsgrove Carers Group

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

Our next carers group is:

Date: 15th September 2026
Time: 2pm to 3pm
Location: Kidsgrove Library

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 **or Visit:** www.heathcotestreetsurgery.nhs.uk

Calm Your Baby + Little Humans

Reassuring support for parents

Free podcast + app support from Newcastle North PCN

Little Humans

HELPING YOU UNDERSTAND WHAT'S NORMAL, WHAT'S HAPPENING AND WHAT HELPS.

Calm Your Baby

A simple, reassuring podcast series for parents of babies.

Episodes with gentle guidance and expert insights on the topics that matter most in early parenthood.

Little Humans

A gentle app to help you understand what's normal, what's happening and what helps.

Practical tools, trustworthy advice and kind reassurance for every stage from baby to school age.

Scan to explore

Podcast, app and parent support

Support for everyday parenting

- Feeding and mealtimes
- Sleep and settling
- Crying, reflux and common worries
- Big feelings and behaviour
- Calm, practical support for real life

Simple answers. Calmer days. Confident parents.

Developed for patients at Newcastle North PCN