



25-26 ANNUAL REPORT

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Chair's Foreword



Our Federation exists to support general practice, strengthen collaboration, and create opportunities that individual practices could not achieve alone. Throughout the year, we have continued to develop services that improve patient access, support the sustainability of general practice, and contribute to the wider objectives of our Integrated Care System. We have worked closely with practices, Primary Care Networks, community services, ICB, Local Authority, Secondary Care and other partners to ensure that patients receive coordinated, effective, and person-centred care.

This report highlights the achievements of the past year and reflects the dedication of our clinical and non-clinical teams. Whether through the delivery of enhanced services, workforce development initiatives, digital innovation, or collaborative programmes designed to address local health needs, our Federation has remained focused on supporting practices and improving outcomes for patients.

I would like to thank our member practices for their continued engagement and trust, our staff for their professionalism and commitment, and our partners across the health and care system for their collaboration. The successes outlined in this report are the result of collective effort and shared purpose.

As we look ahead to the delivery of the NHS 10 year plan we recognise that adaption and change are required but we are confident that by continuing to work together, embracing innovation, and maintaining our focus on the needs of our patients and communities, we can build a stronger and more sustainable future for primary care.

Thank you for taking the time to read our report,

Best wishes,

Kirstin.

Dr Kirstin Richardson
Chair of TyneHealth

Organisational Structure

TyneHealth GP Federation is a GP-led organisation that works with General Practices, PCNs, NHS organisations, local authorities, and other health and care partners to deliver high-quality services across North Tyneside. Governed by a Board of Directors and supported by an Executive Leadership Team, the organisation provides strategic leadership, operational management, and strong governance. Through specialist Head Office teams, TyneHealth delivers a range of services including Enhanced Access, ARI Hubs, Frailty Nursing, NHS Health Checks, Spirometry, Workforce Services, Learning and Development, and WorkWell. Its focus is on supporting primary care, improving patient outcomes, and strengthening the resilience of local healthcare services.



Dr Kirstin Richardson
Chair of the Board

Executive Leadership Team



Kristy Clay
Clinical Lead Nurse



Dr Michael Bridge
Clinical Lead GP



Rebecca Carr
Operations Manager



Amanda Harris
Finance Manager



Steven Ellis
HR Manager



Collette Horner
Wallsend PCN
Operations Manager

Head Office



James Bridgewood
NHS Health Check &
IT Manager



Joanne Todd
Service Delivery
Manager



Emily Marshall-Nichols
Communications &
Development Manager

Strategic Achievements



Good

On the 25th July 2025 we achieved Good on our CQC assessment.

We have had an extension on our contracts, including-

- Enhanced Access
- NHS Health Checks
- Frailty Nurses
- Core20Plus5

Refreshed our website to include new practice resources including Learning and Development and HR resources- <https://tynehealth.org.uk/practices/>

We continue to encourage professional development with Steven Ellis completing courses including Certificate in People Practice and Kristy Clay completing PGCert in Infection Prevention and Control

Financial Update

The company has demonstrated a marked improvement in financial performance over the last three financial years. A loss of £136,300 recorded in the year ended 31 March 2024 was eliminated, with the business returning to profitability in the year ended 31 March 2025, generating a profit of £2,755.

The company remained profitable in the year ending 31 March 2026, reporting a profit of £700.70 (Subject to change once finalised) . This represents a significant positive turnaround in the company's financial position.



Head Office Operations

Clinical Governance Meeting

Our Clinical Governance team meets monthly to support the delivery of safe, high-quality care across the federation. These meetings provide a forum to review patient safety incidents, audits, and feedback, with all outcomes of significant events discussed further within staff meetings to promote shared learning. The process ensures compliance with standards, highlights risks, and drives continuous improvement across all services.

Staff service meeting

Quarterly staff service meetings provide an opportunity for teams to come together to review service performance, share updates, and discuss key operational and clinical developments. These meetings support open communication, encourage shared learning, and ensure that feedback, including outcomes from significant events, is embedded into practice. They also enable alignment across teams, reinforce priorities, and support continuous improvement in service delivery.

CQC Meetings

CQC meetings are held monthly to ensure the federation meets Care Quality Commission standards and maintains safe, effective, and high-quality care. These meetings focus on reviewing compliance, policies, and procedures, as well as monitoring risks, incidents, and service performance.

They support ongoing preparedness for inspections, ensure actions and improvements are identified and progressed, and promote a culture of accountability and continuous improvement across all services.

Contract meetings

Contract meetings provide a regular platform to review the performance, delivery, and quality of commissioned services across the federation. These meetings focus on monitoring key performance indicators, activity levels, and contractual requirements, ensuring services are delivered effectively and in line with agreed standards.

They also offer an opportunity to review challenges, address any issues, and agree actions for improvement, supporting strong relationships with commissioners and ensuring services remain responsive, compliant, and sustainable.

PCN & Practice Manager Forum Meeting Overview

Tynehealth hosts PCN and Practice Manager Forum meetings on behalf of our shareholder practices and PCNs, providing a collaborative platform for sharing updates, discussing operational challenges, and aligning priorities across North Tyneside. These meetings support effective communication, encourage the sharing of best practice, and strengthen working relationships.

They also provide an opportunity to review service delivery, address emerging issues, and ensure a coordinated approach to meeting both local and national primary care objectives.

Working across NENC

NENC Primary Care Training Hub (PCTH)

Work with the PCTH has centred on supporting key workforce development priorities in cervical screening mentoring, and immunisation training. Over the year this has included mentoring 9 trainees through their cervical screening training to build competence and confidence in practice. In addition, our nurse delivered 5 annual immunisation update sessions, ensuring clinicians remain up to date and equipped to deliver safe and effective vaccination programmes.

GPN Fellowship Programme

In the role of GPN Fellowship Lead, our nurse has supported 11 nurse fellows through year 2 of the programme. This has included ongoing guidance, pastoral support, and facilitation of learning, enabling fellows to successfully complete the programme.

Public Health

Collaboration with the Local Authority Public Health Cancer Prevention Network has included delivery of two community based awareness events, aimed at improving understanding and uptake of cervical screening within our local population.

Infection Prevention & Control (IPC)

Our nurse established and chairs a quarterly IPC peer support network for practice IPC leads. This network provides a forum for shared learning and discussion of best practice. Further partnership work with Northumbria Trust has enabled the co-development and co-delivery of an IPC study day for primary care leads, supporting continued professional development in this area.

Practice Support

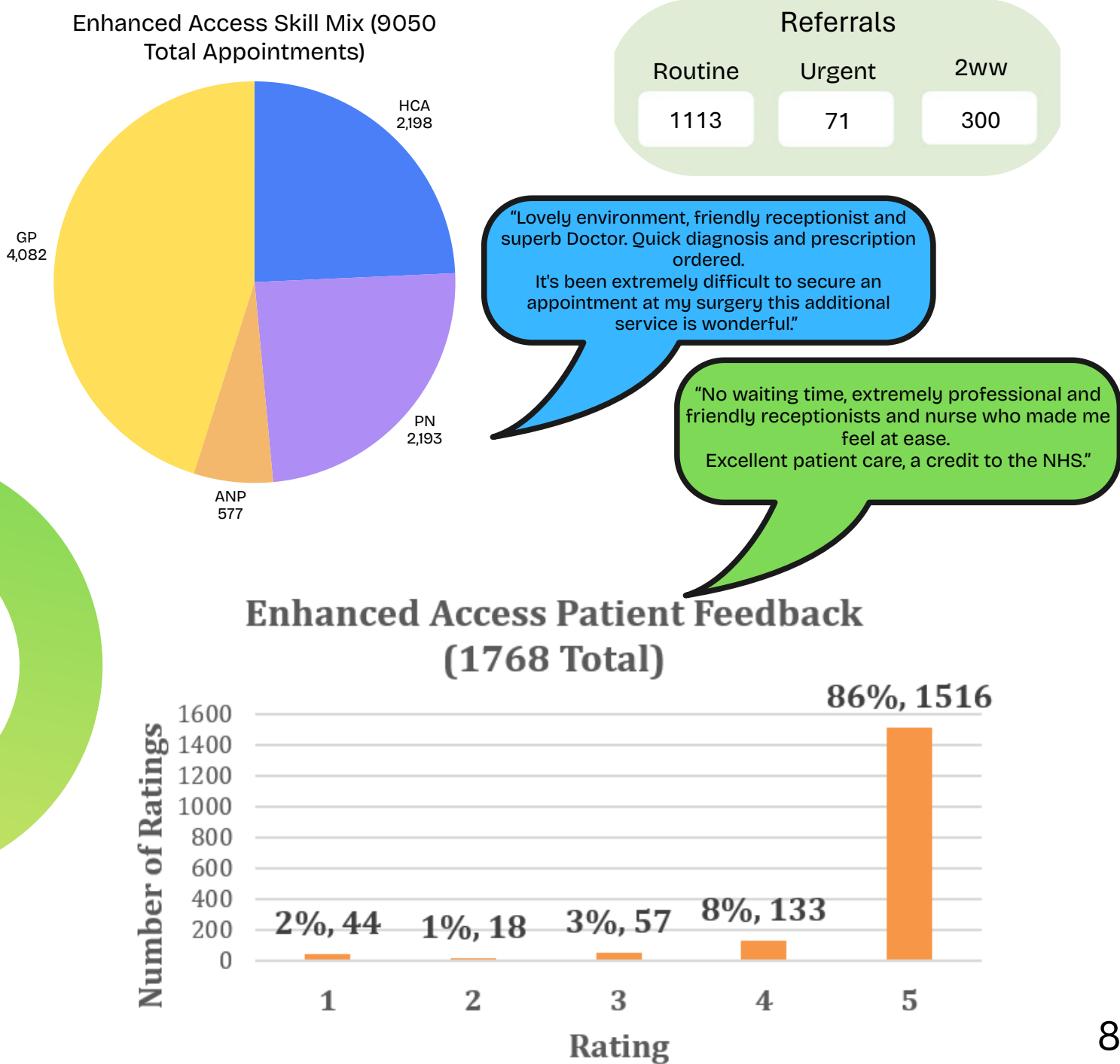
Direct support has been provided to six GP practices, including undertaking IPC audits and supporting CQC preparation. This work has helped practices strengthen compliance and maintain quality standards.



Enhanced Access

The Enhanced Access Service provided patients with improved access to routine primary care appointments outside of core General Practice opening hours, including evenings and weekends. Delivered collaboratively across two of the North Tyneside Primary Care Networks (PCNs), the service offered a range of appointments with GPs, advanced nurse practitioners, nurses, healthcare assistants, and other primary care professionals at convenient times and locations.

The service aimed to improve patient access to care, increase appointment availability, and provide greater flexibility for individuals who may find it difficult to attend appointments during standard working hours. By offering additional capacity across primary care, Enhanced Access helped to reduce pressure on core General Practice services, improve patient experience, and support the timely management of both acute and long-term health conditions.



Enhanced Access Feedback

The delivery of this service is excellent – TyneHealth removes all the employment and operational pressure off the PCN and immobilises all of the staff associated with delivering the service.

Monthly metrics are provided and monthly contract meetings are held and when there are tweaks needed to service provision or problems identified, TyneHealth can always offer a solution. A very valued and worthwhile service in our opinion!

Jackie Niven, Operational Services Manager- Whitley Bay

We have an established and positive working relationship with TyneHealth, who act as a key delivery partner across our Primary Care Network. Their collaborative approach supports the ongoing development of services, ensuring that patient needs remain central to service design and delivery.

TyneHealth have demonstrated a strong commitment to partnership working, engaging effectively with practices. This has enabled consistent communication, shared problem solving, and a coordinated approach to meeting both local and national priorities. In relation to Enhanced Access, TyneHealth provide a well-managed and reliable service that increases patient access to primary care outside of core hours. Their delivery model ensures appropriate clinical staffing, efficient appointment utilisation, and equitable access across the network. The service is responsive to demand and continues to evolve in line with feedback and service requirements.

The Enhanced Access service delivered by TyneHealth contributes significantly to improving patient experience, reducing pressure on core practice services, and supporting overall system resilience. Their operational management and oversight ensure that the service is delivered safely, effectively and in line with contractual expectations.

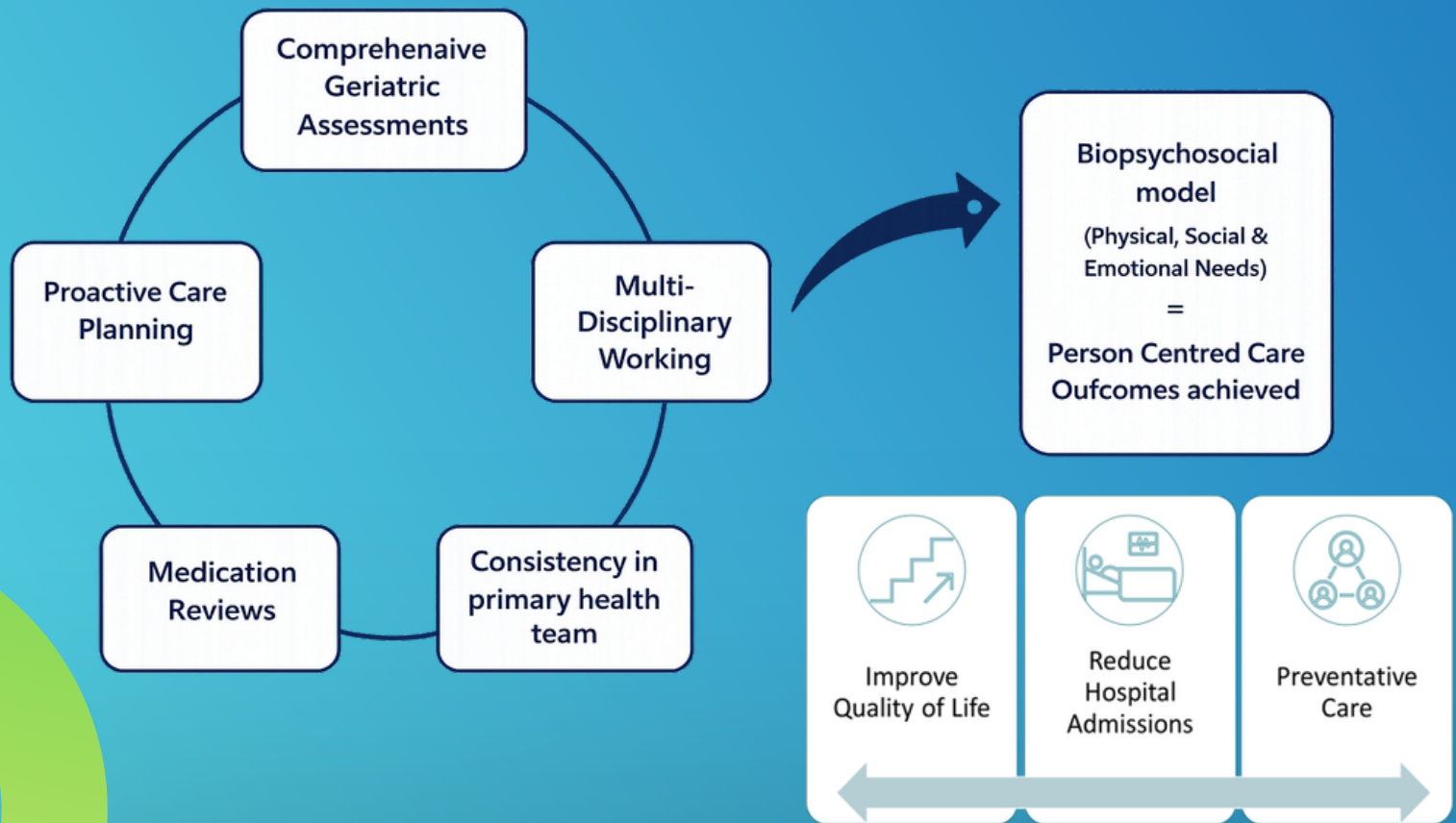
We value the ongoing partnership with TyneHealth and recognise their important role in sustaining and enhancing primary care services across our locality

(Collette Horner, Operations Manager- Wallsend PCN)

Frailty Nursing Service

The Frailty Teams provided proactive, multidisciplinary support to care home residents and other vulnerable patients living with frailty and complex health needs. The service focused on early intervention, comprehensive clinical reviews, medication optimisation, discharge support, and personalised care planning to help individuals maintain their independence and wellbeing.

By delivering coordinated care and proactive management, the Frailty Teams helped to reduce avoidable hospital admissions, support timely discharges, improve patient outcomes, and enhance the quality of care provided across North Tyneside.



“**** knows me very well and when my chest is getting bad, I trust her”

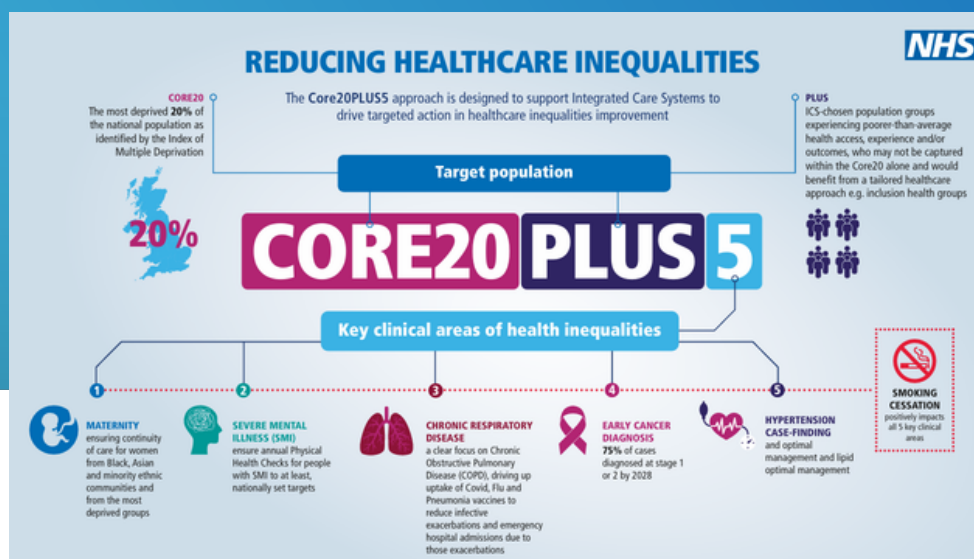


“it gives me so much reassurance that my relatives health is being properly looked into and managed consistently”

Core20Plus5

In North Tyneside there is a specific cohort of people the Core20PLUS5 programme focuses on which are people who have a substance misuse flag and at least one mental health condition on their record. In North Tyneside there are over 7,000 patients registered with those on their record many of whom have attended A&E in the last 12 months.

Working with North Tyneside Council our Core20PLUS5 team are working with individuals who have no connection or relationship with Primary Care with the aim of transitioning those individuals back into the GP Practice, developing trust with the individual in the process. By visiting people in their homes and holding specific clinics (such as our wound care clinic in NTRP) our team hope to make a difference to people's healthcare.



Case Study

Between August 2025 and March 2026, our team worked intensively with an individual with complex health and social needs to support access to residential rehabilitation services.

Achieving this outcome required sustained engagement over several months, involving close collaboration between primary care, community services, partner agencies, and specialist providers. The individual faced multiple barriers to accessing rehabilitation, and significant care coordination, advocacy, and practical support were required to ensure that appropriate arrangements could be put in place.

Following this period of intensive support, the individual was successfully admitted to a residential rehabilitation programme. At the time of writing, he is in his fourth week of rehabilitation and is making excellent progress.

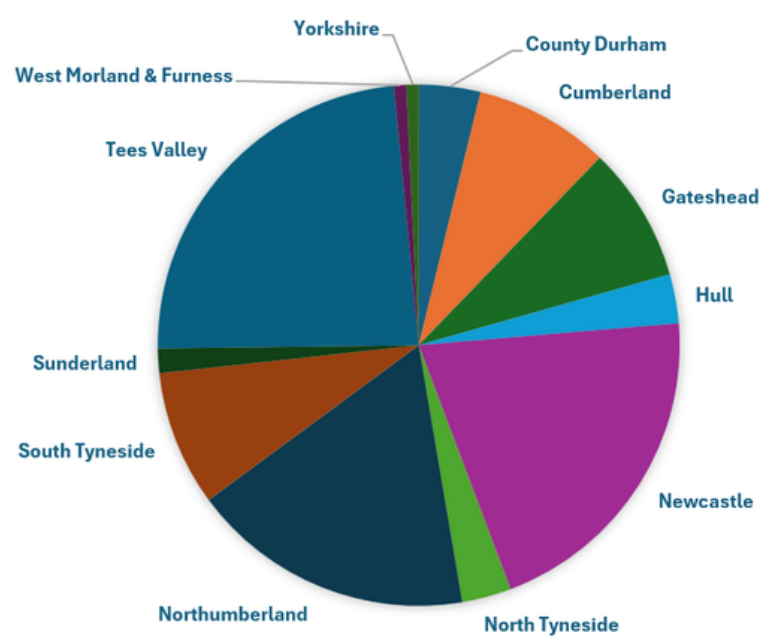
Feedback from the rehabilitation provider highlights the positive impact of this intervention. They report that he has settled into the programme exceptionally well, becoming a valued member of the community and a positive influence on his peers. He has taken on a house leadership role, helping to build his confidence and self-esteem, and has successfully achieved all recovery objectives set for him to date.

This case demonstrates the value of persistent, person-centred, multidisciplinary working in supporting individuals with complex needs to access the right care at the right time. It also highlights the importance of strong partnership working across health, care, and specialist services in enabling sustainable recovery and improved outcomes

COVID Vaccination Line

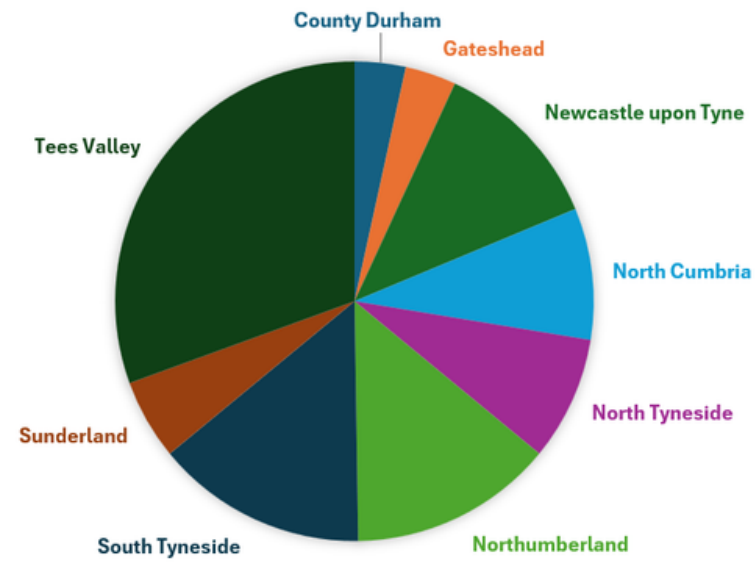
The service provided targeted support for housebound and immunosuppressed patients to access COVID-19 vaccinations, both during and outside of the seasonal vaccination programme, in line with national eligibility criteria and individual vaccination status. This ensured that vulnerable patients were able to receive timely protection against COVID-19, reducing barriers to access and supporting equitable delivery of vaccination services across North East and North Cumbria.

PROPORTION OF COVID CALLS FROM EACH AREA - SPRING 2025



2025 Season	Incoming Calls	Onwards Referrals
Spring	508	262
Autumn (closing 05.01.26)	405	207
Total	913	469

PROPORTION OF COVID CALLS FROM EACH AREA - AUTUMN 2025



The service has advised, and supported thousands of patients to be clinically signposted to obtain their housebound vaccination. Tynehealth have delivered a professional and supportive service, and should be rightly proud of your time with the COVID programme.
(Alex Holloway, SVOC COVID-19 Programme Director)

Menorrhagia/ Sexual Health

The service coordinated the administration of payments to General Practices, ensuring the timely processing of claims and funding. Practices submitted claims through TyneHealth, which were reviewed and processed before funds were distributed to practices. This function provided effective financial governance and supported the smooth delivery of commissioned services across North Tyneside.

NHS Health Checks

TyneHealth supported the administration of the NHS Health Checks programme by managing the allocation and reimbursement of funding to General Practices across North Tyneside. Practices received funding to deliver NHS Health Checks throughout the financial year, helping to identify and manage risk factors associated with cardiovascular disease, stroke, diabetes, kidney disease, and other long-term conditions.

Following completion of the health checks, practices submitted activity and outcome data to TyneHealth, enabling monitoring of programme delivery and impact. TyneHealth then facilitated the reimbursement process, ensuring practices received appropriate payments for completed activity. This supported effective programme governance, encouraged delivery of preventative healthcare interventions, and contributed to improved outcomes.



North Tyneside Council

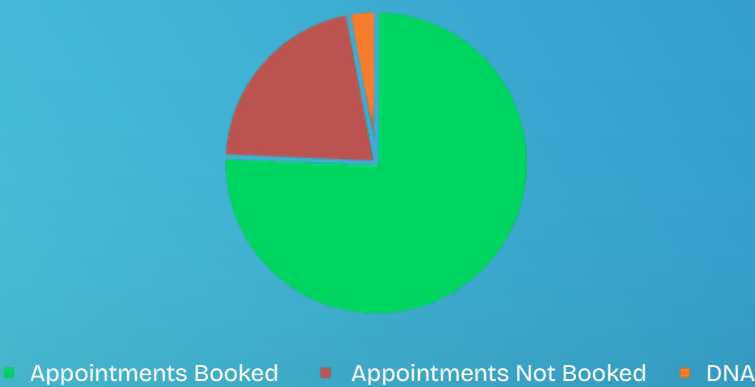


Acute Respiratory Infection Hubs

The Acute Respiratory Infection (ARI) Hubs provided dedicated assessment and treatment for patients presenting with respiratory infections, supporting General Practice during periods of increased winter demand. Operating across multiple sites on behalf of all four North Tyneside Primary Care Networks (PCNs), the service enabled patients to access timely clinical care while reducing pressure on routine GP appointments.

By providing a dedicated pathway for patients with acute respiratory symptoms, the ARI Hubs improved access to appropriate care, reduced the risk of infection transmission within General Practice settings, and helped maintain capacity for routine and ongoing patient care. The service played a key role in supporting system resilience and improving patient flow across primary care during the winter period.

ARI Appointment Utilisation

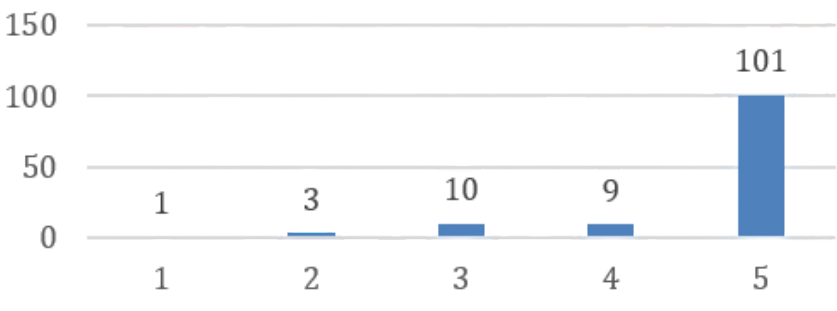


PCN	Provided Hours
North Shields	277.5
North-West	23
Wallsend	165.5
Whitley Bay	175.5
Total	641.5

“Staff were very polite and the person I seen was absolutely wonderful and spot-on”

“Staff were very polite and the person I seen was absolutely wonderful and spot-on”

ARI Patient Feedback Rating (124 Total)



Workforce Pool

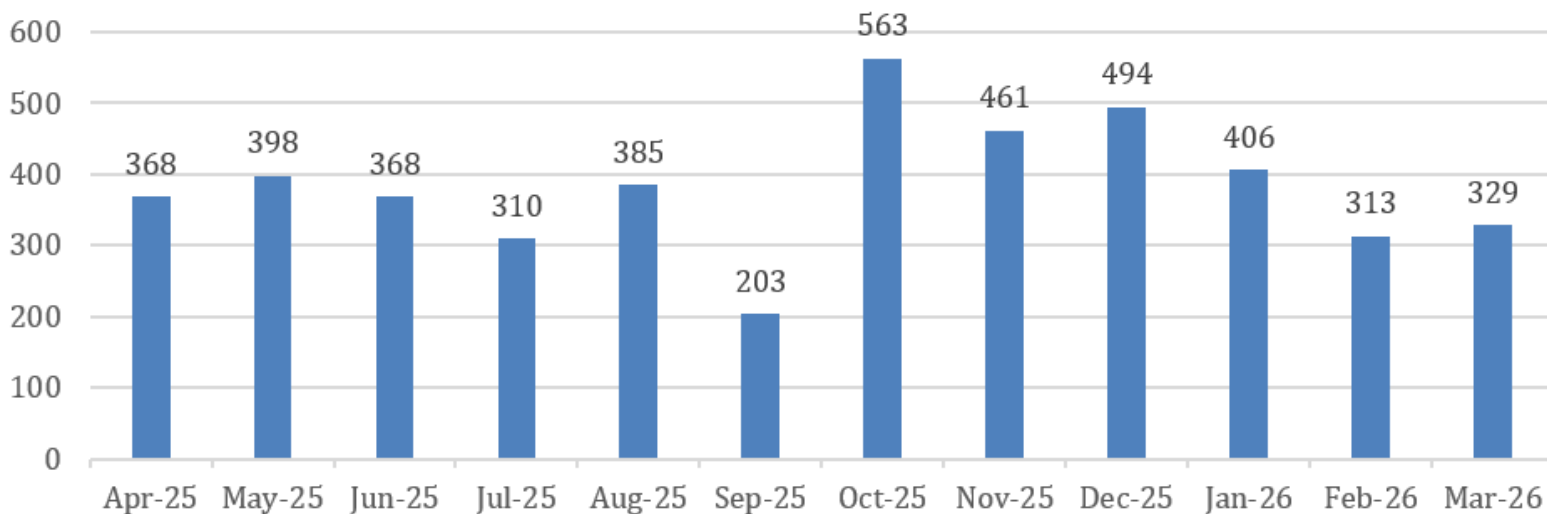
The Workforce Pool provided a flexible staffing resource to support the delivery of primary care services across North Tyneside. It enabled practices and Primary Care Networks (PCNs) to access additional clinical and non-clinical workforce capacity, helping to address staffing shortages, respond to periods of increased demand, and maintain continuity of patient care.

By co-ordinating and deploying appropriately skilled staff where they were most needed, the Workforce Pool strengthened service resilience, reduced the operational impact of workforce gaps, and supported the consistent delivery of commissioned services. The model promoted collaborative working across practices and PCNs, maximising the effective use of available workforce resources and supporting a more integrated approach to workforce planning.

In addition to providing workforce capacity, the service offered targeted practice support. This included visits by Kristy Clay to undertake infection prevention and control (IPC) audits, helping practices assess compliance, identify areas for improvement, and prepare for Care Quality Commission (CQC) inspections. This proactive support enabled practices to strengthen governance arrangements, enhance patient safety, and increase confidence ahead of regulatory visits.

Through this flexible and responsive approach, the Workforce Pool helped ensure patients continued to receive timely access to care, while enabling primary care providers to maintain service quality, manage demand pressures, and improve overall system sustainability.

Workforce Pool Monthly Hours Provided



Role	Hours Provided
Admin	1909
HCA	508
Nurse Associate	4
Practice Nurse	927.4
ANP	59.5
GP	1189
Total	4596.6

Host Employment

The Host Employment Service provided a flexible workforce solution that enabled staff to work within host organisations while remaining employed by TyneHealth. Under this model, staff were integrated into day-to-day teams and managed operationally by the host organisation, while TyneHealth retained responsibility for employment functions, including payroll, contracts, recruitment, and regulatory compliance.

The service supported workforce flexibility across the health and care system, enabling organisations to access skilled staff efficiently while reducing administrative burden. By providing robust employment and governance arrangements, the Host Employment Service helped partners maintain service delivery, strengthen workforce capacity, and respond effectively to changing operational demands.

PCN	Number of Staff
North West	9
Wallsend	17
Whitley Bay	6
ICB	1



Bank Staff

The Bank Staff Service provided a flexible workforce resource to support both the Workforce Pool and Enhanced Access services across North Tyneside. By maintaining a pool of skilled clinical staff, the service enabled practices and hub sites to access reliable cover during periods of increased demand, planned leave, and workforce shortages.

The service enhanced operational resilience across primary care by ensuring continuity of service delivery, supporting appointment availability, and providing a responsive staffing solution that could be deployed where capacity was most needed. Through its flexible staffing model, the Bank Staff Service played an important role in maintaining high-quality patient care across North Tyneside.

Role	Number of Bank Staff Employed
Admin	17
HCA/ Phlebotomists	14
Practice Nurses	12
ANPs	6
GPs	28

Learning & Development

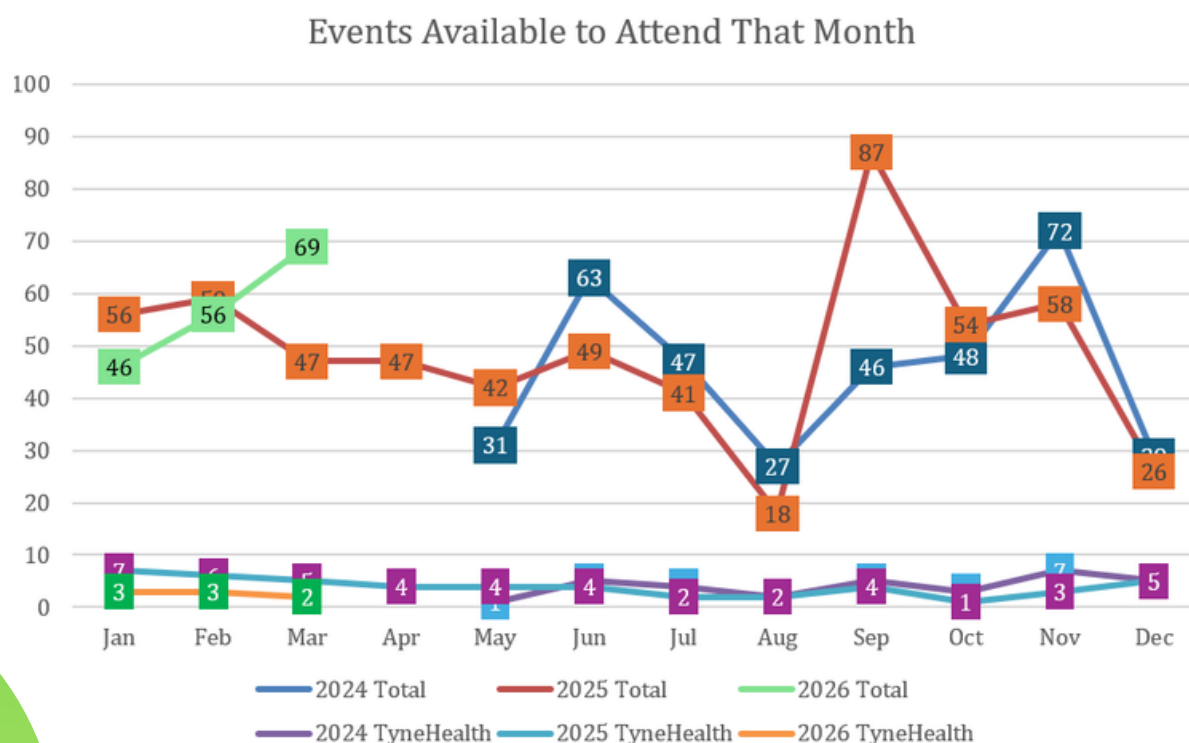
The Learning and Development Network has supported workforce development across General Practice and Primary Care Networks (PCNs) in North Tyneside, working collaboratively with the Primary Care Training Hub (PCTH), the ICB, and wider system partners. The network plays a central role in identifying workforce development needs and ensuring access to relevant, high quality education and training opportunities.

The network has supported PCTH workforce initiatives, including directing CPD funding towards local priorities to ensure training investment aligns with workforce need. It has also worked closely with the ICB to support the planning and delivery of Protected Learning Time (PLT) events, including on the day coordination.

A key function of the network is acting as a point of contact for general practice teams, providing advice and support on training pathways and staff development. This includes signposting staff to appropriate courses and supporting practices to upskill their workforce; an example from the last year is supporting a practice to enrol a staff member onto the nursing associate apprenticeship, including guidance on programme requirements, liaison with the university, access to course funding, and identification of suitable placement opportunities.

The network has developed a comprehensive range of in-house training programmes and directly employs a clinical trainer to deliver these sessions on an ongoing basis. These have included CPR, phlebotomy, B12 injections, and chaperoning, supporting both clinical competency and safe practice across primary care.

Communication and engagement have been maintained through a fortnightly workforce bulletin, which brings together training opportunities, CPD offers, and workforce updates, helping practices stay informed and connected.

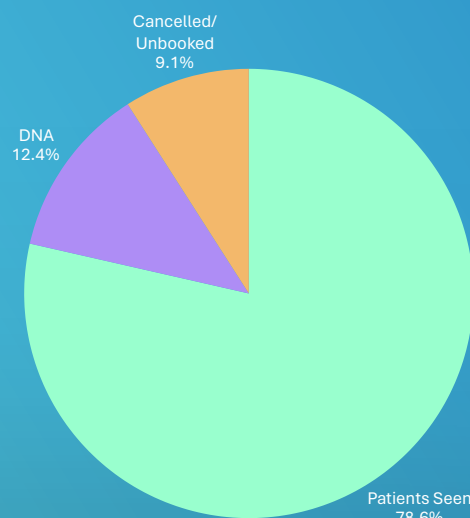


Spirometry

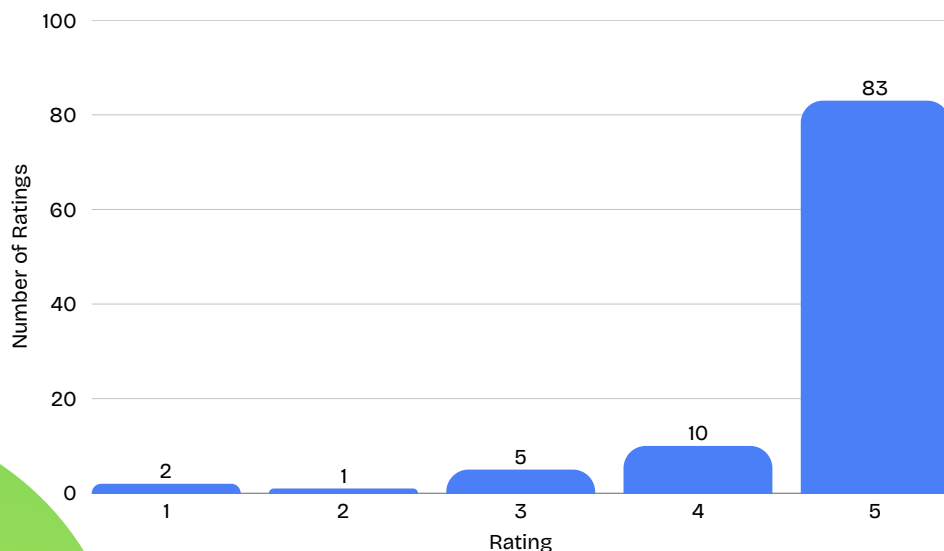
The Spirometry Service provided high-quality diagnostic testing to support the diagnosis, assessment, and ongoing management of respiratory conditions, including chronic obstructive pulmonary disease (COPD) and asthma. Spirometry is a key lung function test that measures the volume of air a person can exhale and the speed at which it is expelled, enabling accurate diagnosis and monitoring of respiratory disease progression.

The service ensured timely access to diagnostic testing within a community setting, facilitating earlier diagnosis and supporting appropriate treatment planning. Working in partnership with Northumbria Healthcare NHS Foundation Trust, the service supported a coordinated approach to respiratory care, helping to ensure patients received appropriate assessment and follow-up where required. Test results were shared with General Practices to inform clinical decision-making, enhance the management of long-term respiratory conditions, and improve patient outcomes.

By delivering a dedicated community-based diagnostic pathway in collaboration with secondary care colleagues, the service reduced demand on hospital-based respiratory services, improved access to specialist respiratory diagnostics, and contributed to more efficient, integrated respiratory care across North Tyneside



TyneHealth Spirometry Feedback



"I was welcomed with a smile and everything was explained in detail by a really nice nurse, who had an exemplary manner as we proceeded through the tests."

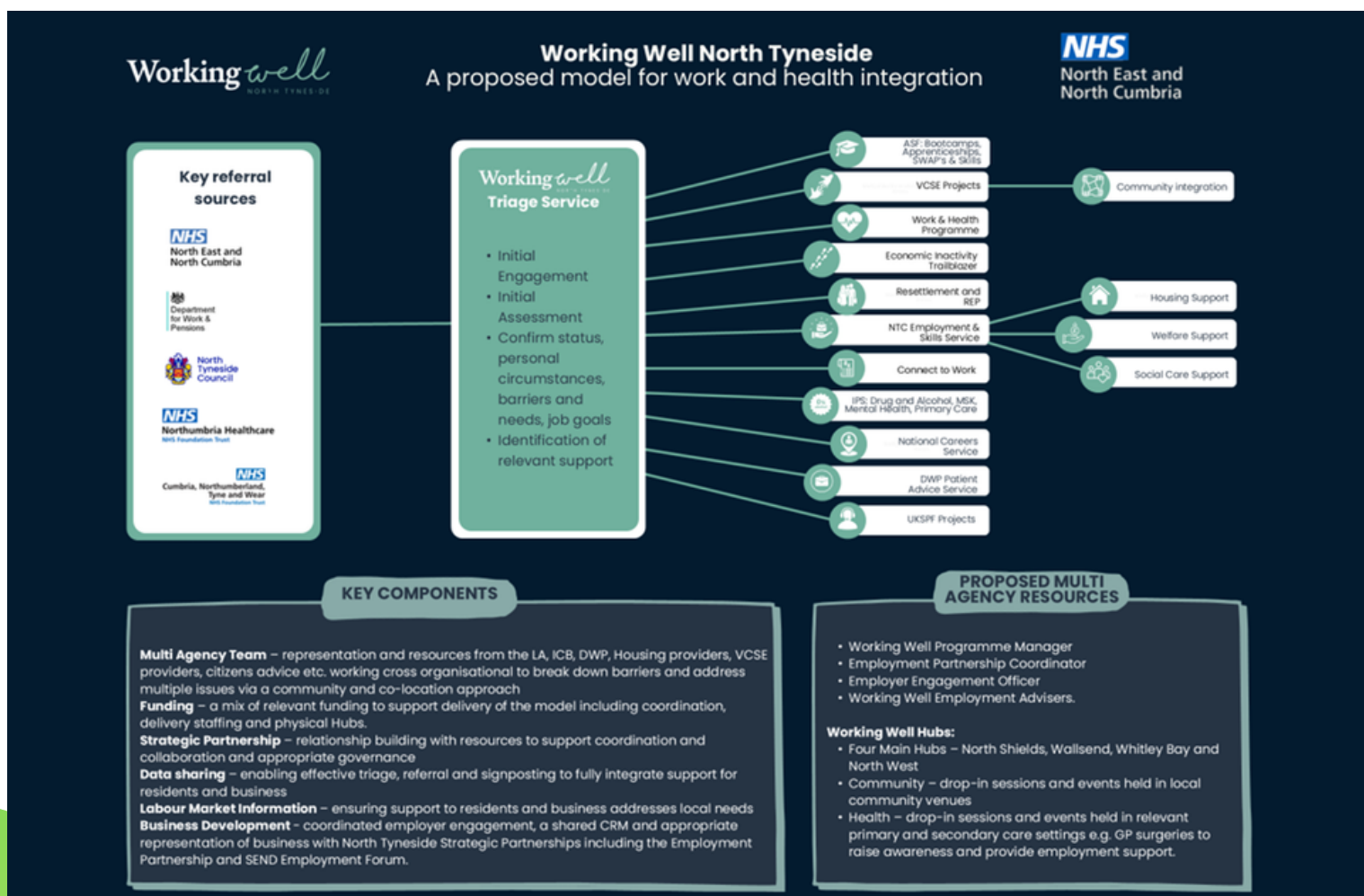
"The lady who did my test was very caring and reassured me throughout, for someone that suffers extreme anxiety she put me at ease"

WorkWell

The WorkWell programme supports people in North Tyneside who are at risk of leaving employment due to physical or mental health challenges. Through a partnership approach, patients are initially referred to Work Coaches within North Tyneside Council's Working Well Service, where they receive personalised support to help them remain in or return to work.

Following assessment, individuals can be referred to a range of additional services, including Stepping Forwards, a mental health support programme, and the MSK Community Appointment Days. These community events bring together a range of health, wellbeing, and support services, including physiotherapy, social prescribing, and North Tyneside Life, providing a holistic approach to addressing the factors affecting a person's health and ability to work.

A key feature of the programme is access to group consultations with physiotherapists, offering targeted support for musculoskeletal conditions and self-management strategies. MSK Community Appointment Days are delivered monthly and provide an integrated, community-based approach to improving health outcomes, supporting employment retention, and enhancing overall wellbeing.



Looking ahead...

Over the past year, we have continued to strengthen our operational infrastructure, improve efficiency and increase our ability to respond to rising demand. This has helped us provide better support to our member practices and deliver care that is more accessible and consistent across our communities, while also putting in place strong foundations for the future.

In the year ahead, our focus will be on building on this progress by working even more closely with our member practices, Primary Care Networks and wider system partners. We will continue to invest in our workforce, make better use of digital tools to improve access, and develop services that support general practice while also improving patient experience and outcomes.

The coming year will also be an important one in aligning our work as a GP Federation with the direction set out in the NHS 10-Year Plan. This means supporting more joined-up, neighbourhood-based care, placing greater emphasis on prevention and early intervention, tackling health inequalities across our population, and continuing to use digital approaches to improve access and patient engagement. By working collaboratively across our federation and alongside our partners, we can help ensure that primary care continues to play a central role in delivering sustainable services that meet the needs of local people.

We would like to thank all colleagues, partners and stakeholders for their continued commitment and support. Together, we are in a strong position to keep improving services and to respond positively to the challenges and opportunities of the year ahead.

TyneHealth Executive Team