**Stopping the clinic at Darras Hall site - frequently asked questions**

**What is the reason behind stopping this clinic?**Providing services from Darras Hall is no longer sustainable. This is because the cost of running a clinic once a week is disproportionate to the service currently provided. A clinical space is currently rented in the privately owned building.

Currently, only eight appointments per week are offered - between 6pm and 8pm on a Tuesday.

**Where can patients who access the Darras Hall site access care?**All patients can access care at Ponteland Medical Group’s main surgery, located 1.6 miles away, in the Meadowfield Industrial Estate and at the Dinnington site.

**What public transport is available to get to the main Ponteland Medical Group surgery?**

Darras Hall is well served by public transport, with the X78/74 dropping passengers on Ponteland’s West Road, a short (six minute) walk to the main surgery. This service runs every 15 minutes.

**Do I have to re-register with Ponteland Medical Group?**No. All patients are Ponteland Medical Group patients. This means that they can access care at our main surgery or at Dinnington.

**Will the surgery phone number still be the same?**

You can contact both Darras Hall and Ponteland Medical Group on 01661 825513. The phone number is a central number and will not change.

**Where can patients access out of hours care?**Extended access appointments are available at Cramlington Medical Group. A mixture of face-to-face and telephone appointments are offered to patients.

This service has been well utilised by Ponteland Medical Group patients. Cramlington Medical Group is a 15-minute drive from Ponteland. Patients are also able to use public transport to get to Cramlington by taking the X78/74 into Newcastle city centre and connect to the X9/X10/X11 to Cramlington.

Patients will also have the option of a telephone appointment, if appropriate.

**When will the clinic at Darras Hall stop?**

This will more than likely be early November. We will keep everyone updated.

**With more patients attending Ponteland Medical Group, will this affect parking?**

Due to the small number of patients this affects, we don’t believe this will cause issues with parking at Ponteland Medical Group’s main surgery.

There is additional parking on Meadowfield Road, Merton Way North (maximum stay 24 hours, no return in six hours) and Merton Way South (maximum stay three hours, no return in four hours).

**Will this change put more pressure on Ponteland Medical Group?**No. Darras Hall provides care to around eight patients a week. We have no reason to believe that this will significantly increase demand at Ponteland Medical Group.

**How can I provide feedback?**To ensure we give patients and stakeholders the chance to give us feedback on this change, raise any issues or ask any questions that they may have, we will carry out some engagement. This will start on Thursday 14 September and be done over a four-week period.

To make sure we hear from as people as possible, people can share their views in a number of ways.

1. Complete our [online survey](https://docs.google.com/forms/d/e/1FAIpQLSdjGybrBtPMAq6Tu29CzSJdtZSvKg7NgDiD8RyYzm5P2mD1Jw/viewform?usp=sf_link) (which will also be texted to patients) **by Friday 13 October 2023**.

1. Ask our reception team any of the Ponteland Medical Group surgeries for a hard copy of the survey. This can be filled out anonymously if you wish. You do not need to give us any personal information if you choose not to. We will need your survey back by **Friday 13 October 2023.**
2. Write to the practice management team at Darras Hall Surgery, Broadway, Darras Hall, Ponteland, Newcastle upon Tyne NE20 9PW or contact Ponteland Medical Group on 01661 825 513.
3. Contact Healthwatch Northumberland, on 03332 408 468 (local call rate) or email [info@healthwatchnorthumberland.co.uk](mailto:info@healthwatchnorthumberland.co.uk).

Once the engagement has ended, we will take all the feedback on board and update patients and stakeholders.

**Where can I find out more information?**

You can keep up to date via <https://www.pontelandmedicalgroup.co.uk/>, our Facebook page and information will also be available in practices.