

Pinfold Medical Practice's PPG March 2026 Newsletter

Contact us via **reception** or the **suggestion box** in the practice foyer

Email: nencicb-cd.pinfoldppg@nhs.net

Hi everyone,

The addition of further clinical space to support medical students and to facilitate isolation rooms is heading toward completion now. Although the reception seating area is smaller, the newly constructed rooms look very neat, are fully equipped and are more or less ready for use. There is still plenty of light from the skylight windows. I understand disruption has been kept to a minimum which is greatly appreciated.

New 'no touch' door sensors have also been installed to the main practice entrance door and the first interior door which leads from the foyer into the waiting room. This means when you enter the practice, simply wave at the black square box with the wheelchair symbol on it and the doors will open 'just like magic'! These new 'no touch' doors are an added precaution in the event of a new pandemic or for any patient with an infectious illness who needs to see a GP/Nurse on site. The doors automatically close after you too, after 7 seconds, so there really is no need to manually touch or push these doors at all.



Beyond the interior 'no touch' door is Consulting Room 6. This is the new 'hot room' for isolating potential infectious diseases which has its own separate exterior door. The combination of the sensors and Consulting Room 6 keeps cross-contamination to a minimum whilst maximising infection control. The other new room to the rear of the waiting area is Consulting Room 5 which will usually be used by medical students. Both consulting rooms 5 & 6 are sound-proofed as standard so nobody in the waiting room can hear what is being said within these rooms. The baby changing facilities are now found within the female patient toilet and there is a sign on the door.



You will also see some lovely framed pictures adorning the waiting room walls. Although aesthetic and calming they are offering space to any budding local artist who may wish to display a A4 or A2 sized print, sketch or painting. There are small plastic holders beneath each print for a price tag or even a business card. Just have a conversation with Dee or any member of staff.

The Patient Association is running a Patient Experience Survey 2026 – if you would like to take part the link is - <https://www.surveymonkey.com/r/EofC26Q6>

Sam Allen, the CEO of the **North East & North Cumbria Integrated Care Board** (NENC-ICB) reminded us lately that we can access urgent dental care through the ICB website <https://.northeastnorthcumbria.nhs.uk> or email: nenncicb-sun.reception@nhs.net.

In other news from the ICB we were told, as a cost-saving measure, 75 emergency ambulances currently on order are to be white (similar to patient ambulances) but they will still have their reflective materials to comply with safety standards. To read more, here the link [75 emergency ambulances currently on order will be white](#)

And finally, please find below other helpful links and contact details.

www.pinfoldmedical.co.uk / 01388 718230

<https://www.pinfoldmedical.co.uk/local-support-services>

<https://www.england.nhs.uk>

<https://nhs.uk/live-well>

<https://www.who.int>

<https://www.gov.uk>

The people's hub <https://boost.org.uk/improve/peoples-hub/>

Healthier together for children under the age of 5 - [Healthier Together website](#)

Little-Orange-Book.pdf via www.newcastle.gov.uk

Domestic Abuse National helpline for women contact number: 0808 2000 247

Mankind Initiative for male victims of domestic violence <https://mankind.org.uk>

helpline@patients-association.org.uk or ring 0800 345 7115 Mon-Fri 9.30am-5pm

For mental health support text 'CALMER' TO 85258 – for free confidential 24/7 support

Dental support: www.nhs.uk or ring 111

For additional support relating to Adult Social Care:

Age UK: 0800 055 6112 | Independent Age: 0800 319 6789 | Mind: 0300 123 3393 | Mencap: 0808 808 1111

Remember, if you have any suggestions or comments please place them into the suggestion box in the foyer, we would love to hear from you.

Take care,

Bernadette Hunt

PPG Chair & Teesdale Patient Representative