

May 2018

Feedback report regarding proposed changes to Riversdale Surgery, Wylam

In June 2017 the patients at Riversdale Surgery in Wylam received a letter asking for their views on a proposal to close the surgery on Woodcroft Road in Wylam and relocate services to Oaklands Health Centre in Prudhoe.

This report provides feedback from public engagement events Healthwatch Northumberland held about the proposal on 20 and 24 February 2018 and from questionnaires distributed directly to households in the Wylam parish and in Horsley and on-line via the Healthwatch Northumberland website up to 30 April 2018. It also presents information about the current public transport links between the Wylam area and Front Street in Prudhoe

Summary

The feedback gathered by Healthwatch Northumberland shows respondents do not perceive benefits will result from the proposal to close the Riversdale Surgery at Woodcroft Road in Wylam and relocate services to the Oaklands Health Centre in Prudhoe.

Healthwatch Northumberland spoke to 62 people and 167 questionnaires were returned to Healthwatch Northumberland. 81% of respondents are currently registered with the practice and living in the NE41 postcode area. 93% said they were unhappy about the proposal.

The overwhelming concern expressed was how patients would maintain access to the services offered by the Riversdale Surgery. The services were valued and sympathy was expressed for the position of the current GP partners, but respondents expressed grave concerns about their ability to get to the Oaklands Health Centre, particularly using public transport. This issue was strongly expressed by the 66% of respondents aged over 65 who, while they are driving at the moment are very aware they may stop driving in the next 5-10 years.

Analysis of the public transport options confirms that journeys from Wylam, Heddon and Horsley to be protracted, with long waits and short windows for appointments at Oaklands Health Centre. There is also some doubt about the long term future of the only direct bus routes between the two sites.

Concern was also expressed about the extent to which other options had been explored for providing services in the Wylam area, the impact on the other GP practice in Wylam (White Medical Group), on-going communications about the progress of the changes and the transparency of the decision making process.

Background

In June 2017 the Riversdale Surgery wrote to all households which currently used the surgery's Wylam site at 51 Woodcroft Road. The letter asked for views and feedback during a period of engagement about a proposal to close the Riversdale Surgery site at Wylam with *"all services delivered from this surgery would be relocated to newly developed premises at our branch site, Oaklands Health Centre, Front Street, Prudhoe"*¹. The only identified reduction in service was the ending of the dispensing service. The practice also stated that:

*"We are aware that approximately half our practice population will be required to travel under the proposed arrangements but are there are local bus services and we will arrange for surgery times for both GPs and nurses to coincide with the bus timetable as far as is practicable"*².

The reasons given for the change were:

- The Riversdale premises being not fit for purpose and impracticable to bring up to the required standard
- The Oaklands site offering modern, purpose built accommodation with ample parking
- The need to secure the practice as current GP partners retire and realise their investment in the building, and the disincentive the need for investment would be in attracting new GPs.

The letter to patient households said that information gathered from patients would be used to prepare and submit a business case to NHS England which would then be considered by the Northumberland Clinical Commissioning Group (CCG).

The period of engagement lasted until September. During this time the Bywell Branch Labour Party organised a public meeting which the practice, NHS England and the CCG attended to give clarifications, answer questions and to hear opinions of patients and local residents.

The surgery website was updated on 20 September 2017 with an outline of the next steps to be taken. These were described as *"to develop a full business case outlining patient feedback and any actions proposed by the practice in response to the issue raised, the case for change (including perceived benefits for patients), the financial implications and potential timescales"*³.

In October 2017 the self-organised Wylam Surgeries Users' Group contacted Healthwatch Northumberland asking for more information about the decision making process and how patients' views could be fed into the process. Following a meeting with the group in November, Healthwatch decided to hold two drop in events in Wylam and also to issue a survey to directly gather views.

¹ Riversdale Surgery website June 2017

² *ibid*

³ Riversdale Surgery website 20 September 2017

Healthwatch Engagement

Wylam Library 20 February 2018

The event was promoted as an informal drop in for people to come and share their views about the proposed changes at the Riversdale Surgery.

25 members of the community were already present for the start of the event. Healthwatch Northumberland therefore decided to listen and take feedback from the whole group in a semi structured discussion rather than individually.

General Feedback

- Those who attended currently use Riversdale surgery and the White Medical Group
- Attendees included people who lived in Horsley, Ovington and Ovingham as well as Wylam.
- The overwhelming expressed view of those present was that the Riversdale surgery should not close although there was an appreciation that the doctor who currently owned the building was perfectly entitled to retire and sell the building.
- Attendees were eager to obtain information regarding the steps that are being taken to ensure their medical needs are being catered for. There was a strongly expressed view that there was insufficient discussion with them regarding plans for the surgery and for their future care.
- Repeated reference was made to the lack of information being shared with patients. Those present said they did not know where to go to receive updates regarding plans and progress. They stated the last statement on the surgery's website was dated September 2017.

When asked about specific concerns, two themes emerged; the accessibility and availability of alternative provision.

Accessibility

Accessibility is used here in its dictionary meaning of being easy to reach, enter or use. The factors which the group felt affected the accessibility of the Oaklands site for them were:

- The bus service was described as infrequent with the direct service ceasing at 14:15. The round trip was said to take approximately 2-3 hours. Heddon on the Wall residents said they faced a prolonged trip by public transport
- Taxi journeys to Prudhoe were considered unaffordable to those on fixed incomes. A round trip cost of approximately £15.00 was quoted.
- Attendees with mobility problems were concerned that they would struggle to get to the surgery in Prudhoe with ease.
- The number of older residents with chronic health conditions was mentioned as they might have to visit the surgery more often.

- Mention was made of the difficulties faced by residents with young children. An example was shared of a mother taking three children on the bus to the doctors in Prudhoe only to be sent away with ill children as she had arrived 7 minutes late for their appointment.
- Reference was made to the difficulties getting across to Prudhoe at times due to road closures (road works and flooding)
- Availability of parking in Prudhoe was also regarded as an issue even with dedicated provision.

Availability

Attendees were asked about using other GP services if the Riversdale site closed.

- The White Medical Group surgery in Wylam was not regarded as a full replacement service with people expressing reservations about its size and capacity to take more patients.
- Those present who were registered at the White Medical Group noted that travel to the main surgery at Ponteland was often required for certain aspects of care and treatment which poses a difficult trip by public transport between Ponteland and Wylam.
- Reference was made to new homes being built in Wylam. This was regarded as potentially creating an increased demand for services, including GP services locally.
- Concern was expressed about how patients would access support if they fell ill in the future if surgery closed. Increased use of A&E and Urgent Care Centre was anticipated but of greater concern to the group was a sense that older residents may suffer in silence due to barriers of access and availability

Pharmacy

- The whole group expressed concern about the potential impact upon the local independent pharmacy. Feeling that if patients accessed GP services in Prudhoe or Ponteland they would be more likely to get prescriptions there. The pharmacy was regarded as being an invaluable local resource which the community rely upon for self-care etc.

Wylam Institute 24 February 2018

The event was advertised as a drop-in held on the morning of the Wylam Institute annual coffee morning. Due to the anticipated numbers of people attending we used a questionnaire (appendix1) to gather views. 44 questionnaires were completed on the day or received within a week of the event.

Overall this feedback has been combined with that from questionnaires received subsequently and reported later on in this report, but is presented separately here to show the sentiments expressed at this event.

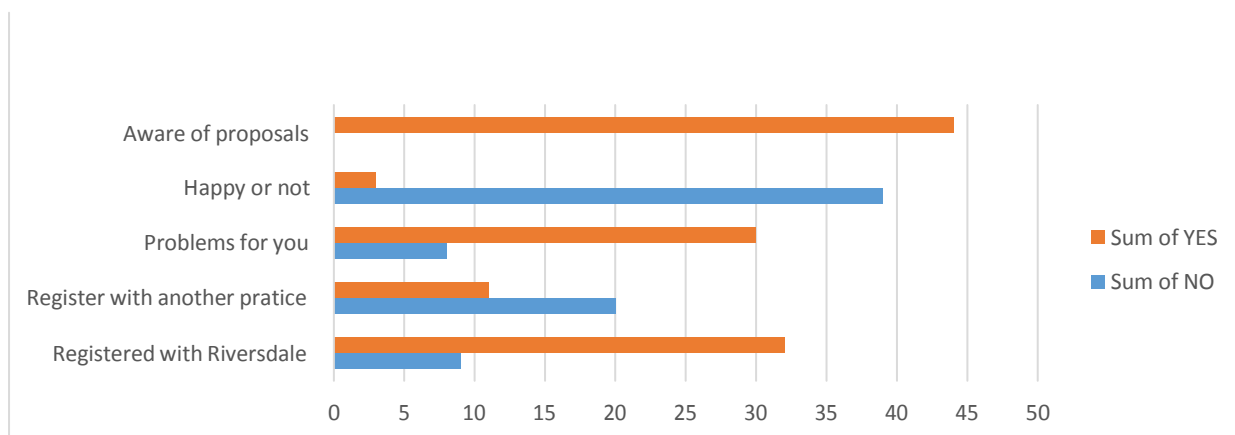


Figure 1 Response from Wylam Institute event 24 February 2018

The results show the majority of those responding are registered with the Riversdale practice and all respondents were aware of the proposals. Of those declaring as registered patients 16 people (50%) said they were ‘not happy with the proposals’ although most respondents said they would not register with another practice at the moment. 12 (37%) registered patients said the move would present them with problems now with others anticipating problems in the future. The most often cited reason was giving up driving due to age – 38 respondents gave their age and of these 73% age aged 65 or over. Textual analysis for questions with a comment section highlights the issue of ‘transport’ for all age groups.

Survey

Healthwatch Northumberland promoted the questionnaire through social media and made it available via its website until 30 April 2018.

Following the Wylam Institute event a member of Wylam Parish Council offered to promote the Healthwatch Northumberland survey in the parish magazine and to distribute them within the parish.

By 30 April, 167 questionnaires were returned, the vast majority in hard copy.

Who responded?

Relationship with Riversdale surgery

The first question asked if the responder was currently registered as a patient with Riversdale surgery. 164 answered and of these 133 (81%) said they were. However nearly one in five people were not Riversdale patients. Analysis of other questions where people could enter free text showed that a number are registered at the White Medical Group.

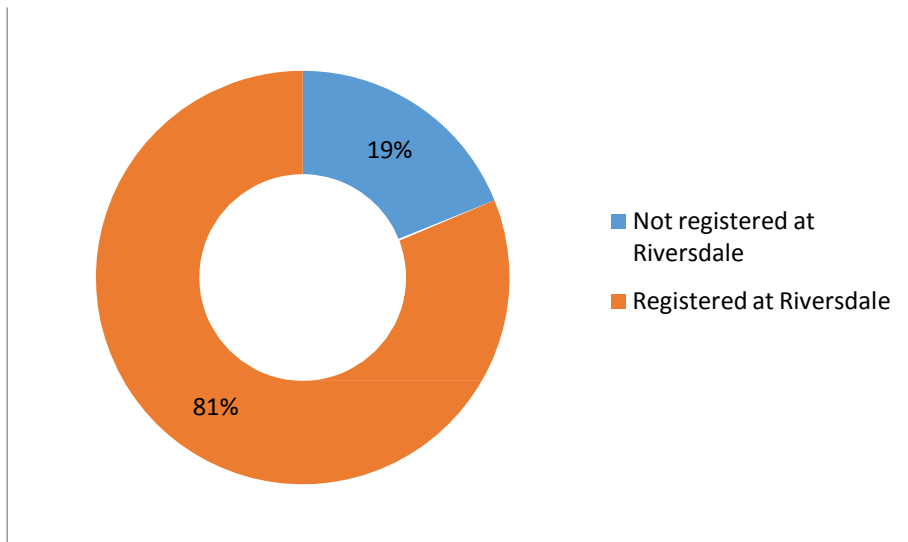


Figure 2 Relationship with Riversdale Surgery

Expected impact

The questionnaire asked people to say if they anticipated the move would cause problems for them and if so what those problems might be. 146 (87%) people made a response. The figure below shows that nearly three quarters expected the proposed move to the Prudhoe site would have a negative impact on them.

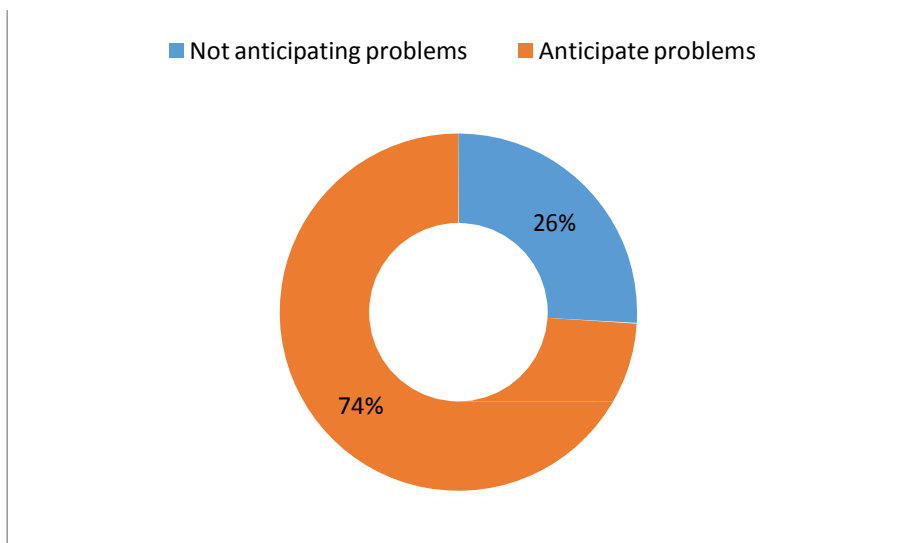


Figure 3 Anticipated impact

Analysis of the free text answers shows 'transport' linked with 'ageing' as the commonly cited theme with others concerns being:

- Communication of the proposed changes and process
- Concern for how it will work as a service particularly for those needing simple procedures (e.g. blood tests) and repeat visits.
- People not registered at Riversdale mentioned the 'knock-on effect' in terms of the capacity of other surgeries to take on more patients, particularly at a time when the village of Wylam is expanding.

Demographics

162 people declared their age and 152 their gender, as part of their response. 95 people (62%) identified as female and 57 (38%) as male.

As the chart below shows two-thirds of responses were from people aged over 65 and one in five over eighty, which explains the concerns expressed about the problems with public transport links now and in the short-medium term.

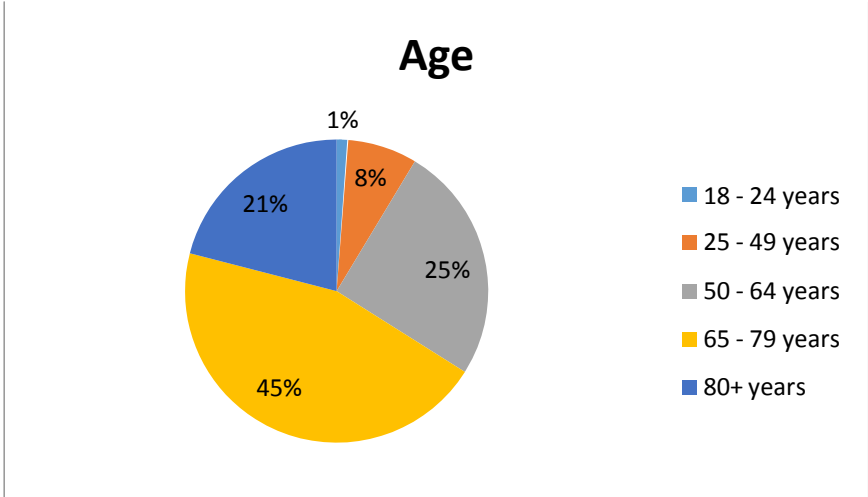


Figure 4 Age range of respondents

The representation of genders across the age ranges is shown below and shows a fairly even split. The lowest age range represents only two people.

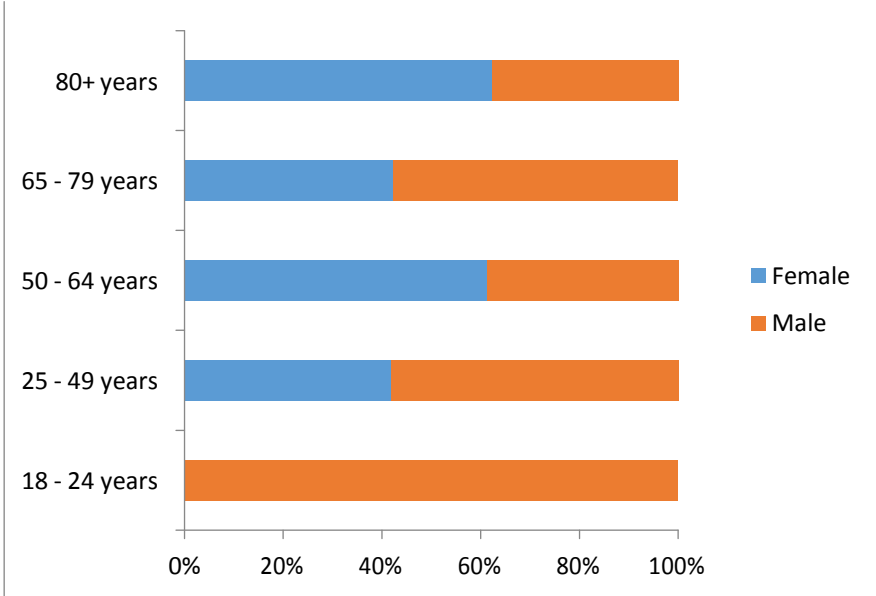


Figure 5 Respondents age and gender

Public transport explored

The practice recognises that approximately half (c1500) of the patient population would have to travel to see a GP under the proposed new arrangements. The frequently asked questions (FAQs) address this point several times and it was the most pressing issue for many respondents during the Healthwatch engagement. Feedback was consistently that the bus services were so inconvenient as to make their use a real barrier to getting to see the doctor.

To understand the challenges people reliant on public transport would face now or in the foreseeable future, we researched return bus and rail journeys to Prudhoe from Wylam, Heddon and Horsley. The full findings are attached as Appendix 2.

The analysis confirms that journeys by public transport from Wylam, Heddon and Horsley to be protracted, with long waits and short windows for appointments at Oaklands Health Centre.

The current timetables produced by transport operators Go Ahead and Northern Rail show that there are two possible 'corridors' between Wylam and Prudhoe.

Go Ahead service 686 provides a direct link from Wylam to Prudhoe with an hourly service to Prudhoe between 09:33 and 13:43. There are only 5 departures from Wylam each day and 4 departures from Prudhoe with the last being at 14:17. The bus journey takes 35 minutes but because the service terminates in Prudhoe and the bus returns almost immediately patients would have to spend at least an hour in Prudhoe before they could make their return journey.

A more detailed analysis of the timetable as it currently stands is shown in Appendix 2 but as an example, the bus that leaves Wylam at 09:33 (the earliest for concessionary pass users) arrives in Prudhoe at 09:58. The next, realistic, return journey leaves Prudhoe at 12:17 and arrives back in Wylam at 12:42. A total journey of c.3 hours and ten minutes.

Implications for patients

To use this service, appointments would need to be made between 11:15 and 14:00. At present the Oakland Centre closes 12:30 - 13:30 and a risk that, if appointments at Prudhoe were delayed, a patient might miss their last direct bus home.

Service 686 is subsidised by Northumberland County Council (NCC) until 2020⁴. Our understanding is that NCC prioritise services for support if the service either supports economic activity by enabling residents and visitors to get to key centres during peak times or supports social activity, enabling residents to access essential services during the day, on a minimum of one day per week or enables children to travel to the nearest suitable school or college. It is not known if any of these priorities would be used to justify long term support for service 686.

⁴ Confirmed by Northumberland County Council by email 28 March 2018

As a subsidised service parts of service 686 could be at risk if the local authority is unable to continue its support, making it more difficult for non-drivers to access a surgery at Prudhoe. Even if service 686 were to be run as a commercial service there is no guarantee that it would continue as commercial services can be withdrawn by the operator giving 56 days' notice.

The situation for patients in Horsley and Heddon is also affected. For patients from Heddon on the Wall a 7 minute bus journey to reach Wylam (and a 7 minute return journey) is replaced by a 53 minute journey (X85 and 10) followed by a 48 minute return journey.

The alternative public transport 'corridor' between Wylam and Prudhoe requires connecting services and involves a walk to Wylam Station, the train to Prudhoe, and then catching the 10B service from Low Prudhoe to Prudhoe Main Street. The 10B journey is only 3 minutes but it does not connect with the Wylam to Prudhoe train and requires a wait at the bus stop in Low Prudhoe, on the outward leg, of 23 to 26 minutes.

On a wider point it is important to note that some aspects of the new rail timetable that should have started fully in May have been postponed. There may be some changes in the new timetable when it is introduced. There is no evidence that improving this particular connection is a priority to either Go Ahead or Northern Rail.

Implications for patients

Uncertainty about the future of the sole direct link and the intentions of commercial transport operators could leave patients without a public transport option to the Oaklands Centre.

Cost

The current journey costs are shown below. These represent one adult travelling for a single round trip and do not reflect the cost for accompanying children or adults acting in a supporting role. While there would be no cost to concessionary travel card holders for bus journeys but there would be for any rail elements.

	Bus	Rail
Wylam to Prudhoe (direct)	£4.20 return	
Wylam to Prudhoe (connecting)	£5.40 return	£2.50 (£1.65 with railcard)
Heddon to Prudhoe	£8.40 return	
Heddon to Prudhoe (via Corbridge)	£12.40 return	

Implications for patients

The cost of fares for those on low or fixed incomes, even with concessionary passes, can be a hidden barrier to accessing health care.

Community Transport

Community Transport can be a low cost and flexible transport option and the Riversdale website mentions the availability of dial-a-ride and low cost transport⁵ schemes run by Adapt (NE). At this time Adapt (NE) is unable to confirm what, if any service, it could provide between Wylam and Prudhoe as it would depend on vehicle availability.

Conclusions on travel

Overall the public transport links between where Riversdale Surgery patients live and the Oaklands Centre introduces logistical and financial barriers which would seem to make the service less accessible and would require the practice to implement specific appointment policies and procedures to accommodate them.

- Up to 1 in 2 current patients, circa 1500 individuals would need to travel to see a GP
- The current 'walk to the surgery' for many patients in Wylam is replaced by a 3 hour plus round trip.
- There is no afternoon or evening provision on the direct transport corridor giving less flexibility for patients and the practice for appointment times.
- For patients from Heddon a 7 minute bus journey is replaced by a 40 – 50 minute journey including a wait in Wylam
- Journeys by rail can include a walk to Wylam station and the wait at Low Prudhoe – with a wait, especially in the winter, in an unheated bus shelter.
- The risk that connections might not be held on the outward journey– it involves separate operators each of whom may have other priorities – resulting in missed appointments or the cost of a taxi up the bank to Prudhoe.
- The on-going need for the surgery to consistently identify patients from Wylam and surrounding areas and ensure that they are given suitable appointments that fit in with public transport timetables.
- It is not clear if community transport could provide a suitable or sustainable alternative to commercial public transport

Using alternative GP practice

One potential alternative patients have is to change GP practices. 106 people answered the question about their intentions to do so and 74% said they would not, although in some cases this was qualified with 'not yet' and dependent on the outcome of the proposal.

⁵ Frequently Asked Questions

Those who answered both 'yes' and 'no' expanded on their answer in the question's free text area. 28 said they would consider transferring to the White Medical Group with others considering the practices in Corbridge, Crawcrook and Throckley.

The White Medical Group was preferred for its convenience but many people expressed concern about that practice's long-term future in the village and the services it offers. Typical comments were:

"No suitable alternative available. The White Practice does not provide a range of primary health services in Wylam. For example, appointments with a nurse are on the outskirts of Ponteland which is not accessible in anyway but by private car".

"If White group could assure me that they would continue to keep a practice in Wylam I would move".

"Because it is rumoured the White Practice is also closing at some time".

"I will have no choice - there is only one part time service - the White Medical practice. Part time will never cope with the possible influx of new patients cause by the Wylam closure. Appointments are difficult enough to get now so it will be impossible. This White medical is currently closing their Stamfordham practice - so I wonder how long before their Wylam practice closes too?"

Some or all of these views may be wrong but they are genuinely held in the absence of formal and ongoing information.

Wylam Parish Council is to receive an update on 14 May 2018 following a meeting with The White Medical Group. It is clear that if the practice is to be seen as a viable alternative for people unable to travel to Prudhoe there will need to be clear communication on these issues.

Communication

Communication about the process and alternative services is an underlying theme in the feedback Healthwatch has received.

The Wylam Surgeries Users' Group first contacted Healthwatch to find out about the process and timescales involved in deciding on the Riversdale Surgery. Healthwatch contacted the Clinical Commissioning Group on the group's behalf and received a prompt and clear response. The Wylam Surgeries Users' Group has attended the Primary Care Commissioning Group and has been able to raise questions arising from the agenda.

However feedback from the Healthwatch engagement exercise highlighted a lack of up to date information from the surgery itself – the last website update is September 2017.

As far as Healthwatch Northumberland is aware there has been no communication to patients from the practice's Patient Participation Group in addition to the initial engagement exercise and communications.

Conclusion

Healthwatch Northumberland acknowledges that any proposals to change to a valued health service will be met with resistance and questions as to the need for change.

The feedback we have gathered from patients and others associated with the Riversdale Surgery, shows there is an understanding and some sympathy with the situation the surgery is in, but they are concerned about how a GP service will be delivered in the future and have questions that have not been answered about:

- **Scale of disruption** – by its own admission up to half the current Riversdale Surgery patient population will have to travel to the Prudhoe site and that travel will not be straightforward for many and pose unintended barriers, including introducing a financial cost, for people in particular need – this makes it a fundamental issue to be addressed in the business case.
- **Communication** – people would like more information about the proposed changes and to know their concerns have been heard and addressed in developing the outcome. Specifically the physical accessibility due to travel logistics and location (Riversdale patients) and the demand on other limited services (Riversdale and patients registered with other practices).

While there is as yet, no definite or final answer as to what will happen to the surgery, even a short 'no news' message could go some way to addressing patient and local residents concerns.

In the course of research we have become aware of a case where a rural practice in Leicestershire has engaged with its patient population in relation to closing a branch surgery. Although different in ways to Riversdale, the concerns expressed by patients are similar and the practice has taken a proactive approach to communicating the results of its engagement and subsequent actions. Details can be found here: www.uppinghamsurgery.nhs.uk

- **Continuity of service** – the analogy is, as it would be for any other private business that is a going concern, how it will be transferred to new owners and what changes or accommodations will be made to ensure it continues to meet peoples' needs?

Healthwatch Recommendations

Healthwatch Northumberland is making recommendations which seek to address the concerns raised by the people who took part in the engagement exercises and recognise the constraints of the commissioning services and the Riversdale Practice.

Recommendation	Responsible party	Timescale
<p>Further communication with Riversdale Surgery patients and public (via surgery website) on the current state of the proposal and how patient views are being addressed.</p> <p>On-going communication of key dates and outcomes in the decision making process via the surgery website, specifically:</p> <ul style="list-style-type: none"> when the business case is submitted to NHS England the date the proposal will be considered by the Primary Care Commissioning Committee summary notification of decisions and next steps after each stage. 	<p>Riversdale Surgery</p> <p>Riversdale Surgery in conjunction with Northumberland Clinical Commissioning Group</p>	<p>Mid June 2018</p> <p>Within 2 weeks of submission</p> <p>When set</p> <p>Within 10 working days of decision point.</p>
<p>Information which is able to be shared to be given to Healthwatch Northumberland regarding provision/capacity at other practices within the 'catchment' area for Wylam and surrounding areas</p>	<p>NHS England/Northumberland CCG</p>	<p>Mid-June 2018</p>
<p>Further consideration, including patient engagement, of options to address transport issues and of the operational changes the practice will make in the event of the move to the Oaklands Centre to ensure that the challenges faced by those travelling by public transport are minimised.</p>	<p>Riversdale Surgery</p>	<p>End June 2018</p>

Healthwatch Northumberland is the local champion for users of health and social care. We are seeking feedback from people in the Wylam area about the proposals by the Riversdale Surgery to move its services to Prudhoe.

This questionnaire is also available on-line by following the links at www.healthwatchnorthumberland.co.uk

- 1. Are you a registered patient at the Riversdale Surgery? Yes
No

- 2. Are you aware of the proposal to move services to Prudhoe? Yes
No

- 3. Overall are you happy with the proposal? Yes
No

Please give the reasons for your answer

- 4. Will the move to Prudhoe create any problems for you visiting the GP, practice nurse or other services at the practice? Yes
No

If yes, please tell us what the problems are

- 5. If the surgery at Riversdale closes will you register with another practice? Yes
No

If yes, which GP practice do you intend to register with and why

Your feedback is anonymous but we would like to know a little about you to help understand how changes to health and social care services affect different people.

First part of postcode (e.g. NE41): _____

Age: Under 18 18-24 25-49 50-64 65-79 80+

Gender: _____

Ethnicity: _____

Disability: No Yes. If yes, please specify:

Sexual orientation: _____

Religion/belief: _____

Thank you

OPTIONAL Tick here if you would like to receive news and updates from Healthwatch Northumberland

Name: _____

Email or postal address: _____

Please tick if you give consent for Healthwatch Northumberland to contact you

Freepost RTLX-SYBA-UTAA, Healthwatch Northumberland, Adapt NE, Burn Lane, Hexham, NE46 3HN Tel 03332 408468 www.healthwatchnorthumberland.co.uk

Public Transport Links between Wylam and Prudhoe

This paper looks at the use of public transport links between Wylam and Prudhoe to access the Riversdale Surgery at Oaklands Centre Prudhoe. It looks specifically at journeys between

- Wylam and Prudhoe
- Heddon and Prudhoe
- Horsley and Prudhoe

Wylam to Prudhoe (Direct Service)

The current timetables produced by Go Ahead and Northern Rail show that there are two possible 'corridors' between Wylam and Prudhoe

Go Ahead Service 686 provides a direct link from Wylam to Prudhoe. 686 provides an hourly service to Prudhoe between 09:33 and 13:43. Whilst the bus journey takes 35 minutes it is important to note that this service terminates in Prudhoe and the bus returns almost immediately. This means that patients would have to spend at least an hour in Prudhoe before they could make their return journey. For example: the bus that leaves Wylam at 09:33 arrives in Prudhoe at 09:58. The next, realistic, return journey leaves Prudhoe at 12:17 and arrives back in Wylam at 12:42. The total journey time would be around 3 hours and ten minutes which must represent a considerable worsening of service to Wylam residents who are able to walk to the current Wylam Surgery. In addition there are only 5 departures from Wylam each day and 4 departures from Prudhoe – the last being at 14:17. In order to use this particular service appointments could need to be made between 11:15 and 14:00. A more detailed analysis of the timetable as it currently stands is shown below.

There would be no cost to concessionary travel card holders. For non-concessionary travel card holders the return fare would be £4.20

Wylam to Prudhoe (Connecting Service)

The alternative public transport 'corridor' between Wylam and Prudhoe involves a walk to Wylam Station, the train to Prudhoe, and then catching the 10B service from Low Prudhoe to Prudhoe Main Street. The 10B journey is only 3 minutes but it does not connect with the Wylam to Prudhoe train and requires a wait at the bus stop in Low Prudhoe, on the outward leg, of 23 to 26 minutes. Leaving Wylam Station at 10:12, for example, should allow a patient to arrive at Prudhoe Front Street for 10:45 after having a wait at Low Prudhoe of 23 Minutes. The return journey could not realistically start until 11:36 with an arrival time at Wylam Station of 12:05. However a late running 10B could result in the connection being missed and a further hour being added to the journey. A more detailed analysis of the timetable and connexions are shown in Appendix Two. Please note that this analysis only covers morning and afternoon services and that there are travel opportunities both earlier in the morning and later in the afternoon and evening.

The total cost of the return journey for a non-concessionary pass holder would be £5.40. For a concessionary pass holder it would be £2.50 for the rail section of the journey

It is important to note that a new rail timetable that should have started in May has been postponed. There may be some changes (for better or worse) in the new timetable when it is eventually introduced. There is no evidence that improving this particular connection is a priority to either Go Ahead or Northern Rail

Heddon on the Wall to Prudhoe (via Wylam)

The first option for passengers from Heddon, not available from Horsley, would be to catch Service X84 which provides a roughly hourly service from Heddon on the Wall to Hexham via

Wylam and Ovingham. It would, in theory, be possible to change at Wylam to 'connect' with 686 (above). However the X84 leaves Heddon at xx:06 and arrives in Wylam at xx:13. On the outward journey this implies a 20 or 30 minute wait in Wylam for the 686. On the return journey the 686 arrives back in Wylam at xx:32 or xx:42 and does not connect immediately with the X84, it leaves Wylam at xx:26 arriving at Heddon at xx:32. Passengers from Prudhoe would, therefor, face a 44 or 54 minutes wait in Wylam. The wait would be in an unheated bus shelter.

The total cost of the return journey for a non-concessionary pass holder would be £8.40.

Heddon or Horsley to Prudhoe via Corbridge

The alternative route from Heddon (or Horsley) to Prudhoe would be to use westbound 685 or X85 as far as Corbridge and change to the eastbound 10 to go back to Prudhoe. Whilst the 10 service runs every half an hour it does not run at exactly the same times through the day.

An example of the sorts of journey times that could be available is:

	685	X85
Heddon (dep)	10:12	10:31
Corbridge (arr)	10:28	10:45
Corbridge (dep)	10:30	11:00
Prudhoe(arr)	10:54	11:24
Time in Prudhoe	52 minutes	52 minutes
Prudhoe (dep)	11:46	12:16
Corbridge (arr)	12:10:	12:40
Corbridge (dep)	12:48	12:48:
Heddon (arr)	13:04:	13:04

The cost of the Heddon to Prudhoe return journey for a non-concessionary pass holder would be £12.40

Wylam (dep)	09:33	10:33	11:43	12:43	13:43
Prudhoe (arr)	09:58	10:58	12:08	13:08	14:08
In Prudhoe					
Prudhoe (dep)	11:07	12:17	13:17	14:17	
Wylam (arr)	11:32	12:42	13:42	14:42	

Wylam (dep)	09:11	10:12	11:10	12:12	13:10	14:12	15:10	16:12
Prudhoe Station (arrl)	09:15	10:17	11:14	12:17	13:14	14:17	15:14	16:17
10B (dep)	09:38	10:40	11:40	12:40	13:40	14:40	15:16	16:24
10B (arr)	09:41	10:43	11:43	12:43	13:43	14:43		
In Prudhoe								
10B (dep)	10:36	11:36	12:36	13:36	14:36	15:38		
10B (arr)	10:39	11:39	12:39	13:39	14:39	15:41		
Prudhoe (Rail)	11:03	12:01	13:03	14:00	15:03	16:05		
Wylam	11:07	12:05	13:07	14:04	15:07	16:11		