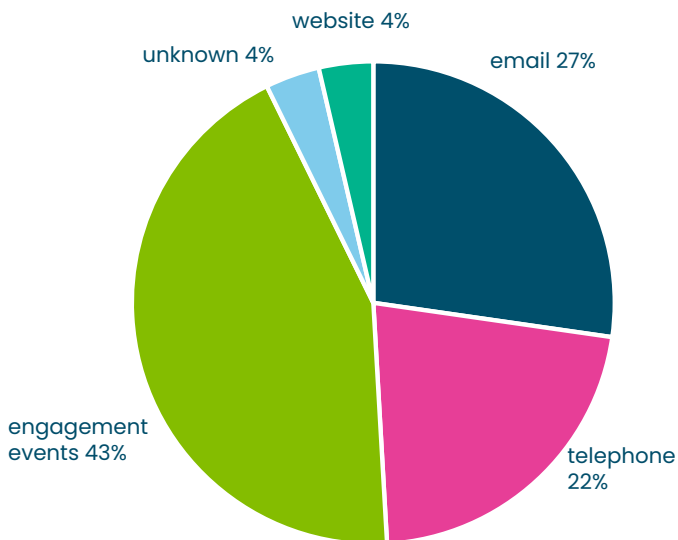


Total number of contacts this month: 55

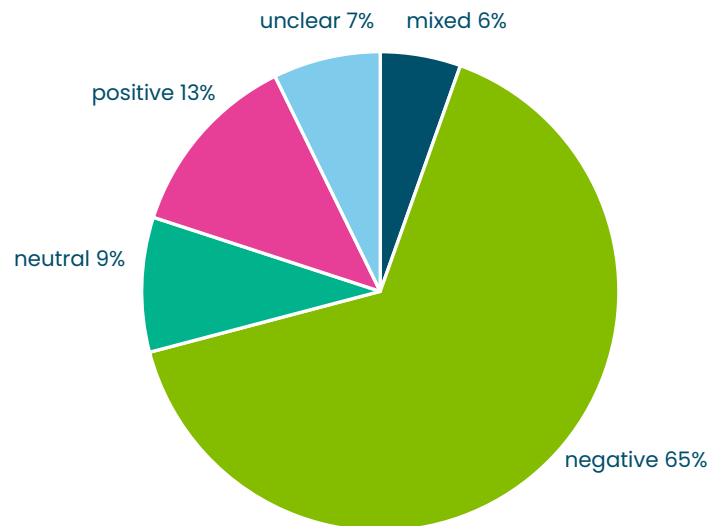
Top three issues

1. Accessing NHS dentists, particularly in Berwick
2. Accessing GP and arranging appointments
3. Adult Social Care providing a poor service

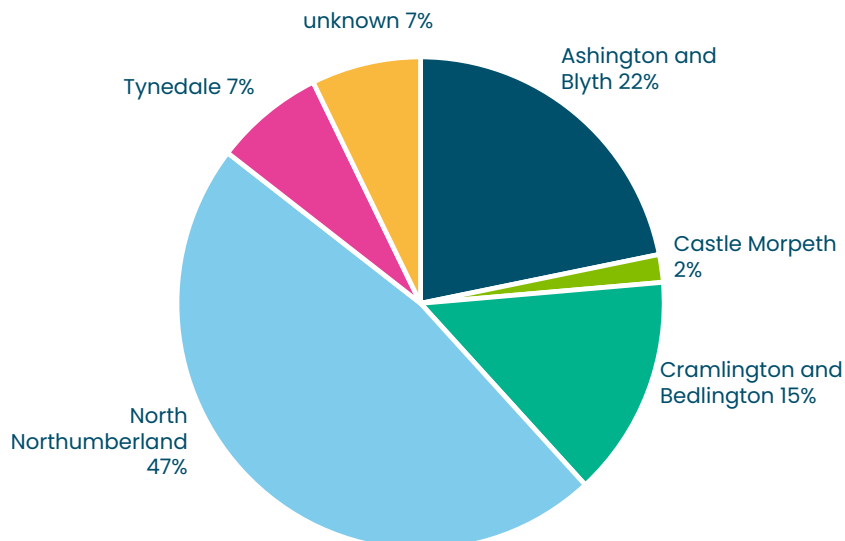
How we heard from people



How they were feeling

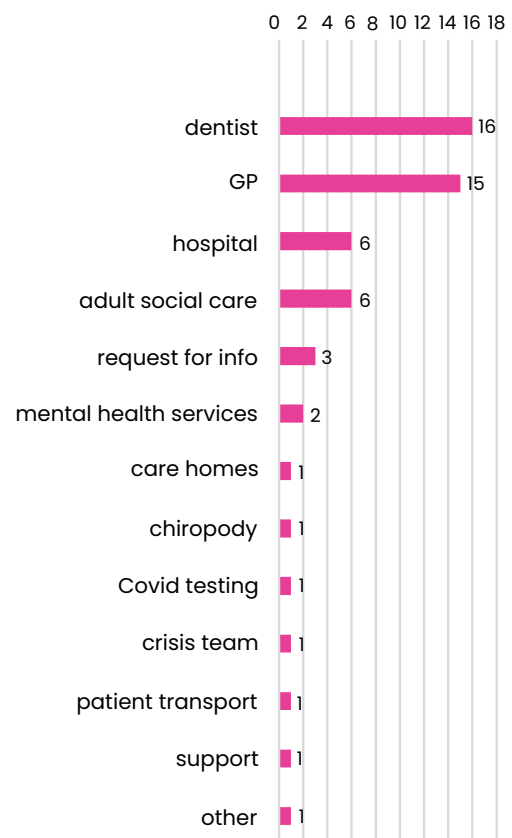


Where they were from



Service provider	Number of enquiries
My Dentist, Berwick	9
Adult Social Care	5
NHS England	4
Northumbria Specialist Emergency Care Hospital	2
Railway Medical Group	2
Union Brae and Norham Practice	2
Ashmore older adults	2
Northumbria Healthcare NHS Foundation Trust	2
Careline Homecare	1
Cheviot Medical Group	1
Coquet Medical Group	1
Cramlington Medical Group	1
ESCAPE Family Support	1
Forum Family Practice	1
Garden House Residential Home	1
Gas House Lane Surgery	1
Greystoke Surgery	1
Guidepost Medical Group	1
Hencotes Dental Surgery	1
Newcastle Freeman Hospital	1
NTW Crisis Team	1
NTW CYPS Northumberland	1
Patient Transport Service	1
Wansbeck Urgent Treatment Centre	1
Wellclose Medical Surgery	1

Feedback and enquiry issues



This month's focus



Autistic Children and Young People's experiences of NHS Mental Health Services

We currently have a survey open collecting feedback. We have received just short of 90 fully completed surveys. Initial themes are around the length of time required and difficulty to get any support. Parents are often left to fend for themselves. The report will be published in September 2022.

Negative feedback

Service user unhappy with home care provider. She states staff are sometimes very young with limited experience and also, she has been left waiting hours for someone to attend on occasion. She is on waiting list for another provider but feels her options limited due to staffing (and her rural location). She has asked council about putting in complaint, but they just tell her to complain directly to provider. (North Northumberland resident)

Positive feedback

Parent reported positive adjustments at local dental practice for autistic child. After not attending dentist for over two years, child was nervous about visit and did not feel able to sit in dental chair. Dentist took a waiting room chair to the window for the light and allowed the child to be examined there instead. This meant for a positive experience for both the child and the parent. (Tynedale resident)