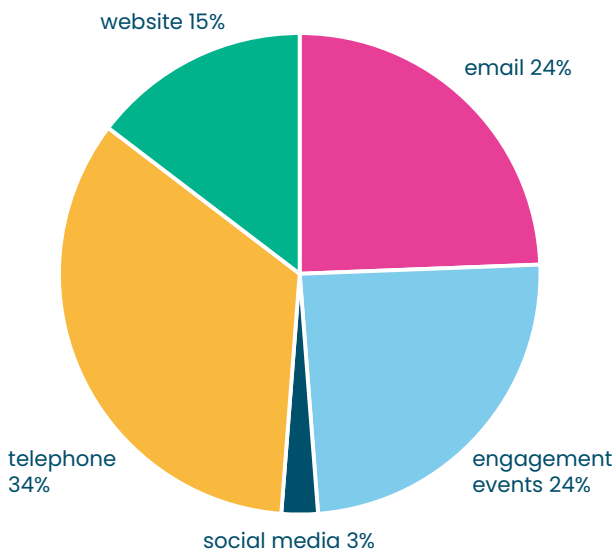


Total number of contacts this month: 41

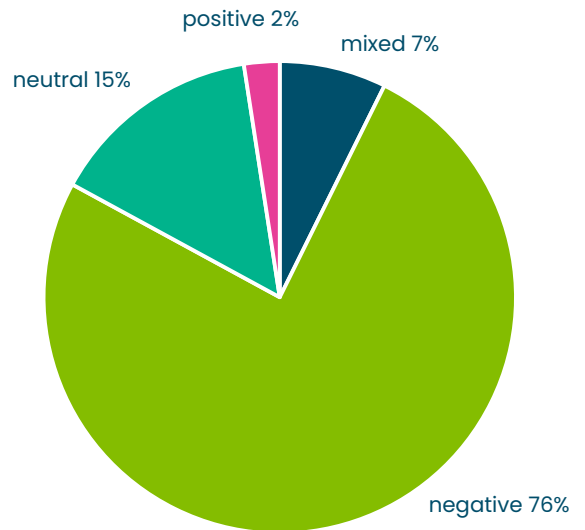
Top three issues

1. Accessing NHS dentists, particularly in Berwick (no change from July)
2. Hospitals - inpatients' services
3. Booking an appointment at GP surgeries

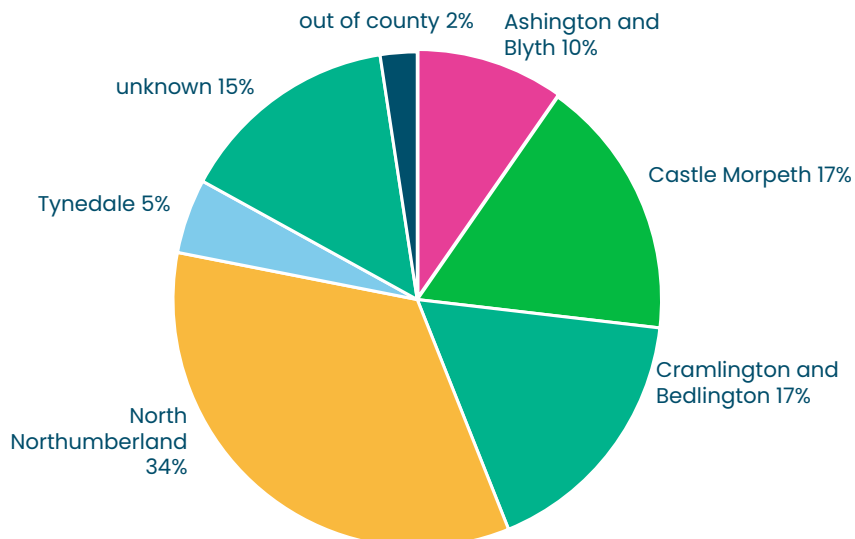
How we heard from people



How they were feeling

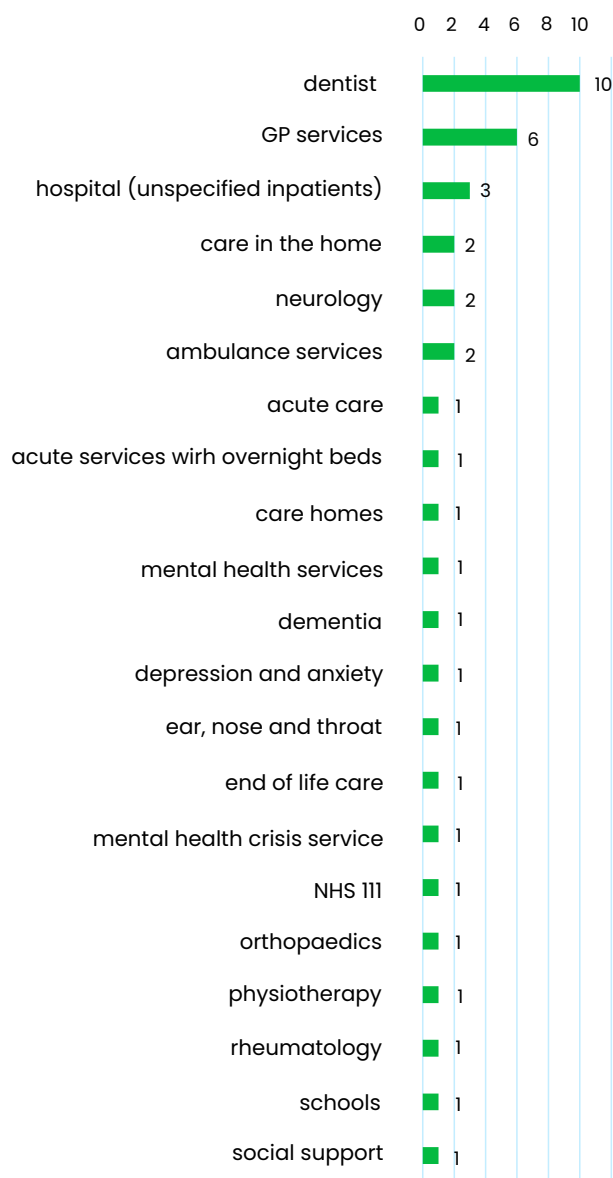


Where they were from



Service provider	Number of enquiries
My Dentist Berwick	7
NHS 111	2
North Tyneside General Hospital	2
Northumberland Specialist Emergency Care Hospital	2
Patient Transport Service	2
Wansbeck General Hospital	2
DolbyVivisol (home oxygen)	1
Hexham General Hospital	1
Newcastle Freeman hospital	1
Northumberland Joint Musculoskeletal And Pain Service	1
Ponteland Medical Group	1
Qwell	1
Railway Medical Group	1
The Village Surgery	1

Feedback and enquiry issues



This month's focus

This year, instead of conducting a widely distributed, universal annual survey, we have decided to reach out to specific target groups which we don't usually hear from and have informal 'chats' with them. We're calling this our 'annual conversation'.

During August we have been getting in touch with a variety of groups to establish initial contact. These include Escape Family Support, Fishermen's Mission and Being Woman. We will hold more in-depth discussion with groups during September and October.

Negative feedback

A member of the public told us he has been trying unsuccessfully to get a GP appointment for around three weeks. Each morning he contacts the surgery by telephone, is put in a queue, and when he gets through there are no appointments available and he is told to call back the next day. Whilst his issue isn't urgent he feels this is not acceptable.

(Cramlington and Bedlington resident)

Positive feedback

At one of our engagement events a lady told us her husband been in hospital for 13 weeks with a serious nerve condition. He was initially in the stroke ward which he was happy with but was then moved to a ward he didn't feel was suitable for his condition. However, he is going to be discharged to a rehabilitation centre very soon and is happy with this outcome.

(Castle Morpeth resident)