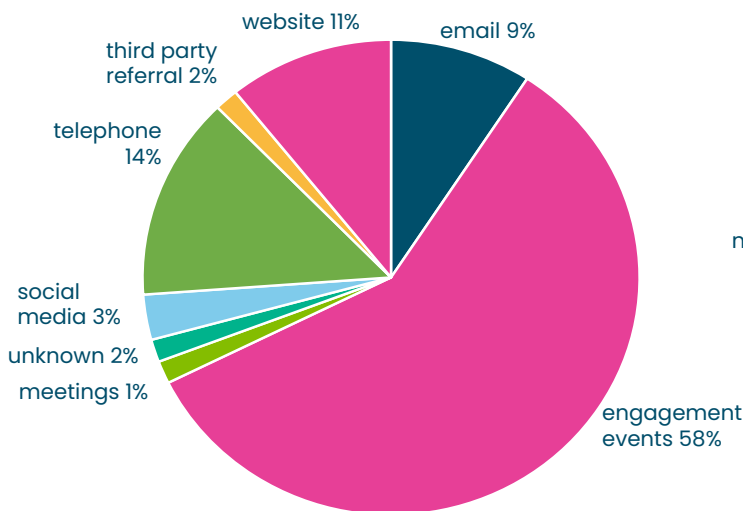


Total number of contacts this month: 65

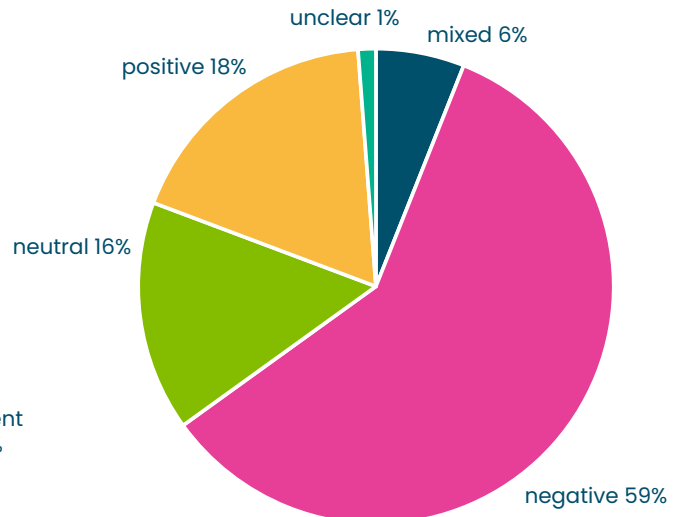
Top three issues

1. Accessing GPs and arranging appointments
2. Accessing NHS dentists: Berwick-upon-Tweed still an issue
3. Distance: patients are having to travel long distances to attend clinics and treatments

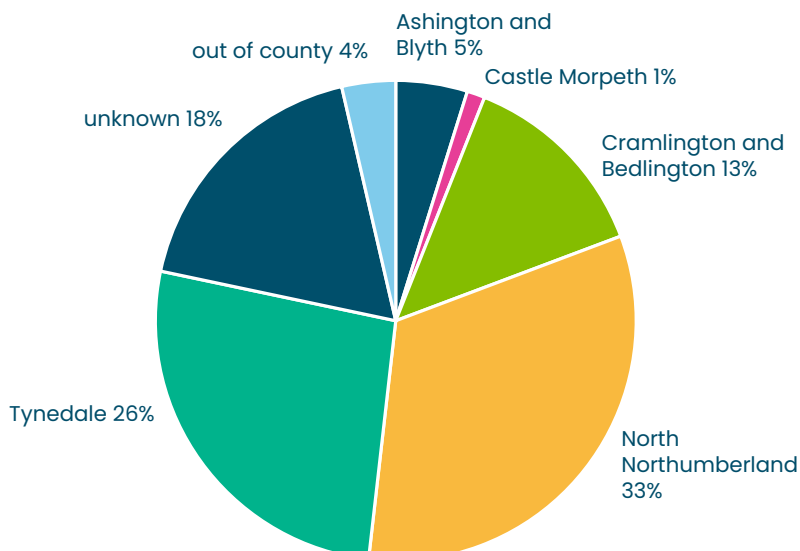
How we heard from people



How they were feeling



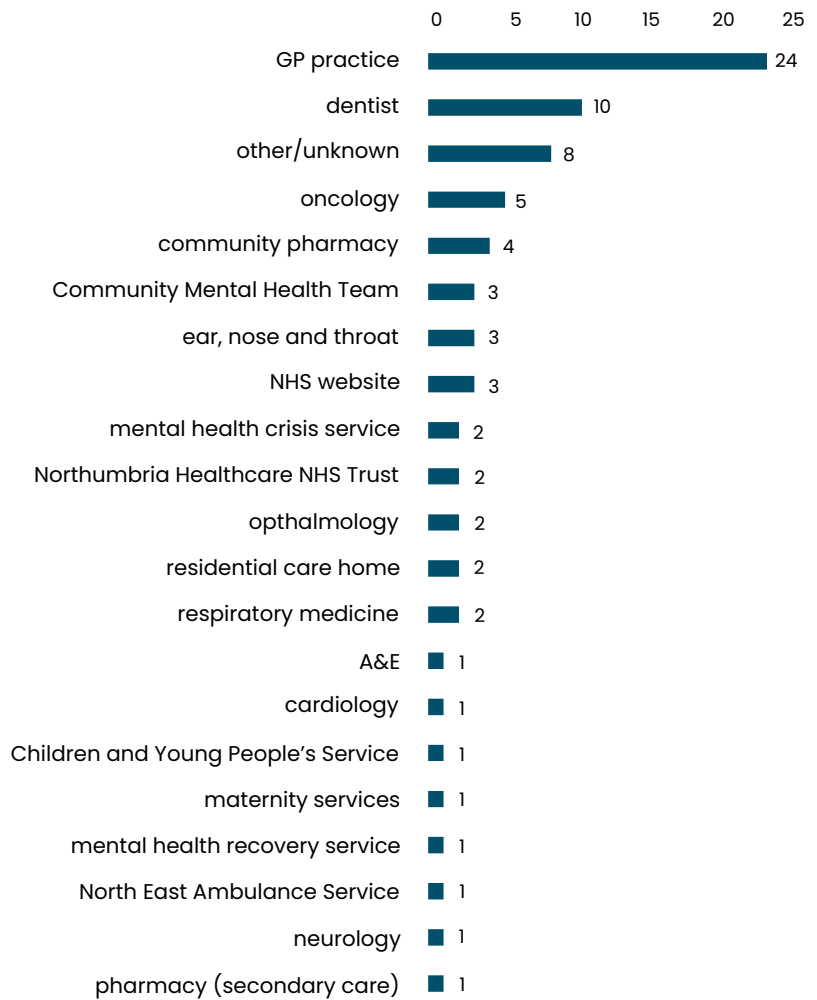
Where they were from



Service providers and number of enquiries

Newcastle Freeman Hospital	5
Alnwick Medical Group	4
NHS England	4
Northumbria Healthcare	3
Northumbria Specialist Emergency Care Hospital	3
Royal Victoria Infirmary	3
CNTW	2
Coquet Medical Group	2
Haydon Bridge Pharmacy	2
Seaton Park Medical Group	2
Abbeyfield House	1
Amble Dental Practice	1
Belford Medical Practice	1
Blyth Family Dental Practice	1
Brockwell Medical Group	1
Cramlington Medical Group	1
Glendale Pharmacy (Wooler)	1
Guidepost Medical Group	1
Haltwhistle Medical Group	1
Hexham General Hospital	1
Lloyds Pharmacy (Blyth)	1
Mental Health Crisis Service	1
NHS 111	1
North East Ambulance Service	1
CNTW CYPS Northumberland	1
Prudhoe District Nurses	1
Prudhoe Medical Group	1
Railway Medical Group	1
Talking Matters Northumberland	1
The Rothbury Practice	1
The Sele Medical Practice	1
Tweedmouth House	1
Union Brae & Norham Practice	1
Wellclose Medical Group	1
Westbourne Medical Centre	1

Feedback and enquiry issues



Negative feedback

Caller got in touch to give feedback about lack of dental provision in Berwick. Between himself and his wife they have been quoted around £32,000 for private dental work and told this is an open ended quote so could be more. A friend had registered with Kelso dental practice and the caller has managed to get himself and his wife on to the waiting list. There is a nine month wait but he feels this is preferable to paying privately.

(North Northumberland resident)

This month's focus

We have continued to talk to targeted groups and individuals via focus groups as part of our Annual Conversation.

Our Here to Hear drop-in sessions to collect face-to-face feedback also continued, and we attending various community events to raise awareness of our activities.

Positive feedback

Positive experiences of eye centre at the hospital. The patient, who has lost one eye, previously visited the centre a month ago. They attend fairly regularly to have vision checked, eye photographed and review any deterioration. Good staff, communication and appointments.

(Tynedale resident)