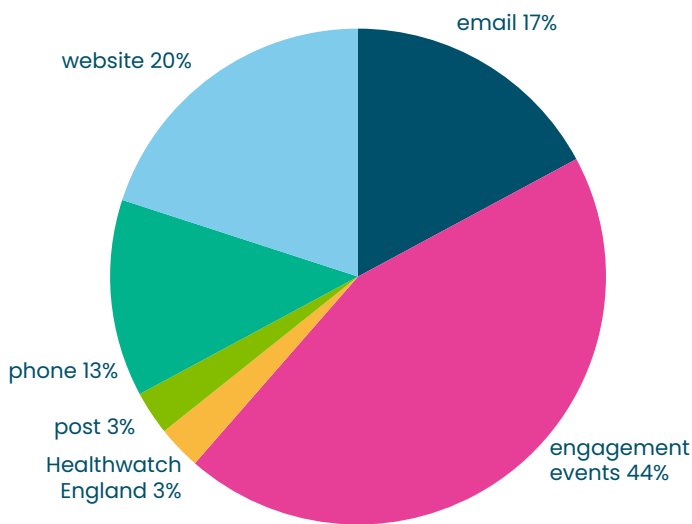


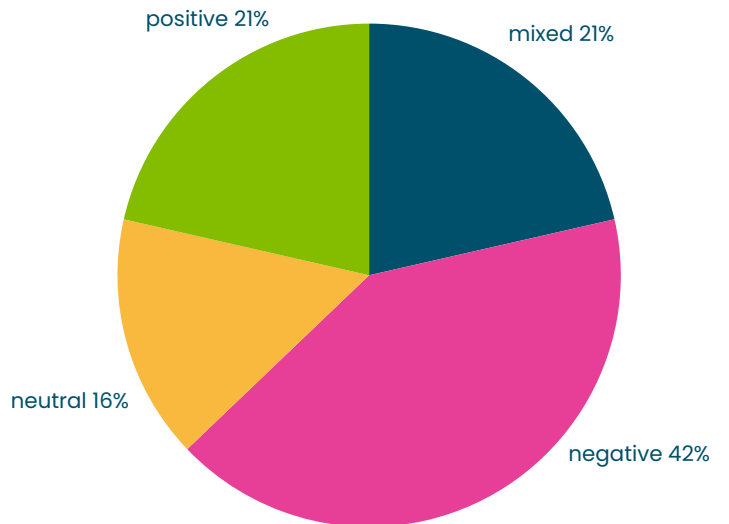
Total number of contacts this month:
268, of which 70 gave more detailed feedback.

- ### Top issues
- GPs: difficulty getting an appointment and getting through on the telephone. However, a lot of praise given for the quality of care once seen.
 - Pharmacies: not receiving complete subscription or taking home incomplete prescriptions.
 - Mental health services: difficulty getting an appointment and poor communication.

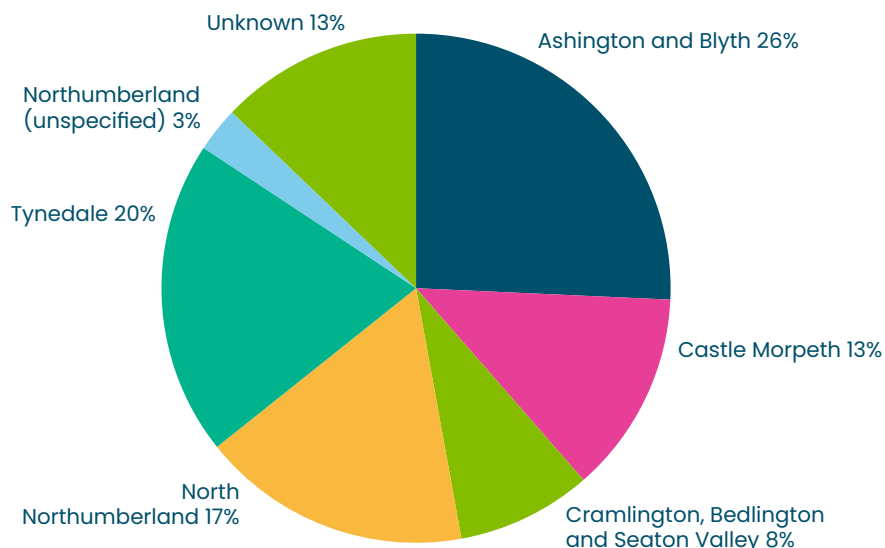
How we heard from people



How they were feeling



Where they were from

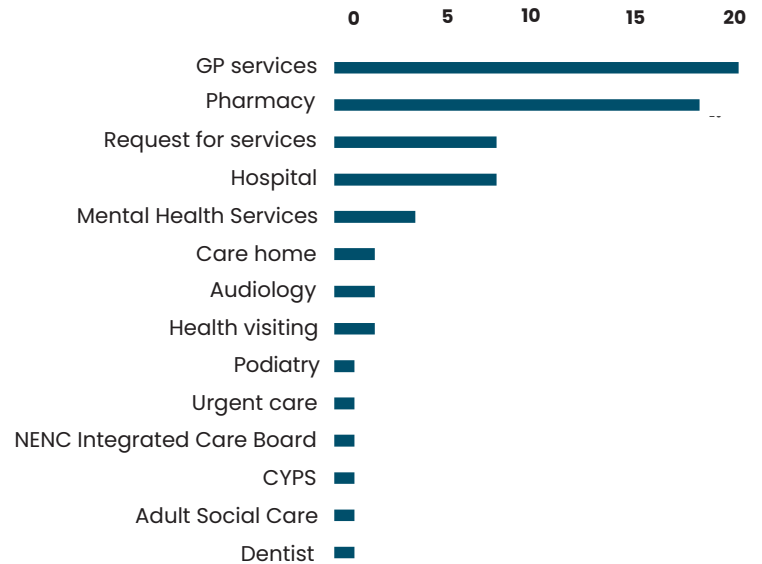


Service providers and number of enquiries

Alnwick Medical Group	4
Northumbria Specialist Emergency Care Hospital	3
Wansbeck General Hospital	3
Boots, Blyth Community Hospital	2
Children and Young People's Service (CYPS)	2
Gas House Lane Surgery	2
Greystoke Surgery, Morpeth	2
Lloyds online prescription delivery service	2
Lloyds Pharmacy at Hexham General Hospital	2
Royal Victoria Infirmary	2

Please note, these are the ten most commonly mentioned service providers. There were also 23 other service providers which were only mentioned once each.

Feedback and enquiry issues



Positive feedback

Feedback from member of the public on their GP practice. Had a very positive experience with diabetes care – getting routine blood tests every six months has been very straightforward and nurses and receptionists very helpful and friendly.

(North Northumberland resident)

Negative feedback

Patient went to collect her medication ten days after the prescription was sent to the pharmacy and was told they didn't have the stock and she'd need to collect it elsewhere.

The pharmacy had never contacted her to tell her there was an issue. On questioning the pharmacy about this they said they did in fact have 21 out of 28 tablets but they were unsure about releasing them as it was a controlled drug.

The patient said after spending 15 minutes in the pharmacy openly discussing her medical problems in front of the whole pharmacy they finally gave her the 21 tablets they had in stock.

(Ashington and Blyth resident)

This month's focus

This month we have had additional engagement sessions, over and above the usual Here to Hear sessions, attending events at Amble (the SeaFit event with the Fishermen's Mission), Haltwhistle (Northumbria Cancer Patient and Carer Group's Health and Wellbeing event), Hexham (Queen Elizabeth High School Freshers' Fair) and Newbiggin. We also met with a group from Journey Enterprises and attended the VCSE Health and Wellbeing Network Conference, organised by Northumberland CVA.

Our online talk this month was from The Menopause Charity which was well attended and we had some good feedback – "Really informative presentation. I work in mental health and find the menopause is often discussed by patients who present with low mood / anxiety."