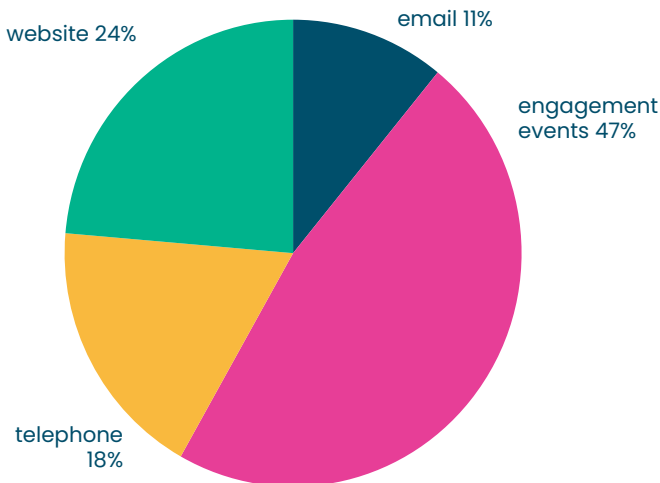


Total number of contacts this month: 102

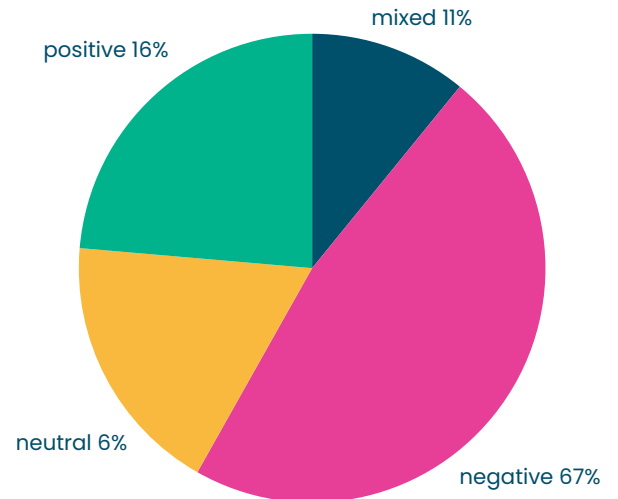
Top three issues

1. Accessing GPs and arranging appointments
2. Access to dentists in Berwick-upon-Tweed, particularly with a second NHS dentist closing this month
3. Community pharmacies and repeat prescriptions

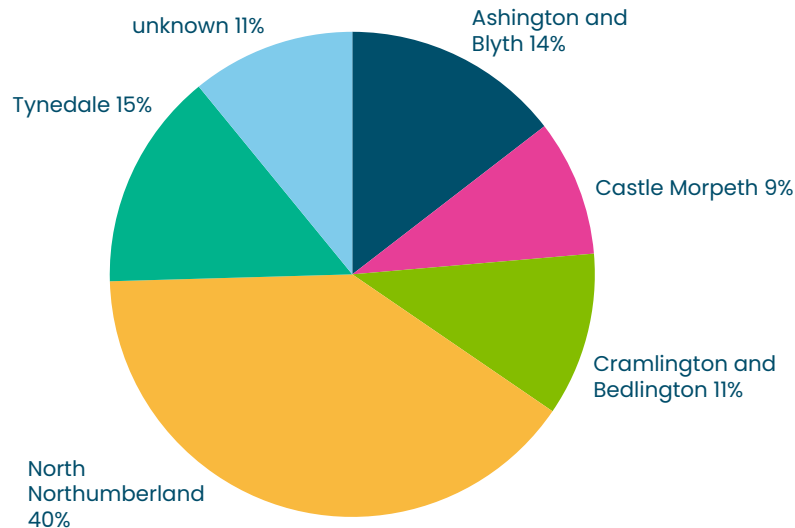
How we heard from people



How they were feeling



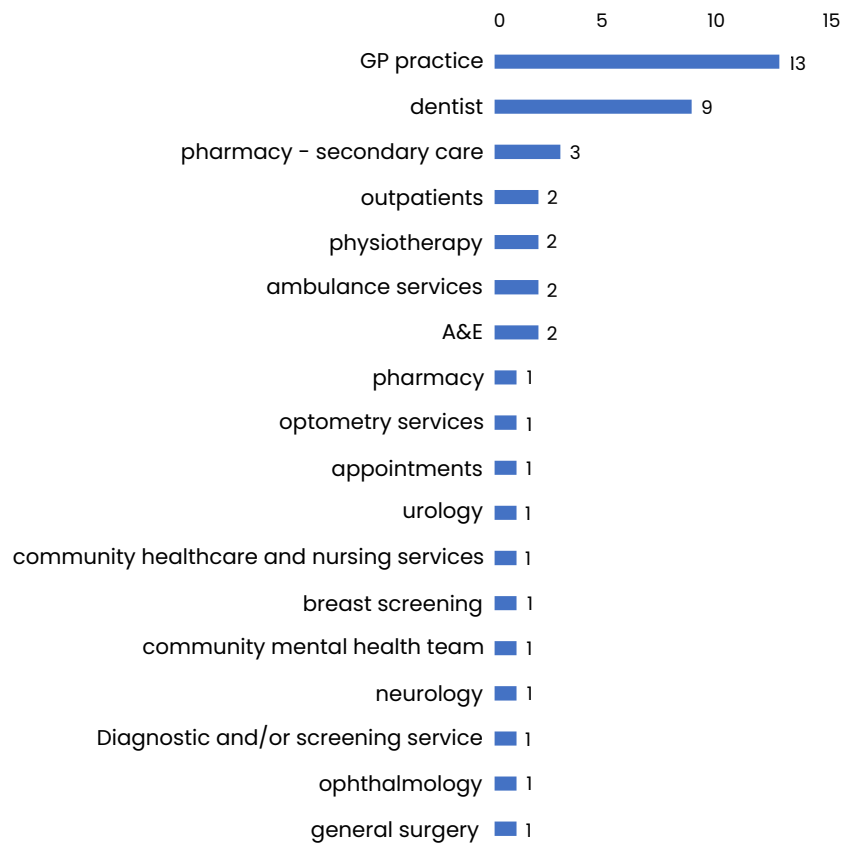
Where they were from



Service providers and number of enquiries

Tweedmouth Dental Clinic	4
Northumbria Healthcare	3
Northumbria Specialist Emergency Care Hospital	3
Wellclose Medical Group	3
Coquet Medical Group	2
Haydon Bridge Pharmacy	2
Hexham General Hospital	2
NHS England	2
North East Ambulance Service	2
Joint Musculoskeletal And Pain Service	2
Railway Medical Group	2
Union Brae & Norham Practice	2
Abbey Dental Practice	1
Bedlingtonshire Medical Group	1
Boots Pharmacy (Bedlington Station)	1
Fairnington Centre	1
Greystoke Surgery	1
Lloyds Pharmacy (Bedlington)	1
My Dentist Berwick	1
North of Tyne and Gateshead Diabetic Screening Programme	1
Prudhoe Medical Group	1
Royal Victoria Infirmary	1
S Aaron Opticians (Ashington)	1
The Gables Medical Group	1
Newcastle Upon Tyne Hospitals NHS Trust	1
Wansbeck General Hospital	1
Widdrington Surgery	1

Feedback and enquiry issues



This month's focus

This month we have focused on establishing our new venues for two of our Here to Hear sessions - in Tynedale the session has moved from Haltwhistle to the Spetchells Centre, Prudhoe, and in the Cramlington, Bedlington and Seaton Valley locality the session has moved from Cramlington to East Bedlington Community Centre.

We have continued to reach out to specific communities with our Annual Conversations and launched an online version for wider reach. We also attended the Fishermen's Mission SeaFit session in Amble.

Negative feedback

A lady contacted us to complain about how her wife was treated by a receptionist at A&E at NSECH. Her wife was coughing up blood and has a history of stomach problems and was therefore concerned. She hadn't got anywhere with NHS 111 so had gone to A&E. She says when her wife explained her issue the receptionist laughed at her and asked her to repeat herself.

She didn't know what the receptionist found amusing and she felt very unwelcome waiting for six or seven hours to be seen. She feels this experience has made asking for help harder for them both and wishes to make a complaint.

(Cramlington, Bedlington and Seaton Valley resident)

Positive feedback

"Positive feedback for all the staff at the eye clinic at Manor Walks, Cramlington. I have monthly eye injections for wet macular degeneration. Professional, caring and friendly service. Very well organised and not as far from my home in Berwick as it is to travel to the RVI in Newcastle. That said it would be better still if I was able to get my injections at Berwick."

(North Northumberland resident)