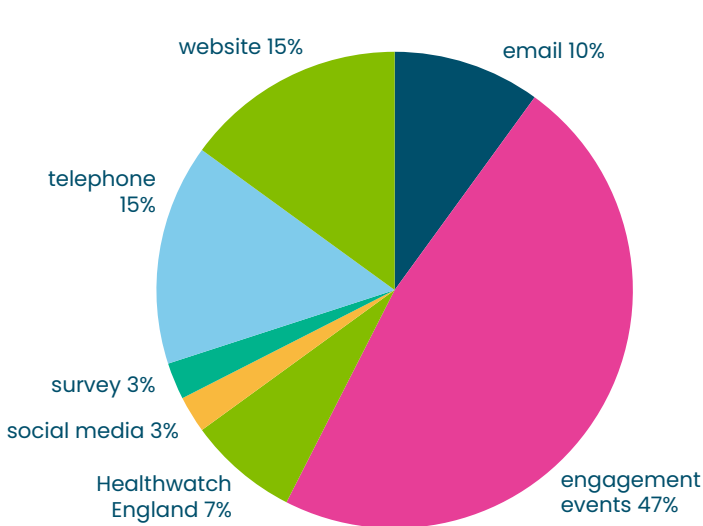


**Total number of contacts this month: 165, of which 94 gave more detailed feedback about services**

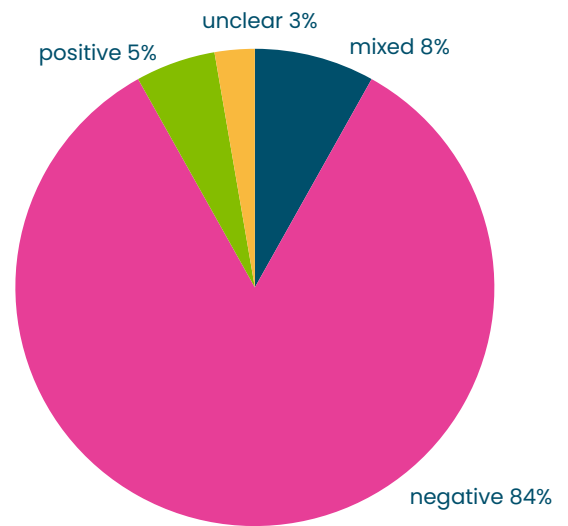
## Top issues

1. Dentists: difficulty getting appointments. The situation in Berwick-upon-Tweed is still being raised although not as often as in previous months.
2. Doctors: difficulty getting appointments is the main issue, although lack of communication was mentioned as well.
3. Mental health services: issues equally split between accessing services and poor service once people are seen.

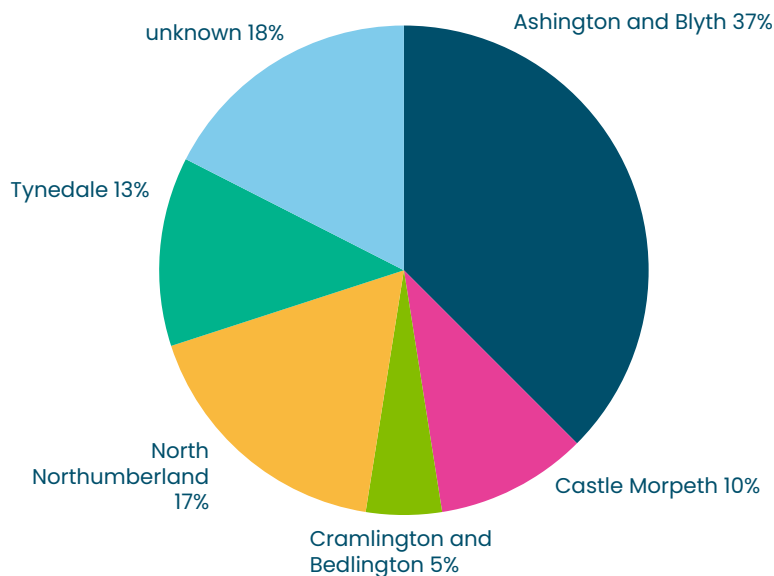
## How we heard from people



## How they were feeling



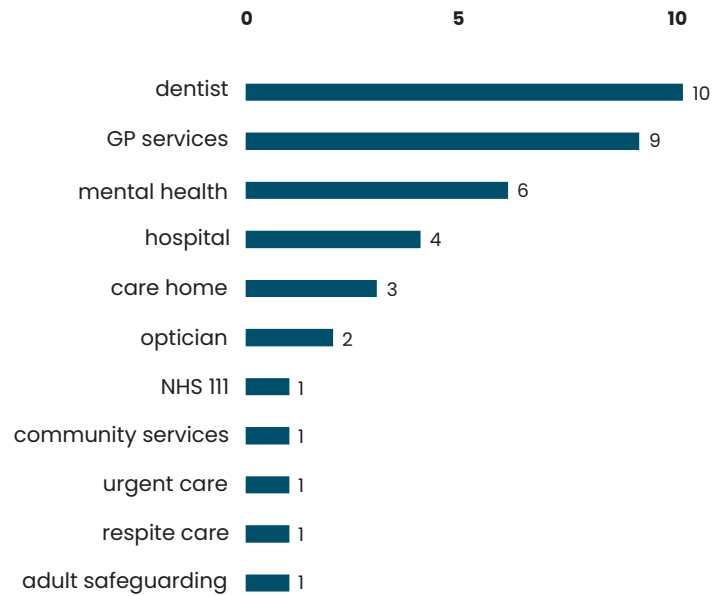
## Where they were from



## Service providers and number of enquiries

Royal Victoria Infirmary (generic)	6
Children and Young People's Services	3
NHS England	3
Railway Medical Group	2
Aaron Optometrists	1
Adult social care	1
Boots opticians (Berwick)	1
Burn Brae Medical Group	1
Careline	1
Morpeth NHS Centre dental service	1
Gables Medical Group	1
Guidepost Medical Group	1
Haltwhistle Hospital	1
Hexham General Hospital	1
Kelso Dental Care	1
Marine Medical Blyth	1
Newbiggin Dental Practice	1
NHS 111	1
Northumberland County Council	1
PALS	1
Pharmacy	1
Prioritising People's Lives Ltd	1
Rivenhall Dental Practice	1
Royal Victoria Infirmary A&E	1
Seaburn Park Medical Group	1
Valens Medical Group	1
Wansbeck General Hospital	1

## Feedback and enquiry issues



### This month's focus

- We launched our 'How are you feeling?' young people's campaign with a number of local high schools helping to share the information with students.
- We held focus groups with Blyth residents as part of a joint piece of work with Blyth Primary Care Network. This was to investigate why a higher proportion of children aged 0-5 in this area attend A&E compared to 0-5 year olds elsewhere in Northumberland.
- Our regular monthly online session was from Limbless Association.
- To celebrate ten years of Healthwatch in England we met with Healthwatch colleagues from across the North East and North Cumbria region at an event in Middlesborough.

### Negative feedback

A patient left feedback regarding her experience of mental health services in Cramlington. She said the team didn't listen to what she had to say and what was happening in her mind. She said they just wanted her to stay on antidepressants which aren't working for her mental health struggles.

Cramlington, Bedlington and Seaton Valley resident

### Positive feedback

Patient has admitted to RVI then Haltwhistle and Hexham. hospitals after a fall at home. Had very good care and experience in all hospitals and of care at home from care workers and district nurses. Feels community staff work very hard and have a great deal of experience in providing care. She feels they deserve praise especially as it has not been an easy time through the pandemic.

Tynedale Resident