

What you told us

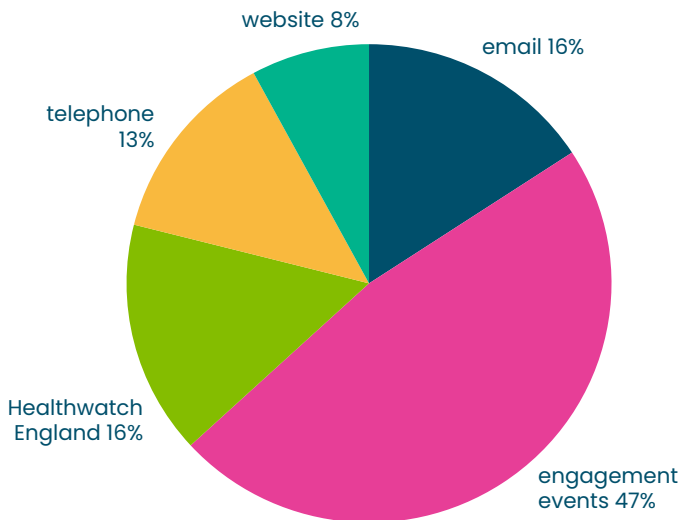
Monthly report May 2023

Total number of contacts this month: 413, of which 179 gave more detailed feedback about services. 141 who gave more detailed feedback were from the Enter and View survey done at Lloyds Pharmacy in Cramlington and 38 gave more detailed feedback about all services (as shown in the rest of the report below).

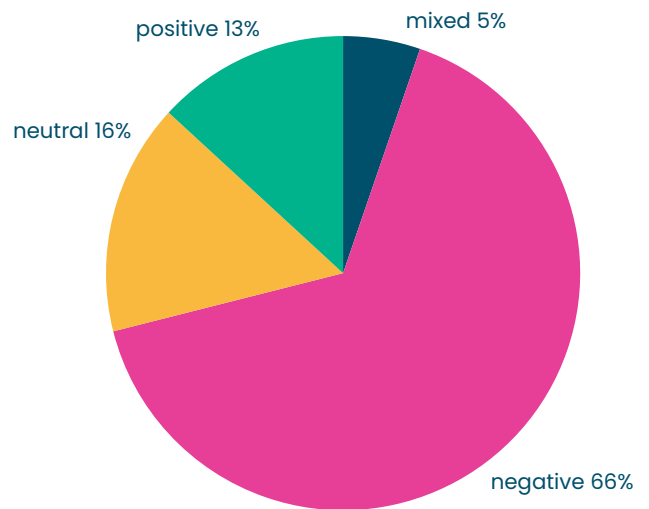
Top issues

1. GPs – difficulty getting an appointment
2. GPs/pharmacies – difficulty getting prescriptions/prescription ordering problems
3. Hospitals – poor service

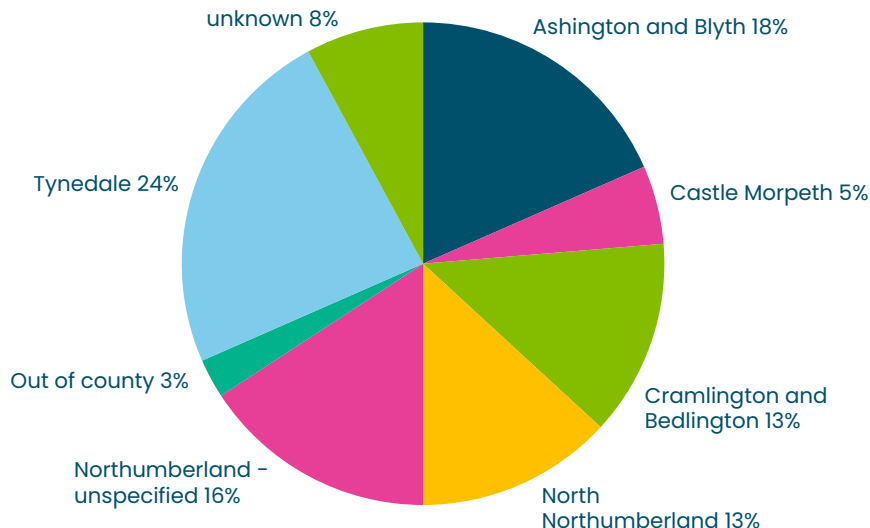
How we heard from people



How they were feeling



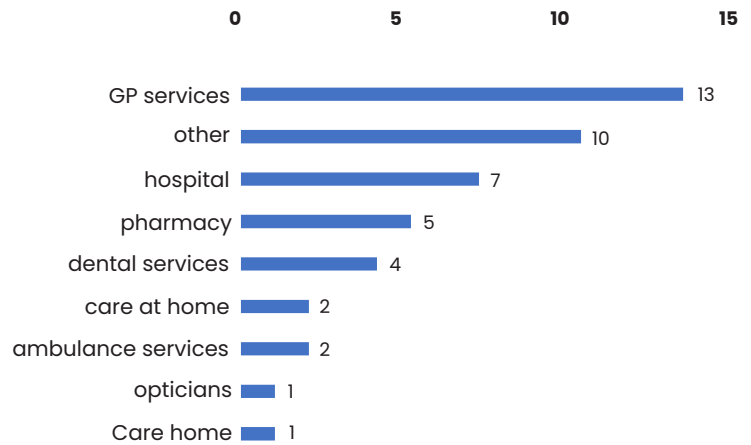
Where they were from



Service providers and number of enquiries

Northumbria Specialist Emergency Care Hospital	3
Bedlingtonshire Medical Group	2
NHS England	2
Seaton Park Medical Group	2
Abbey Dental Practice	1
Amble Dental Practice	1
Brockwell Surgery	1
CNTW	1
Elizabeth Evans Opticians	1
Freeman Hospital	1
Gables Medical Group	1
Health intelligence Ltd (North of Tyne and Gateshead Diabetic Eye Screening Programme)	1
Marine Medical Group	1
Royal Victoria Infirmary	1
NHS England/ICB- dentistry commissioning	1
Northumberland County Council	1
Oaklands Medical Group	1
Prudhoe Medical Group	1
Scots Gap Surgery	1
Valens Medical Group	1
Wansbeck General Hospital	1
Well Close Medical Group	1

Feedback and enquiry issues



This month's focus

This month we have been heavily involved with Enter And View visits at Lloyds pharmacy, Cramlington consulting with the public on the impact of the forthcoming closure of the 100 hours per week pharmacy.

We also provided support via outreach sessions at various events including Prudhoe Health Week, the Fishermen's Mission SeaFit event in Amble and the Choppington Disability Group monthly session.

This month's online talk was from the Chartered Society of Physiotherapists on the benefits of physiotherapy.

Negative feedback

A patient told us "it is increasingly difficult to get a GP appointment when they are in such high demand and appointments are only released a short time ahead. You have to ring at 8.30am and if you miss this window there are no appointments left. You cannot book a few weeks in advance."

Northumberland resident

Positive feedback

"I had a fall recently whilst out shopping and received a gash to my head and a broken arm. An ambulance was called and arrived very quickly and they were very good. I was taken to NSECH A&E and whilst I had to wait a few hours I felt the care was very good generally and I was happy with care and treatment received."

Ashington and Blyth resident