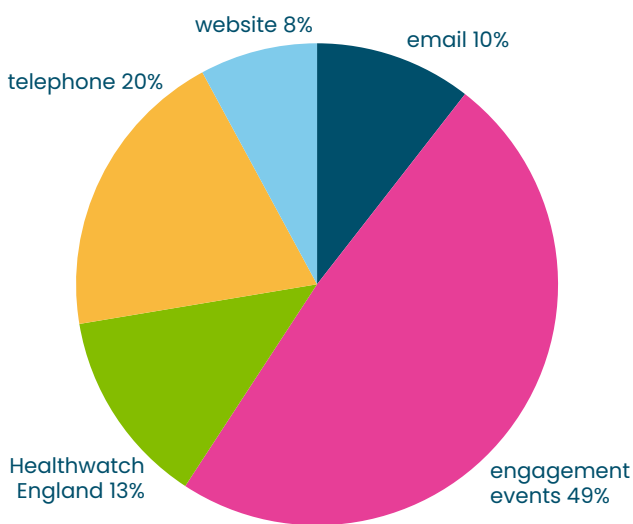


Total number of contacts this month:
143, of which 76 gave more detailed feedback.

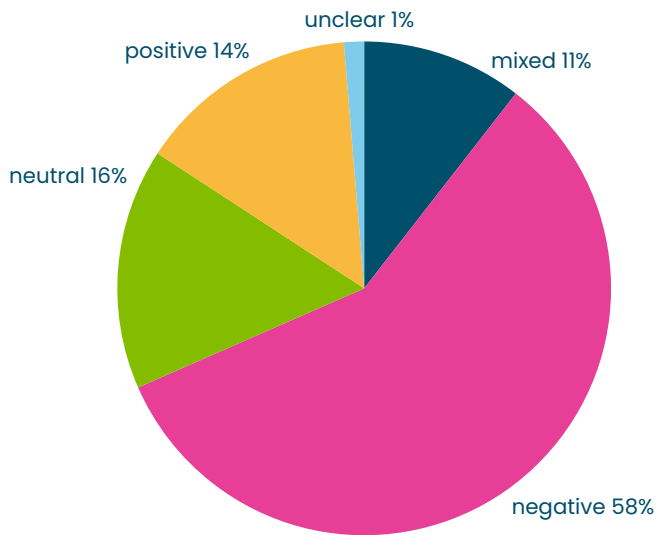
Top issues

- GP services: getting an appointment and the length of time you have to wait for an appointment were the biggest issues, although poor communication featured highly as well.
- Hospitals: access (which included distance to travel, waiting times and poor communication) was the biggest issue, however, over 40% of the feedback about hospitals praised the quality of care.
- Dentists: difficulty finding an NHS dentist was the biggest issue.

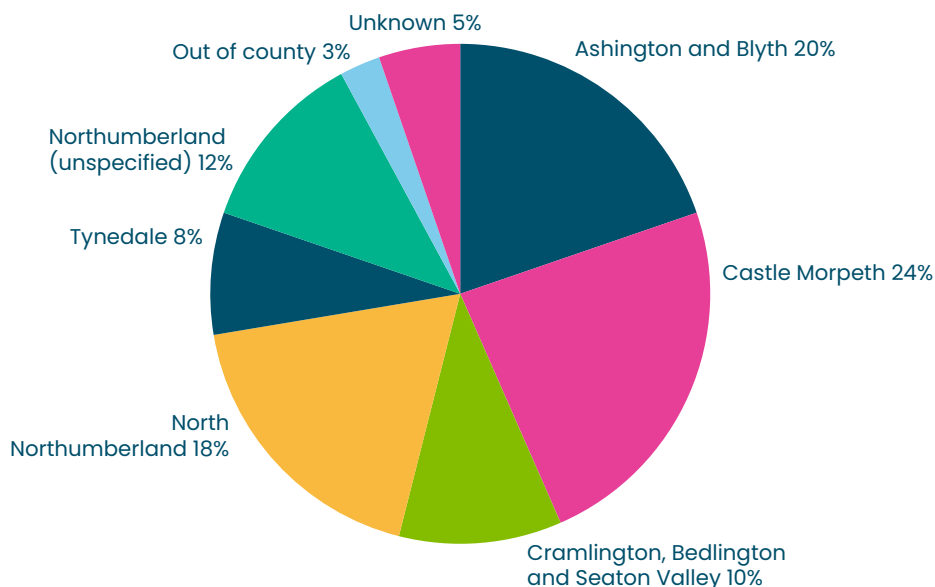
How we heard from people



How they were feeling



Where they were from



Service providers and number of enquiries

Newcastle upon Tyne Hospitals NHS Foundation Trust	5
Harrogate and District NHS Foundation Trust	4
Coquet Medical Group	4
Hexham General Hospital	4
NENC ICB (as dental commissioner)	3
Greystoke Surgery, Morpeth	3
Northumbria Specialist Emergency Care Hospital	2
Northumbria Healthcare NHS Foundation Trust	2
Adult Social Care	2
Wansbeck General Hospital	2

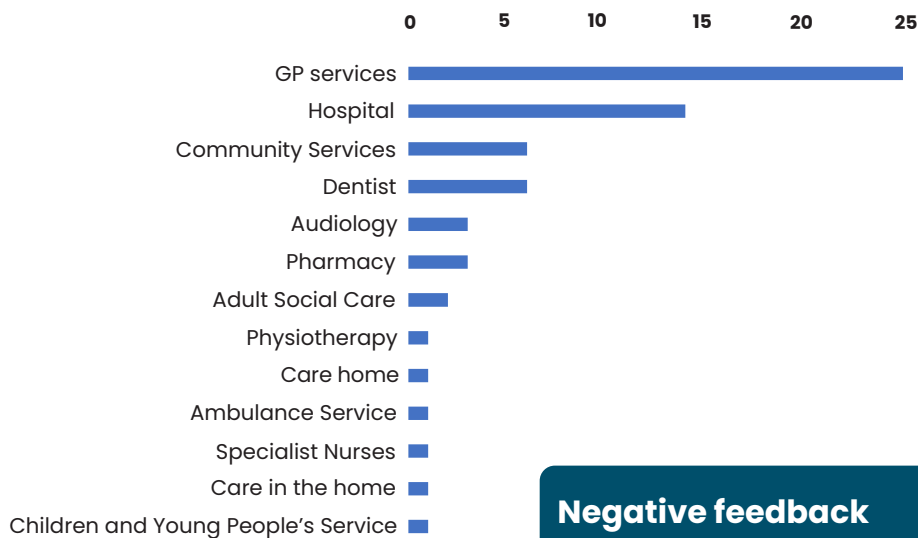
Please note, these are the ten most commonly mentioned service providers. There were also 30 other service providers who were only mentioned once each.

This month's focus

This month we have continued to make the most of the warmer weather and have been out and about seeking feedback from Northumberland residents. This included a session at Hadston House to hear from a different part of North Northumberland.

Our online talk this month was from the West Northumberland Living Well Coordinators about social prescribing.

Feedback and enquiry issues



Positive feedback

A lady came to see us at one of our in-person events and she was very positive on the care she had received at Northumbria Specialist Emergency Care Hospital after being admitted as an inpatient. She cannot recall the ward she stayed on but told us that the care she received from the doctors to cleaners was excellent.

(North Northumberland resident)

Negative feedback

We had a call from someone who was unhappy that her GP didn't take her concerns seriously.

She has experienced difficulties walking for three years. When this worsened she requested an x-ray of her back. The GP (first time she'd seen this one) said that he didn't see the point in carrying out an x-ray. She asked if she could have physiotherapy sessions and said the GP shrugged his shoulders in response.

She said she found him to be arrogant in his manner towards her. She later found out that she could self-refer to physiotherapy services and is unhappy that the GP didn't inform her of this at the time. Her concern is that elderly people are being fobbed off by GPs due to their age.

(Ashington and Blyth resident)