

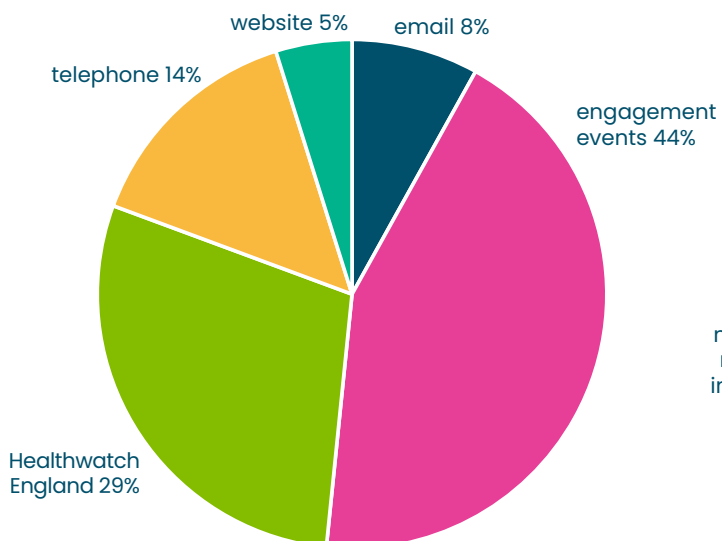
Total number of contacts this month:
120, of which 62 gave us more detailed feedback

Top issues

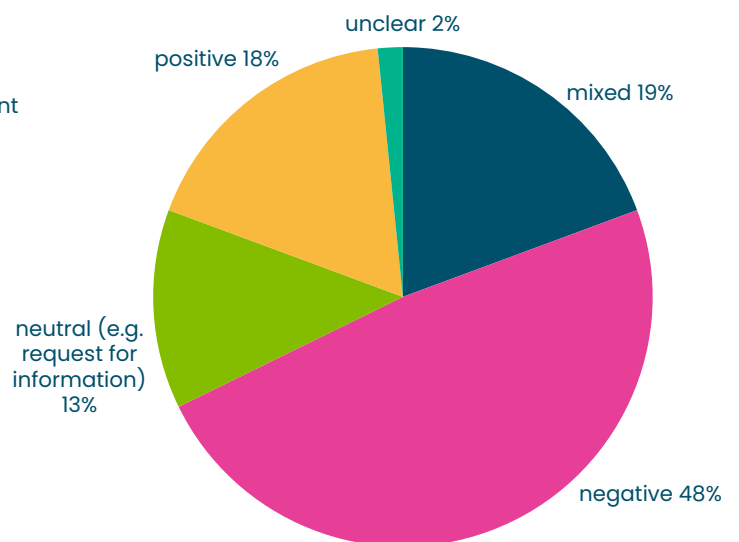
The top issues we heard about were difficulty getting an appointment with a GP or a dentist, and the distance to travel to hospital appointments. Like the previous month we had a lot of positive comments about the quality of care received in hospitals.

For the first time since we started providing these monthly reports, we also had a handful of positive comments about getting an appointment at a GP surgery in a reasonable timescale.

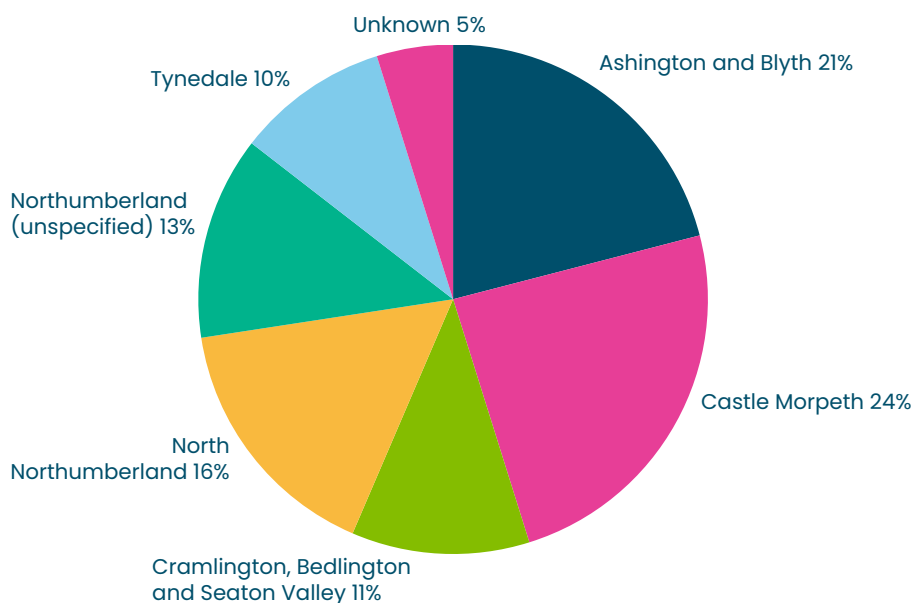
How we heard from people



How they were feeling



Where they were from

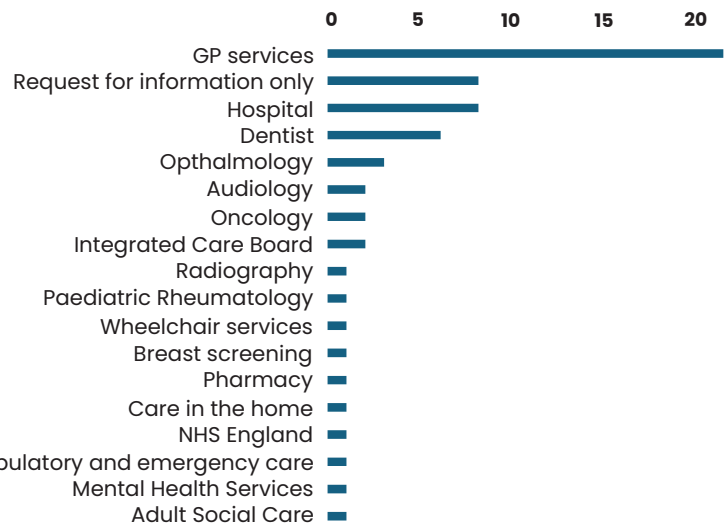


Service providers and number of enquiries

| | |
|--|---|
| Seaton Park Medical Group | 5 |
| Royal Victoria Infirmary | 4 |
| NENC Integrated Care Board | 4 |
| Northumbria Specialist Emergency Care Hospital | 3 |
| Alnwick Medical Group | 3 |
| Railway Medical Group | 2 |
| Freeman Hospital Audiology | 2 |
| Adult Social Care | 2 |
| Valens Medical Group | 2 |
| Wansbeck General Hospital | 2 |
| Northumbria Healthcare Foundation NHS Trust | 2 |
| North Tyneside Hospital | 2 |

These are the service providers we heard about two or more times. There were also 19 other service providers we heard about once each.

Feedback and enquiry issues



This month's focus

We held our Here to Hear drop-in sessions in Bedlington, Alnwick and Morpeth and also attended the Prudhoe Health and Wellbeing event, Northumberland Parent Carers' Forum Annual Conference, Vision Northumberland's technology event and the Locality Coordinator's event at Dalton Village Hall.

Our online talk was delivered by Harrogate and District Foundation Trust on the Growing Healthy Northumberland 0-19 service. This was quite a specialist topic and we had a smaller audience than usual but they were very appreciative of the talk.

Positive feedback

A member of the public came to see us at one of our Here to Hear sessions. They recently had a stay of several weeks in Northumbria Specialist Emergency Care Hospital, Wansbeck General Hospital and then Alnwick hospital, following a cancer diagnosis. They state that they cannot fault the care received at all - "the staff were really great and nothing was too much trouble. The Healthcare Assistants, in particular, were really good."

North Northumberland resident

Negative feedback

An individual told us that their local GP practice expects patients to use online forms to access appointments/care. However, due to their health condition this causes great difficulty as they struggle to type. Whilst they have mentioned this to reception staff, they feel the staff are not accommodating and often say things like, 'I will do it for you this one time but you need to go online in future.'

Ashington and Blyth resident

Impact

A Tynedale resident called us concerned that her teenaged child had been referred to an orthodontist in Barnard Castle (a private practice which takes on NHS work) by a Hexham dentist to have braces fitted. The orthodontist told them they would not be eligible for NHS funded braces, saying teeth weren't bad enough to fulfil the funding criteria. He offered private treatment quoting £2,500. The caller was under the impression that it would be NHS funded given that the dentist had referred them. She was concerned that she was being misled.

We signposted to PALS for guidance and had this response from the resident: "Thanks for all your help. PALS have emailed me and given me details of who to get in touch with to raise my concerns... [orthodontist practice] has texted offering a second opinion...you have provided a really quick and helpful service."