

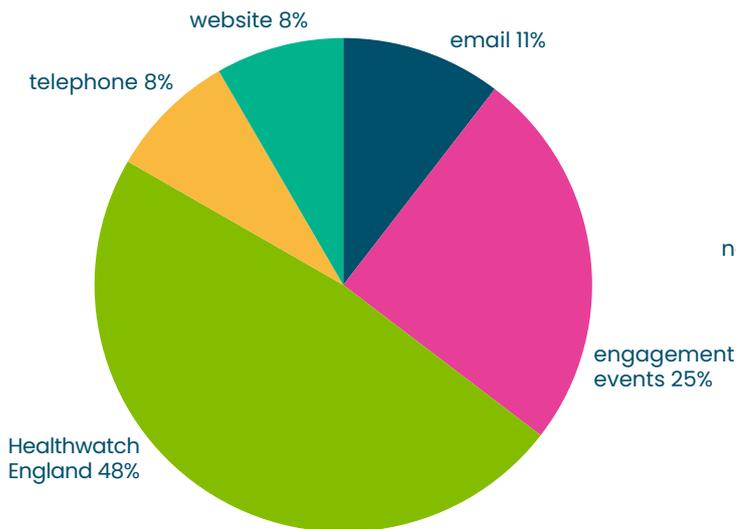
Total number of contacts this month:
269, of which 48 gave more detailed feedback

Top issues

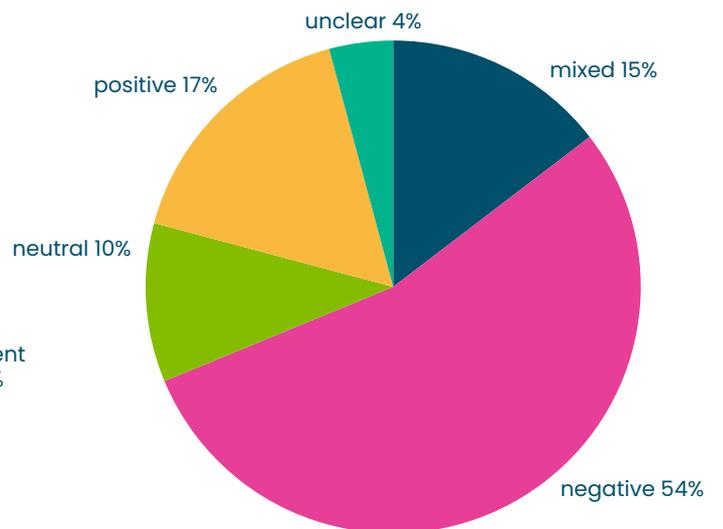
We received an equal number of positive and negative comments about the quality of GP services. Where people had a less happy experience it was mainly about the difficulty getting an appointment or about poor service.

People are still finding it very difficult to get an appointment with an NHS dentist, including having to travel outside of the area.

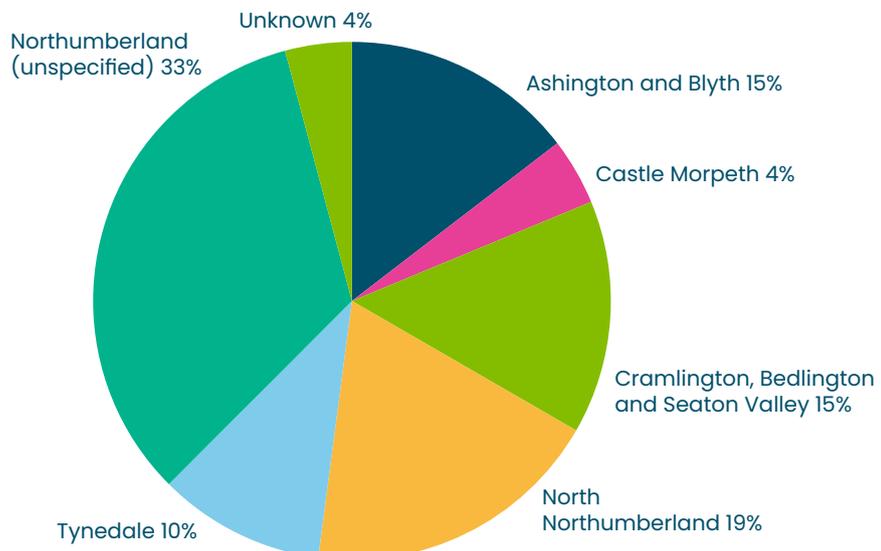
How we heard from people



How they were feeling



Where they were from



Service providers and number of enquiries

Alnwick Medical Group	3
Union Brae and Norham Practice	3
Northumbria Specialist Emergency Care Hospital	2
Northumbria Healthcare NHS Foundation Trust	2
Railway Medical Group	2
Forum Family Practice, Cramlington	2
Valens Medical Group	2

These are the service providers we heard about two or more times. There were also 23 other service providers we heard about once each.

Positive feedback

We had feedback from a gentleman who is very happy with the service from his local GP surgery.

He recently needed hospital treatment and felt surgery staff liaised well with the hospital, and he is happy with ongoing support from his GP.

(Cramlington, Bedlington and Seaton Valley resident)

Negative feedback

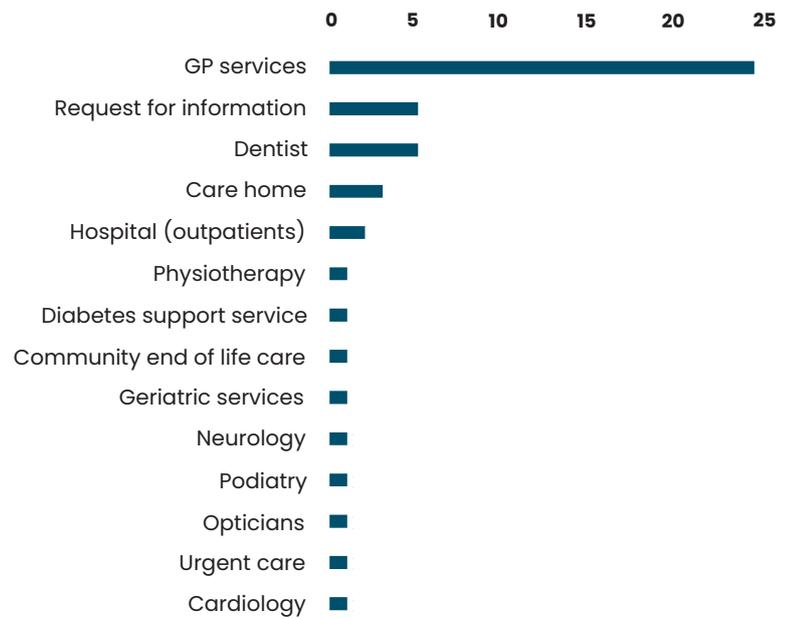
"I now have to use a dentist in Scotland, although I live in England, due to lack of dental provision in Berwick upon Tweed.

My previous dental surgery closed after two dentists retired. Now each visit, no matter how brief the appointment, takes me away from home for at least six hours – two buses each way which don't match up very well. It is exhausting and the hanging around is not good in bad weather.

I am a pensioner. I now have to go to the Borders General Hospital early next year for removal of several roots. I don't know how I will get there and back because transport provision only seems to be available to me in England."

(North Northumberland resident)

Feedback and enquiry issues



This month's focus

This was a short month due to the Christmas break, but the number of contacts was similar to last month. We attended our usual Here to Hear drop-in sessions and also a one-off session at Cramlington Hub.

We visited Wentworth Leisure Centre in Hexham as part of our current health visiting services project, finding out people's experiences and thoughts on the service in Northumberland. We also attended Northumberland County Council's Family Hubs sessions in Alnwick, Blyth, Berwick and Hadston as part of this work.

The online session was from NECA who spoke about gambling awareness and support in the region. The session had lower attendance than past events as this is quite a specialist subject.

Our new cost of living information booklet was distributed to organisations, venues and groups across the county. The booklet is a free resource which we have produced as part of our Signposting and Information Service.