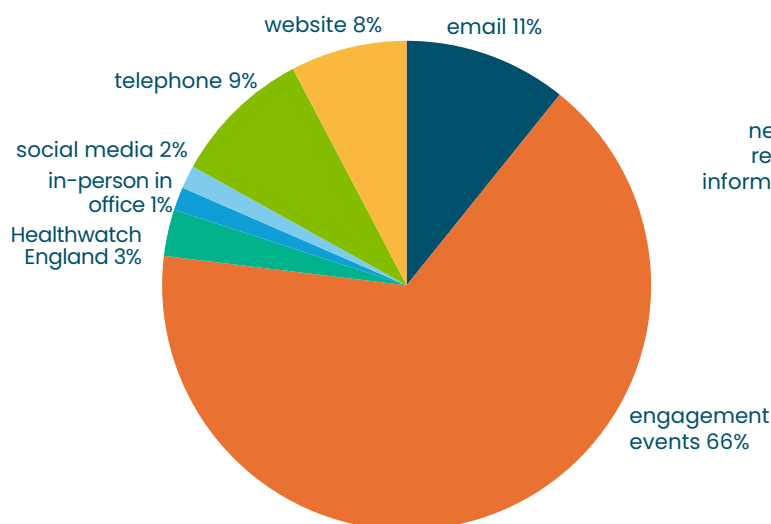


Total number of contacts this month:
102, of which 65 gave us more detailed feedback

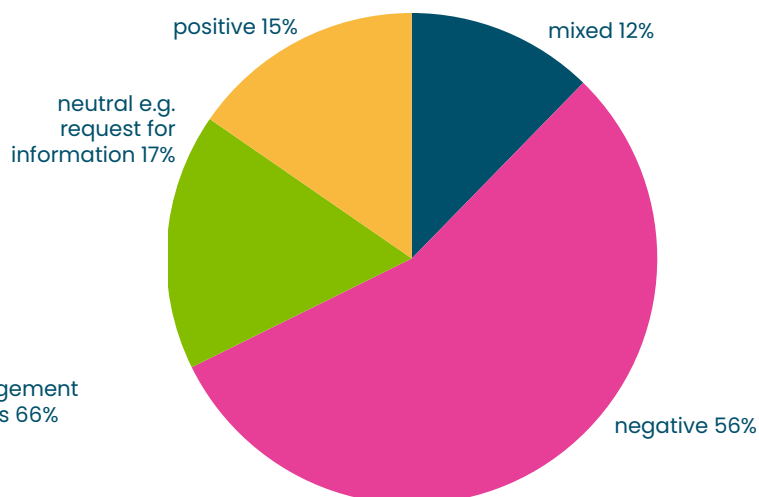
Top issues

Poor communication was the common theme again this month, with negative comments about hospitals and GP surgeries not communicating with each other, and patients not getting clear communication from the services either.

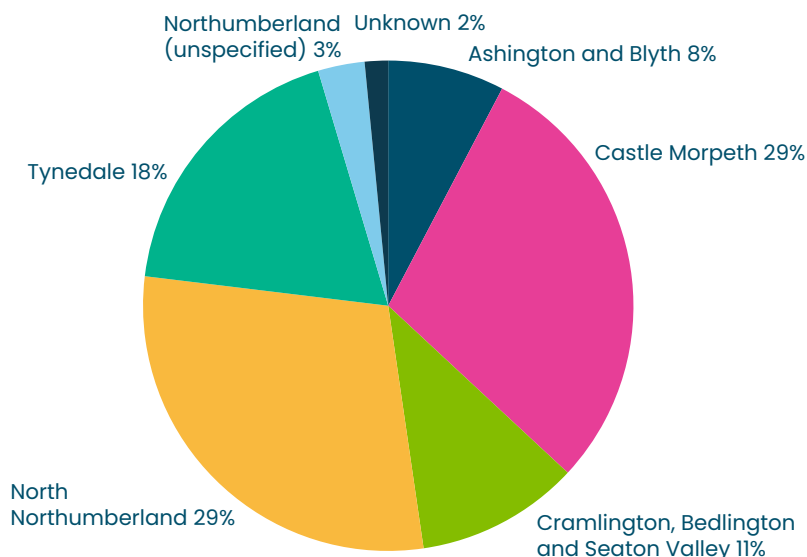
How we heard from people



How they were feeling



Where they were from

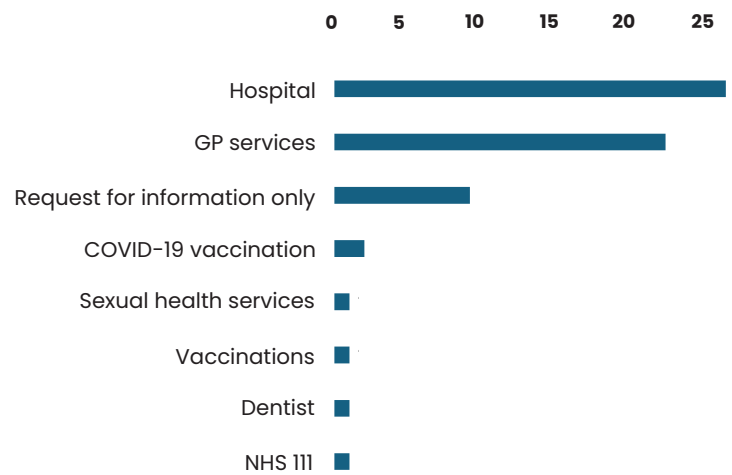


Service providers and number of enquiries

Wansbeck General Hospital	7
Northumbria Specialist Emergency Care Hospital	6
Gas House Lane Surgery	4
Northumbria Healthcare	4
Valens Medical Group	3
Freeman Hospital - Audiology	3
Alnwick Medical Group	3
Seaton Park Medical Group	2
Royal Victoria Infirmary	2
Royal Victoria Infirmary - eye department	2
Greystoke Surgery	2
Hexham General Hospital	2
Northumbria Primary Care - Seaton Terrace Surgery	2

These are the service providers we heard about two or more times. There were also 14 service providers we heard about once each.

Feedback and enquiry issues



Negative feedback

A lady reported that her husband had been waiting for two years for keyhole knee surgery. There had been poor communication between the GP, the consultant and the physiotherapist, with each one referring to the next one and going round in circles each time, leading to the long delay.

North Northumberland resident

Positive feedback

A patient told us "I had an appointment for an ECG. I reported to hospital outpatients reception where I was quickly and efficiently checked in. When I entered the ECG waiting room I was met by a nurse who greeted me politely and confirmed my appointment. One minute later I was taken by another nurse who carried out my ECG check. He was professional and polite and confident. My whole visit lasted around 20 minutes but I must say I felt in very safe hands and these guys were a shining example of pure professionalism. Well done and thanks."

Castle Morpeth resident

This month's focus

We held our usual Here to Hear sessions in Bedlington, Ashington, Prudhoe and Morpeth this month, but we went to The Alnwick Garden health and wellbeing event and Hadston House's health and wellbeing event instead of our usual Alnwick drop-in. We also attended a farmers' engagement event put on by Northumberland Fire and Rescue Service at Pegswood Fire Station, and a rural communities engagement event at Bowsden Village Hall. Our online information session was from Sorted, Northumberland's Substance Misuse Service for young people.

Impact

We were invited by Healthwatch England to give a presentation on our Autism and Young People Report that we produced in the summer of 2022, as an example of good practice. The presentation was given to Healthwatch England's Research and Insight Network Group. Partly as a result of the feedback on this presentation Healthwatch England has set up a special forum devoted to working with patients with ADHD and autism on its internal webchat site.