

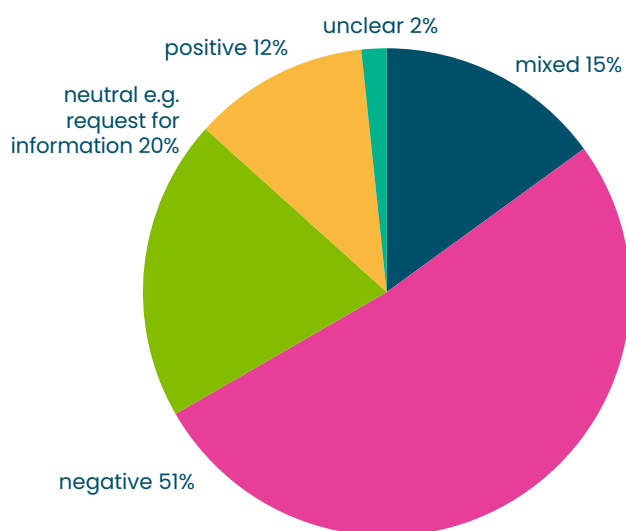
**Total number of contacts this month:
108, of which 61 gave us more detailed feedback**

Top issues

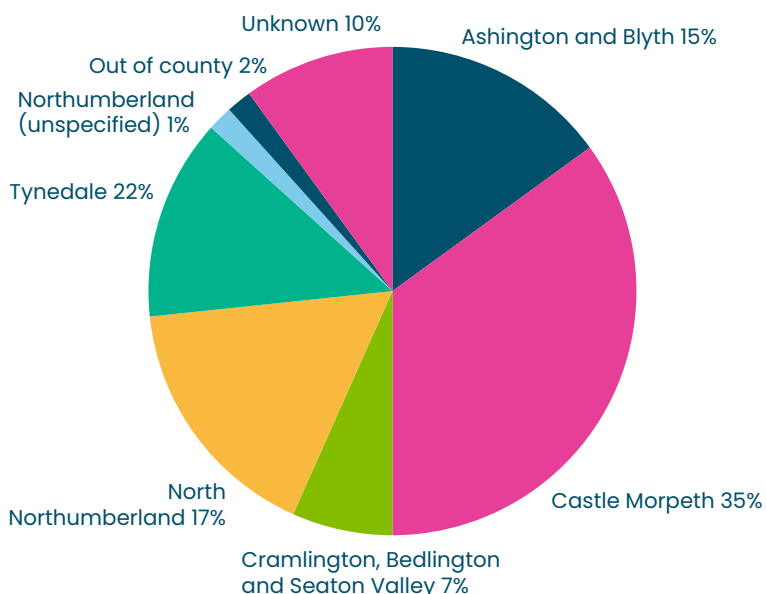
The top issues this month were about hospitals and GP services. Access to hospitals was the main concern, specifically the length of time patients had to wait to get an appointment, followed by communication issues.

Feedback around GP services was to do with people feeling pressured to go online to make an appointment or access other services, and poor service generally.

How people were feeling



Where they were from



Information and signposting

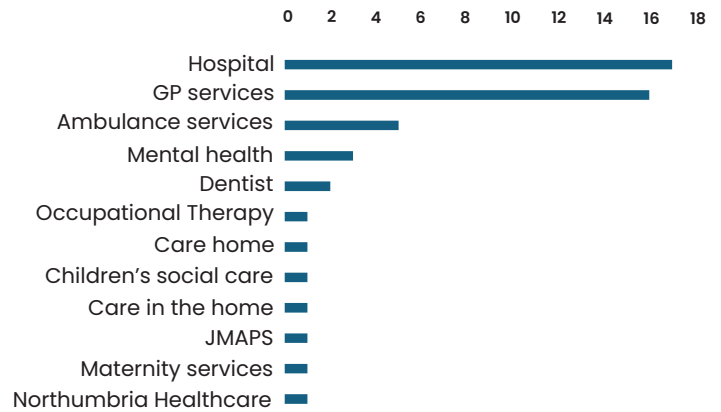
Subject	No. of enquiries
ADHD support	1
Cramlington Warm Space	1
Daft as a Brush patient transport	1
Epilepsy support groups	1
GP records	1
LGBT+ support groups	1
Meals on wheels	1
Patient Experience team	1
Podiatry services	1
Setting up mental health groups	1
Vision Northumberland	1

Service providers and number of enquiries

North East Ambulance Service	5
Freeman Hospital	3
Lintonville Medical Group	3
Coquet Medical Group	3
North Tyneside General Hospital	3
Northumbria Healthcare NHS Foundation Trust	3
Wansbeck General Hospital	3
Northumbria Specialist Emergency Care Hospital	2
Guidepost Medical Group	2

We also heard about 18 other organisations once each.

Feedback and enquiry issues



Negative feedback

A patient contacted us to say that they were generally happy to use their GP surgery's online forms, but had a family member who recently needed to contact the surgery for a specific query – this was not to make an appointment and not something which could be dealt with online. They said they rang the surgery and chose the option for reception (not appointments). There was no answer and nothing to say they were in queue, so they had to visit in person.

The patient thinks phone lines are not staffed enough for general calls and the surgery relies on people making contact online. Whilst this may be fine for them, they know a lot of people who are not online and are concerned about them accessing services at the surgery.

Castle Morpeth resident

This month's focus

Our Here to Hear drop-in sessions took place in Alnwick, Morpeth, Hexham, Prudhoe, Bedlington, and Ashington. We also attended the SeaFit event for Fishermen in Amble, a North Northumberland Autistic Society Support Group in Chatton and Choppington Disability Group's coffee morning.

Due to high demand an extra 2500 copies of our cost of living booklet were printed and distributed across the county. Plans to produce this resource in six other languages and in easy read are underway.

The Big Conversation launched this month. This is a joint initiative between local Healthwatch and the NHS in the North East and Cumbria, and aims to better understand experiences of women's health and healthcare.

Our online talk this month was from Northumberland Joint Musculoskeletal and Pain Service (JMAPS).

Positive feedback

We received positive feedback for the general telephone line for Children and Young People Service – "Can always get through to someone on the telephone and speak to someone if you have a general query". They also told us that if the telephone line is busy, they like the fact there is no hold music, which can get annoying, but it tells you that you are on hold and, whilst it may go quiet, you are not being cut off.

North Northumberland resident

Impact

Northumberland County Council's Director of Public Health and Harrogate and District Foundation Trust both commented in the Health and Wellbeing Board how useful the recent health visiting service report was, and the trust are using its recommendations to make service improvements.