

**Total number of contacts this month:
87, of which 59 gave us more detailed feedback**

Top issues

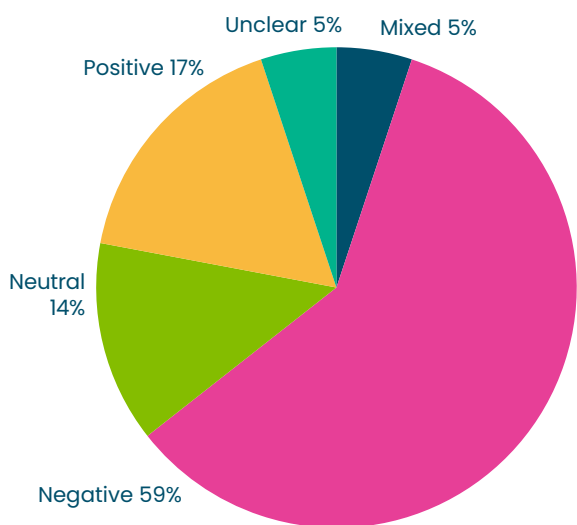
The top three services we heard about this month were GP services, hospitals and Audiology Services.

Difficulties getting an appointment and quality of care were the biggest issues we heard about for GP services.

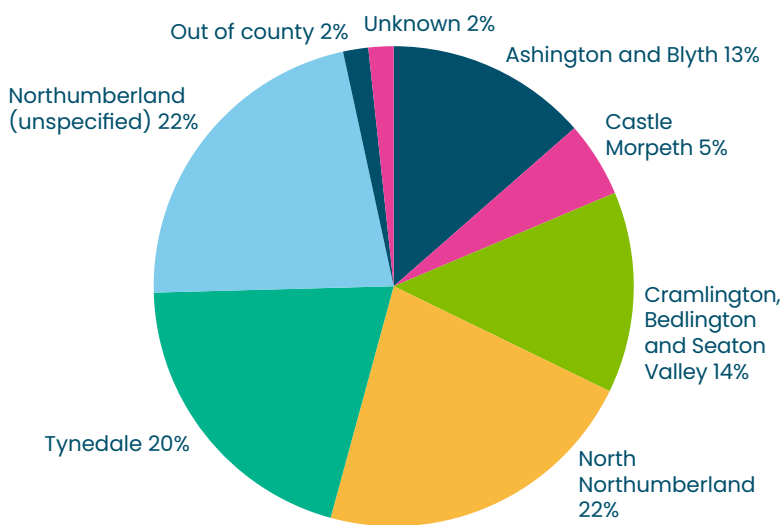
For hospitals, the distance to travel to get to an appointment and discharge services were the subjects we heard about most.

Access issues, such as the distance to travel to receive the service and long waits to receive an appointment, were the most common subjects we heard about Audiology Services.

How people were feeling



Where they were from



Information and signposting

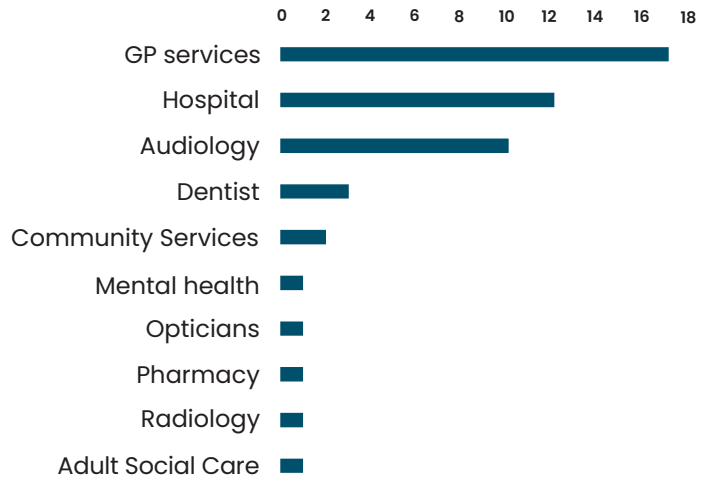
Subject	No. of enquiries
Benefits advice/financial support	2
Tracing a relative	1
Mental health support	1
Health Visiting Services	1
Audiology Services	1
Parkinson's Disease	1
Digital access support	1

Service providers and number of enquiries

Newcastle Hospitals (audiology)	9
Northumbria Specialist Emergency Care Hospital	3
Wellway Surgery Morpeth	3
Alnwick Medical Group	3
The Gables Medical Group	2
Wansbeck General Hospital	2

We also heard about 28 other service providers once each.

Feedback and enquiry issues



This month's focus

This month we held our Here to Hear drop-in sessions in Bedlington, Alnwick, Newbiggin and Hexham. December was a shorter month due to Christmas which has contributed to the lower number of contacts this month.

In addition to the Here to Hear sessions we have been to the Meet and Eat session at Allendale and Hexham Auction Mart. New for January 2025 will be our drop-in at Hexham General Hospital on the third Thursday of every month.

We have launched our work looking at Audiology Services, and our joint bid for a research project into Persistent Physical Symptoms was successful. This project will start early summer.

This month's online talk was from STAMMA, the national stammering charity. The session had a good attendance and was very well received. A recording of the session can be found on our [online events webpage](#).

Positive feedback

"I've been using the Joint Musculoskeletal and Pain Service (JMAPS) since May this year. It's been fantastic. All of the staff are very busy but always friendly and on time. The physiotherapist I've been seeing in particular has been amazing and my care has always been outstanding at every appointment. One of the only health professionals I've seen who I have had total confidence in. They have been very professional, caring and reassuring, a real credit to this department.

I would 100% highly recommend JMAPS. I use a lot of different services across several hospitals but this is without a doubt the best care I have received. There has been a definite improvement in care here since I last visited in 2017. A very positive experience."

Cramlington, Bedlington and Seaton Valley resident

Impact

"I have just shared the [cost of living booklet](#), including the foreign language translations, with the team earlier this morning - this is a fab resource for us."

Customer Services
Team Leader,
Northumberland County Council

Negative feedback

A person told us their elderly relative had to attend hospital in Newcastle. This required a 100 mile round trip from their relative's house in North Northumberland, with the person having to travel a long way to their relative's house first to take them there by car.

The relative was seen by a doctor and then discharged, but told by nursing staff the doctor had asked to see them again the next day for a check-up. The person pointed out that this was very inconvenient given the distances, but was simply told that is what the doctor wants.

North Northumberland resident