



**Total number of contacts this month: 72,
of which 65 gave more detailed feedback**

Top issues

GP services

The length of time it takes to get appointments, and quality of care.

40% of comments about quality of care were positive.

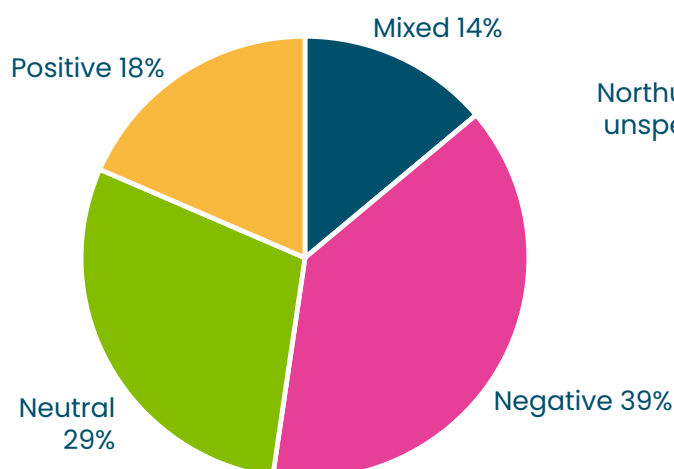
Hospital inpatients

Distance to travel to attend hospital appointments.

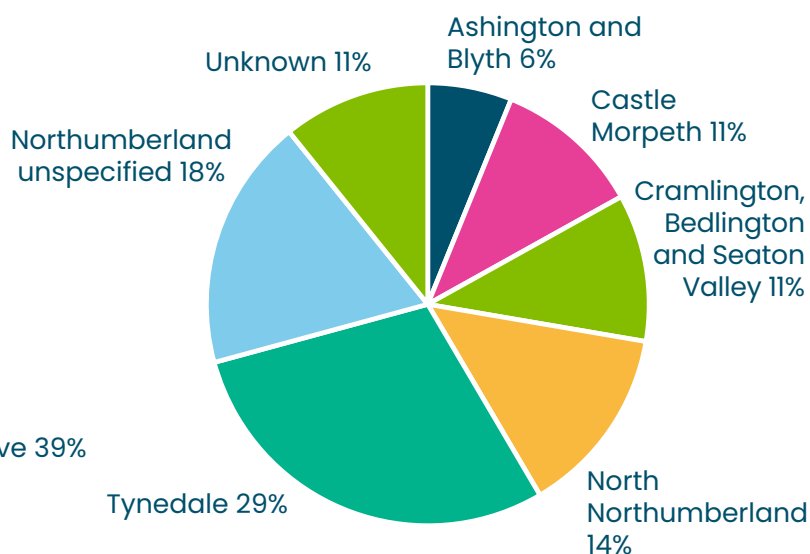
Communication

Poor or unclear communication came up for several different services.

How people were feeling



Where they were from



Information and Signposting Service

Formal complaints process	2
Bereavement support	2
Alcohol addiction support	1
Blue Badge parking permits	1
Cervical cancer advice	1
Continence services	1
Cost of living support	1
Dentists accepting NHS patients	1
Emergency call buzzers in the home	1
Hearing aid batteries' collection points	1
Paediatric first aid courses	1
Support for ex-miners	1
Transport to autism support groups	1
Transport to cancer appointments	1
Volunteering opportunities	1

Service providers and number of enquiries

Northumbria Specialist Emergency Care Hospital	5
Royal Victoria Infirmary	3
Haydon Bridge and Allendale Medical Practice	3
Hexham General Hospital	3
Royal Victoria Infirmary eye care	2
Wansbeck General Hospital	2
Union Brae surgery	2
Newcastle Hospitals Audiology	2
NHS England	2
Alnwick Medical Group	2

We also heard about 24 other service providers once each.



Impact

"I thought today was really informative. I especially loved that once you have ME/CFS other symptoms of further illnesses are not picked up! I invited my uncle who's a retired medic with a daughter with this; he's been fighting for support for her for a long while! He's going to get in touch with Russell direct. A great approach from someone with lived experience, thank you!". Feedback from attendee of June's online talk by ME Association.

Feedback and enquiry issues

16 GP services

7 Hospital inpatients

3	Oncology
3	Breast screening services
2	Ophthalmology
2	Dentist
1	Orthopaedics
1	North East and North Cumbria ICB
1	Mental health
1	Urgent care
1	Care home
1	Covid-19 vaccination programme
1	Radiology
1	Ambulance services
1	Audiology
1	Hospital
1	ADHD support
1	A&E
1	Diabetic eye screening

This month's focus



This month, we held drop-in sessions at our usual Here to Hear venues plus Seaton Sluice Community Centre. We also went to Allendale Village Hall for the meet and eat session, the Work Smart, Live Well event at Cramlington, Berwick and Borders Carers' event and the public drop-in session for Felton surgery.

Our online talk was from the ME Association on Myalgic Encephalomyelitis (ME) and Chronic Fatigue Syndrome (CFS) and got a very good reception.

We also published our Annual Report 2024-25 - 'Unlocking the power of people-driven care'. which highlights how we've made a difference over the past year,

Negative feedback



A member of public who recently had a Covid-19 spring booster told us they'd had a reminder through post. This did not say where to go for a vaccination. Initially tried local pharmacy then GP surgery, both of which didn't offer the service.

They found a pharmacy in Seaton Delaval which provided a walk-in service. The person didn't try to call 119 to ask where could get the jab and is not online, so they just tried local services first.

They were surprised that the services did not tell him where he could go or that the invitation letter did not include this useful information.

Cramlington, Bedlington and Seaton Valley resident

Positive feedback



A person told us that, having been discharged from a larger hospital where they hadn't been pleased with the service, they were then in a smaller, local hospital where they say the level of personal care was notably better. Staff were very attentive, watching patients and ensuring their safety whilst moving about to go to the bathroom etc. They reported the food as being excellent, with several choices.

The hospital arranged for an Occupational Therapist to visit their home whilst they were in hospital and by the time they arrived home via ambulance (also arranged by the hospital), hand rails and other safety features had already been fitted.

Tynedale resident